

February 11, 2019

Dear Administrator (Phil) and DON Karen:

I am writing this letter regarding the quality of service and treatment received by my husband, Andrew Hobbs, during his recent stay at Belhaven.

I am pleased to say that the staff did a tremendous job meeting the needs of Mr. Hobbs. It is always difficult to have to admit a loved one to a facility whether short or long term. In addition, when the patient has multiple challenges as is the case with Andrew, I know firsthand that it is not an easy undertaking to provide care.

In particular Nurses Marva, Diane and Centrella proved that they are assets to the nursing profession; CNA's Ericka, Courtney and Kayla gave optimum care as well as Willie. Social Worker Tanya meet all of my concerns, she went above and beyond. Nurse Marva trained me on the Peg Tube and I confidently do the feedings because of her. The nurses told me to call if any problems occurred at home, and believe me, I will because I have confidence in their level of knowledge.

Special thanks to all of the staff who had a hand in providing care for Andrew Hobbs. I am sure I am leaving out a few people; I don't know everyone's name. Please let them know the Hobbs family sends many thanks.

Sincerely,

A handwritten signature in black ink, appearing to read "Claretta Hobbs". The signature is fluid and cursive, written over a light blue horizontal line.

Claretta Hobbs