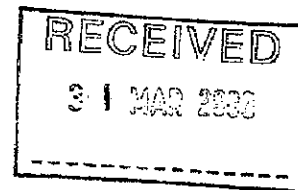


Barty House Nursing Home Ltd
Roundwell
Bearsted
Maidstone
Kent ME14 4HN



29th March 2008

Dear Betty

Further to my sister, Sue Goodwin's, telephone conversation with Ian, a member of your staff, last night may we confirm that our father, Joe Downes, passed away at 5.30pm yesterday.

May we take this opportunity of thanking you and your staff for not only the quality of care that you have provided during the three weeks he was staying with you but the exceptional kindness as well, it gave Dad a quality of life during his final days, brief as his stay with you was. He thought it was marvellous that he had a choice of meals and that you were happy to get him Black Pudding for breakfast. We would also like to add our own thanks for the kindness shown to us by the staff on our visits to see Dad.

His room was really lovely, looking out over the grounds and the beautiful Magnolia tree which was just coming into bud outside his window. Dad thought that he was staying in a hotel, the house and its setting were very similar to those in which he had lived for the greater part of the last fifty years. Caring as the staff were at his previous residential care home, and with hind sight, we wish now that he had been able to have been a resident with you in the last years of his life.

Under your terms and conditions please accept this letter as our formal notice of cancellation of the agreement between our father and yourselves.

Your fees have been paid up to the end of March and we will assume, unless we hear otherwise, that no further fees are due.

Many thanks.


Michael Downes & Sue Goodwin

