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07 December 2016

Dear Jamie Lissaman,

Feedback after Audit Day 24th May 2016; Mattress Deliveries 9th November 2016.

I would just like to extend our most sincere thanks and gratitude for the level of professionalism and efficient service we have been witness to from you, the audit team and your company.

We obtained your detail originally from a hospital that we mutually deal with. I particularly like the fact that your company were able to generate a longer mattress initially for one of our taller patients.

This progressed to carrying out a full mattress audit and the start of a process moving forward that will ensure our patients sleep on the best mattresses possible; mattresses that also meet with Fire regulations in the CRIB rating, and also suitable for patients for the prevention and treatment of superficial pressure damage.

They are also mattresses that can support a log number, and therefore be trackable as far as its lifespan.

You have furnished us with formal cleaning instructions. Your company even designed - the sealed - mattresses adaptation for the original zipped option, for purpose on our Medium Secure Forensic Wards.

More so I have been very impressed with the positive attitudes at all times of both you as business manager, and the Audit Lead Manager and the team that he brings. The fact also the audit team helped keenly to swap over mattresses and even remove old ones during their second delivery visit is also to be commended.

I look forward to working with both you and your team for many years to come; in partnership with the Services Manager and Maintenance departments here.

Best Wishes and Kind Regards.

A handwritten signature in cursive script that reads "Julia West". The signature is written in black ink and is positioned above the printed name and title.

Julia West
Physical Health Lead/Manager