

To whom it may concern:

May I take this time to express how pleased and blessed that Clinton, S.C. has such a wonderful place as the NHC- Clinton. NO one likes to make such a decision to admit a loved one into a Nursing facility. But when / if the time comes it's good to have a wonderful place in our town. When my mom passed, she had been a resident for nine years. Our family got to know all of the staff in every department. During these years, if there were issues with moms care, I like to refer to them as "wrinkles"; we would iron them out and move on. The quality of care for the residents was just as important to NHC as it was to the families. As a family, we were not naïve to know that staff got tired, may not be feeling well every day, and therefore may handle things differently toward resident than if they had been rested. Regardless of such an issue, the management of NHC Clinton did not condone/accept this type of behavior. The necessary actions would be taken to rectify the problem and make sure the behaviors were not repeated.

All levels of management were accessible to my family should their services be required. They never allowed us to feel that we were bothering them or that our concerns were not important to them. The nursing staff that cared for mom was always attentive and informative of any change in her health status. Also, the nursing staff would provide information to us of her good times, need for supplies, request our encouraging her to participate in activities, and the list could go on. What we are trying to say, thank you for providing such a quality of care facility, professionalism, and screening /hiring staff that care about the residents. This was proven during my mom's time at NHC-Clinton as well as since her death. All of the staff has not forgotten us since my mom died; they continue to be very compassionate/caring, including the Administrator, Director of Nursing, dietary, middle management, nursing assistants, housekeeping, laundry, maintenance, and ancillary staff. This speaks volumes of your staff at NHC-Clinton. As a corporate office, we know you require certain measures when caring for residents, but it's a challenge to implement compassion, as you know, that comes from within. Please know your staff at NHC-Clinton is not lacking with their expression of love and caring.

Thank you for providing this quality of a nursing facility in Clinton S.C.

Sincerely,

Vivian K.