

The  
**WOW!**  
Awards®

*for outstanding customer service...*

**The UK's only customer nominated  
award for delivering great service  
Presented to:**

*Maureen McDonough &  
The Team*

*Westhaven Care Home*

*"For the genuine care, attention and affection shown by everyone during Mum's (Edith Physick) short stay at Westhaven. Although Mum asked to go back home sooner than planned, this was due to her own strong sense of independence. Mum considered your care was heartfelt. For that we are most appreciative."*

**Nominated by: David Physick & Ann**

**July 2018**

*Derek Williams.*

Derek Williams  
Chief Executive, The WOW! Awards Ltd  
[www.TheWowAwards.co.uk](http://www.TheWowAwards.co.uk)

4<sup>th</sup> July 2018



**Maureen McDonough**  
Westhaven Care Home  
10 Lighthouse Road  
Hoylake,  
Wirral  
CH47 2EB

The WOW! Awards Ltd  
Business & Technology Centre  
Bessemer Drive  
Stevenage  
Herts  
SG1 2DX

**Dear Maureen.**

**The family of Mrs Edith Physick would like to show their appreciation.**

On behalf of David and Ann, I am writing to thank you for the genuine care, attention and consideration shown by everyone during their mother's stay at Westhaven.

I know from my own experience what a worrying time it can be for families when their parents require care. David and Ann have asked me to show their appreciation by presenting you and your team with a certificate from The WOW! Awards.

We do what we do because we want people to feel proud of doing a great job. I hope that this small token of appreciation goes some way to thanking all involved.

If you would like to let me have a photo of your team with this certificate I would also be pleased to share it on social media. My email address is [Derek@TheWowAwards](mailto:Derek@TheWowAwards) and my mobile is 07774 217587 if you need to contact me.

Please keep up the good work.

My very best wishes.

Derek Williams  
Chief Executive.