

July 28, 2025

Manoj Mahtani
Chief Executive Officer
Shine Partnerships Ltd

Heartfelt Thanks for the Outstanding Care Provided to My Brother at Carlton Lodge

Dear Manoj

I am writing to express my deepest gratitude for the exceptional care and support your team at Carlton Lodge has provided to my brother over the past two years.

His situation is complex — living with schizophrenia and a poly-substance misuse disorder presents ongoing challenges that can, at times, be incredibly difficult to manage. And yet, throughout this period, your staff have maintained an unwavering commitment to a professional, person-centred approach, even in the face of behaviours that are often deeply challenging. The consistency, patience, and dignity with which my brother has been treated speak volumes about the values that underpin your service.

This professional care extended far beyond my brother himself. Beginning last October, my family entered an extremely delicate and emotionally demanding time. My father, then 87, was placed under the care of the North London Hospice as his health rapidly declined. At the same time, my mother's own health was deteriorating, and I was also the sole caregiver for my daughter, who has special needs.

Managing all of this while ensuring R remained supported — particularly in terms of his mental health and substance use — was no small task. One of the most sensitive aspects during this period was enabling R to safely visit our dying father. This required not only emotional sensitivity but also careful attention to safeguarding considerations, particularly regarding interactions with my parents and my daughter.

Your staff helped our family immensely handled these complex dynamics with extraordinary care, professionalism, and compassion. They made it possible for R to come to terms with the fact that his father was dying, and enabled him to say goodbye to our father in a safe and dignified manner. Their endeavors and acts of kindness and coordination allowed my father to pass away peacefully. It is something my family and I will never forget.

Moreover, the holistic support extended to our family during that time — in the lead-up to my father's passing, during the funeral and prayers, and in the grief that followed — far exceeded anything I could have expected. This level of care and empathy reflects not only your team's clinical expertise but also a profound sense of humanity. My nerves were frayed at the thought of managing my brother's mental health whilst looking after my daughters needs and making funeral arrangements – staff, especially the exceptional John Jija who stood by me and the family in supporting R, taking him out periodically, attending the prayers despite it being a weekend to assist with R.

On a clinical level, R's achievement of sustained cannabis abstinence is a significant milestone, and I credit your team's persistent, respectful, and structured support for helping make that possible. Your continued diligence in supporting him with his cocaine use — including how you've handled periods of relapse with care and without judgment — reflects a model of compassionate and effective mental health care.

He is now attending a weekly Anonymous group and Tai Chi sessions, with encouragement and support from staff — a testament to the proactive and recovery-focused culture you've fostered at Carlton Lodge. Staff members including Nana, Salimah supporting R on daily basis have been incredible. Lisa also has been wonderful. Between all members especially John – we keep open communication going to help R.

Expressing gratitude for this kind of exceptional care is not simply a polite formality — it is, I believe, an important piece of feedback. Mental health caregivers do an often thankless job in highly challenging circumstances, and I hope this message goes some way to reinforcing morale and acknowledging the depth of your team's impact. Highlighting moments where care goes above and beyond also helps to reinforce best practices within an organisation, while nurturing a culture of excellence.

On behalf of myself and my entire family, thank you — sincerely — for standing by R and for walking alongside us through a period of profound challenge and loss. Your work has made a lasting difference in our lives.

We hope with the amazing support available to R, that he may turn a corner and decide to want to live his life with more purpose [with his symptoms managed] and give back to society.

With heartfelt appreciation,

R's sister