

Examples of compliments received during 2023-24

Compliments received from service users, their families and other public bodies including Health and the Court Services are shared with all staff via email and a selection are included in the staff bulletin.

Adult Social Services:

**Single Point of Access:** "I would like to this opportunity to express my sincere thanks & appreciation you have not only showed when meeting my mum but your drive, kindness & support in getting the right help for X as she tries to live a 'normal' life whilst battling dementia & other ailments. Thank you as without your help & theirs, i would not be less stressed or anxious as i have been since her diagnosis."

**Older People Localities:** "I just want to say a massive thank you from the bottom of our hearts for going above and beyond with everything you have done for us, we would never have been able to achieve this ourselves, as soon as there were any issues with anything you got onto it and got it sorted, it's amazing and now X can do so much more for himself, we feel that things will be so much easier now, thank you again."

**Discharge and Recovery Team (Hospital Discharge):** "X told me that after speaking to you she feels a lot better and that she has been able to come down a couple of rungs on the ladder. She advised that she felt you were very knowledgeable and happy to have you as a contact."

**O.T.:** "I'm just emailing you to express my gratitude and thanks to X, she has been my angel in disguise, I really don't know what I would have done without her. I have secondary progressive M.S. And I'm really struggling at the moment. You'll never know how much X has helped me. She's helped getting all my equipment that I so desperately needed. She listens to me on my down days, which really helps. Just saying thank you just doesn't seem enough".

**Reviewing Team:** ""I am so grateful for what you have done. I didn't expect you to go to panel. You've done more than anyone has ever done and made such a difference. Thank you."

**Older People Provider Service:**

Llys Gwenffrwd: "Every single member of Llys Gwenffrwd are amazing. My mum has been treated with the utmost dignity, respect, care, kindness and thoughtfulness throughout her stay. Everyone was so friendly and caring, I really cannot recommend highly enough. She has been so well looked after. The food is fantastic, freshly prepared and varied to suit so a big thank you for the hard work in that area too. Just can't thank you guys enough!"

Llys Raddington: "Thank you so very much for looking after our Dad, especially in these last few weeks. We really couldn't have managed without every single one of you. Our best wishes to you all."

Plas Yr Ywen: "If I could call this place, it would be..... A place you could dream of when you're old. I am very happy here. They are all excellent. I know I am safe and secure."

Llys Eleanor: "I just wanted to say how thankful I am for you welcoming and looking after X the way you all have we really couldn't have wished for better care and support."

Marleyfield home: "Thank you for all your kindness to me. I really appreciate it. I had a lovely birthday (21 and a bit) and will always have lovely memories to remember it. Thank you for the lovely party. I will always speak highly of Marleyfield. Anybody who comes to stay here are very lucky."

Croes Atti: "A very special thank you to all at Croes Atti for making it home from home. For all the kindness, encouragement, laughs and for giving X the best quality of life and care when she needed it the most."

Llys Jasmine: "I wanted to thank you all so very much for your kindness, support and care you gave to my father. Your friendship was perfectly balanced with your professionalism, you became part of my family, you all went over and above to enhance and enrich his life all with dignity and respect. You learnt what mattered to him about his life, hobbies and interests. I feel that I have been part of the Llys Jasmine family too."

Ty Trefynnon: "Just to tell you how wonderful you have been keeping me in touch with my mum. I can't thank you enough".

**Homecare/Reablement:** : "First of all, I want to thank you all from the bottom of my heart for the care you have given to X since he was discharged from hospital in December. Every member of the team has shown exemplary standards of care and professionalism. They have treated X with dignity and such personal care. Not rushing him; giving him choice; sharing a funny story and even singing his favourite Frank Sinatra songs with him."

**Learning Disability Community Team:** "I just want to say a personal thank you to you. You know what I thought of you as a social worker and my opinion hasn't changed. You were always so quick to respond when I needed help, you were so insightful and understood what X's needs were and you made things happen to help her... you were one of the many people who helped to of make her journey through life a happy and successful one."

**Learning Disability Provider Service:** "Our son has Downs Syndrome and early onset dementia so respite is much needed. The staff are friendly, warm hearted, loving and caring . My son is very happy there and has his bags packed a week before his stay. I know that he is safe when he is there and being well looked after".

**Progression Service:** "I'm sorry you will no longer be X's social worker as you've been really helpful in helping us navigate the system and thanks to you X is now really thriving at Pendine Park. She is much more relaxed and enjoys all the activities on offer. It is a huge weight off our minds now she is in a place that's suitable for her needs. Thanks again for all your help."

**Mental Health and Substance Team:** "I just wanted to say thank you very much for this morning's meeting which I thought was conducted extremely professionally and sensitively. Thanks for everything that you and all the team have so evidently worked hard on in the background to get everything to this point, she is fortunate to have a team of people who are working hard in her best interests, so thank you to everyone involved".

**Integrated Autism Service:** "I thought I'd get in touch to let you know what's going on with me. I've finished at Oxford with a 2:2 and I'm about to start... at the University of Chester. I wouldn't have gotten here without your help and you showing me more about myself. Thank you for everything you've done."

**Safeguarding:** "I just wanted to say thank you to the both of you for your support over the past week and especially today with regards to X. Whenever we feel unsupported by the system, I always feel supported by you both at safeguarding. So just wanted to say thank you and share my appreciation for the support you show us."

**Financial Assessment and Charging Team:** : "You have helped me and my wife tremendously (re. their financial assessment). You also helped with my wife's upgrade of attendance allowance and again this is down to your help. You really are a genuine guy and the world is a better place with you in it. I am glad I met you for all of the help you have given to us. You are a true gentleman."

**Direct Payments Team:** "I would like to tell you that your help has been much appreciated these last 3 or 4 years, it really has and we all thank you for that. You have always been so helpful, professional yet friendly and provided the family with solutions to the many queries we have had over the years of dealing with Dad's care."

Children's Social Services:

**Protection and Support, and Resources:**

"Y came to an objective, impartial conclusion and recommendation around my son's best interests. Without Y's recommendations and thorough investigations I don't know where me and X would be at around contact and the false allegations would be treated as factual. So once again I'd like to thank Y for keeping X's best interests at heart."

"This is just a thank you message, you were fantastic during your involvement and you are a credit to the children's services... You have put a lot of his worries and fears to rest because of how efficient and professional you were. You have definitely

left a great impression with me and I wanted to thank you for everything and wish you the very best for the future. Also, I wish to thank your manager who attended court also.”

“Thank you X for removing all the obstacles and barriers and righting all the wrongs the children and I have had to endure these past eleven years. I didn’t realise I was living under so much anxiety and stress until you helped lift it all from me...You haven’t just done your job X, you’ve walked in our shoes.”

“I couldn’t wish for anyone better. You do your job to the highest standard. Anything I need or want to discuss you’re my first port of call and you always reply and act on everything with immediate effect and are very helpful and easy to get along with. You’re organised and efficient and understanding.”

### **Safeguarding:**

“I thought I would contact you in regard to X as you will be the one who will remain present in their life and someone who I feel has the children's best interests at heart. I feel confident that you, as the children's independent reviewing officer will be able monitor and feel able to ask questions if needed, and also hold those who should be checking on the children to account. Thank you for your support, and for being such a fantastic IRO!!”

**Child to Adult Team:** “I just wanted to say thank you for coming into X life and making a difference. That meeting today blew me away as in 12 years we have never had this attention. We are so pleased with how you are pulling this together. That's the first time I have seen Y in about 5 years! Well done you.it means a lot.thank you so much.so many people are actually helping and making a difference now and those meetings are helping to achieve that thank you”.

### Residential and Regulated Services

“...shared some lovely comments about X and her relationship and approach to Y. She said that when she went to visit Y he was upset about a toothache and wanted to go to York and X handled this really well, sensitively and with great skill. She said that X is a prime example of an excellent children’s home worker and clearly has a very good understanding of Y’s needs.

### Early Years and Family Support, and Family Information Service

“Most incredible woman I’ve ever met. She helped me so much at my lowest, I wouldn’t be as strong as I am now if it wasn’t for X”.

“I would just like to say thank you for your assistance with this query, you have both been extremely helpful. The information provide is very useful for other clients I work with, and useful for me to signpost clients in the future for any support needed with funding childcare”.