

Examples of compliments received during 2019-20

Compliments received are shared with all staff via email and a selection are included in the staff bulletin.

Adult Social Services:

Single Point of Access: "I can't thank you enough for your care, concern and empathy. I would have really struggled with mum if you hadn't been there as when she is like that it's very difficult to bring her round but you were able to do that brilliantly, thank you so much."

Older People Localities: : "... would just like to say a huge thank you for all the help and support you have provided our family. Putting up with our family dynamic will never be easy but you have always remained professional with Mum's needs being the focus."

O.T.: "Thank you from the bottom of my shriveled old heart for everything you have done it's such a help both physically and mentally as I can now move around house cook sleep in proper bed wash and soon shower all downstairs I can't thank you enough".

Older People Provider Service:

Llys Gwenffrwd: After a visit by the Mayoress, she wrote: "I wanted to say how impressed I was with this home... This was the best I have seen. I met a lot of residents who wanted us to know what a fantastic place it was to live and how kind and helpful the staff were. Residents looked very well cared for and happy."

Llys Raddington: "I just wanted to come to say how much Mum has improved since living here. She's started to clean and do things she hasn't done for many years. Now she is able to do all these and other things independently and with ease. I feel that living here is not just slowing down her dementia but actually reversing it!"

Llys Eleanor: "We were always comforted knowing she was in such good hands and definitely couldn't have managed without you."

Marleyfield home: "All the staff are fantastic. The staff are so patient with X. She always looks well and well presented. She has her hair done every week. The staff take pride in their work and always keep mum's dignity and respect."

Croes Atti: "There really are no words that can express the depth of our gratitude. Mum was truly blessed and fortunate to have spent her last few weeks with you in your beautiful home from home. You are an amazing and inspirational team of people. You deserve the very highest accolade."

Llys Jasmine: "Thank you for all your tender kindness and care for mum and dad and for making their final years so much more comfortable. We are very grateful."

Homecare: "I have nothing but the highest praise for the help they gave me. They were calm, kind and helpful with everything they did for me."

Reablement: "We can't thank you all enough for the wonderful help you gave mum. You all do a wonderful job, each and every one of you. It was very difficult to come to terms with but you soon put our minds at ease."

Learning Disability Community Team: "Each individual is full of knowledge and passion for what they do. Their help and support has been immeasurable and they are so passionate about their work. I am truly grateful."

Learning Disability Provider Service:

Station House were all thanked by family: "I would just like to say how grateful we are as a family for all the support that you & Flintshire County Council have provided X over the years... but seeing how happy & healthy X is these days you must never forget what a wonderful job you do."

Ty Banc Cerrig were complimented by a parent: "She was full of praise for the staff team at and said that she "could not want or receive any better care and support for my son.... I cannot praise the Flintshire team enough".

Woodlea were thanked by a parent who was very complimentary about the staff and support that her son has received at Woodlee over the last 20+ years. She wanted to thank everybody on behalf of herself and her son.

Child to Adult Team: The Tea were thanked by a service user. They had been homeless and living in interim accommodation which did not meet his needs. With support he has now just moved into a bungalow with his own tenancy. He wanted to say a big thank you for their support in making this happen.

Mental Health and Substance Team: The Team were all thanked by an individual they helped through a serious period of depression which kept the individual off work: "I am very grateful... for their support, understanding and flexibility during a very difficult time for me. I've been well and back at work".

Integrated Autism Service: "Without the IAS involvement X wouldn't be where he is today and he is taking pride in what he is doing and loves to tell family members, something that he would shy away from previously."

N.E.W.C.E.S.: I was treated with respect throughout. Every request for further aids was granted, immediately- no long waiting times. I was shown in hospital (when assessed) and at home how to use the equipment. I cannot fault your service- Thankyou. The drivers were polite and respectful also!"

Care and Repair were complimented and an individual wanted to say a big thank you as the staff were very friendly and completed the job quickly, and wanted to thank the team for their amazing work.

Safeguarding: “(Daughter) said she was very grateful to be asked her opinion and to be able to talk about how her Mum’s dementia had affected her, she thanked X for listening to her and being interested in her Mum’s life some of which she hadn’t thought about for years. Daughter said she felt relieved that someone else had seen her Mum and had taken a genuine interest in her well-being.”

Financial Assessment and Charging Team: : “We have been provided with an excellent account of the work and measures implemented to protect X from Y that are alleged to be financially abusing X. We have been informed that X’s finances were speedily secured immediately upon receipt of the Court Order to prevent further financial abuse.”

Contracts Monitoring Team: “Thank you for your support over this difficult time. I am heartened to work with an understanding Council working in conjunction rather than using the situation as an opportunity to hit us with a stick.”

Children’s Social Services:

Permanency and Court Team received a colourful, hand drawn card that read: “We want to say a big thank you. We could not have done this without you. You helped to give me strength and open my eyes. Me and X are the happiest we’ve ever been.”

Family Intervention Team: “Can I just say that you have been so helpful and thorough! I left the planning meeting feeling quite reassured. You are like a breath of fresh air in our current stale environment and I feel you deserve every praise given to her. Could you pass on our great thanks and gratefulness to all please?”

Targeted Support Team: “Just wanted to let you know we appreciate the time, care and effort from all the sessional workers. They have always been kind supportive and lovely to work with and be around it’s been and will continue to be a pleasure working alongside them. Thank you.”

Children’s First Contact Team: “She in my view has been instrumental in bringing this case to Court and ensuring X’s safety. It is clear to me that since being allocated this case she has worked extremely hard to achieve positive outcomes for X, and I have been impressed by her enthusiasm and her child focused approach in keeping X at the centre of her planning.

Fostering Service: The work of the Service was recognised by carers in their exit interview: “We have found the support offered by the family placement team very helpful and been very glad of the advice and experience.”

Team Around the Family: “She and her son were supported by TAF in the past. If it weren’t for TAF, her life and her home would be gone. She stated that until TAF

supported her, she was shoplifting food to feed her son, was about to lose her home and was in a dark phase of depression.”

The Mentoring Service was thanked by a parent. They made huge positive effects on their daughter’s wellbeing and X is an excellent communicator with the family. Dad feels he has been listened to and the team knows the family well, making them very easy to talk to.

Mockingbird Initiative: “It was good to hear about and appreciated by all the delegates as well as being an example of doing things differently to share across Wales. The enthusiasm you brought was infectious and helped make it such a positive and productive day as well as underlining the importance and power of collaborative fostering endeavours across Wales.”

Safeguarding: ““So I would just really like to thank you and the Authorities especially X for giving me what I needed and never giving up on me and helping me through this tough stage in my life.”

The Young Voices Out Loud group were thanked: “Thank you so much for all of the help you have given us with Mockingbird so far! Your views and feedback have been included in our work and I’m really pleased to say that we have now appointed our first Hub Carer.”

Family Information Service: “Can I thank you too, for all the hard work that went into organising the fabulous awards afternoon last week at Ruthin Castle... thoroughly enjoyed the venue, the wonderful food, meeting up with other colleagues, the fabulous speaker and best of all, hearing about the fantastic work that childcare workers are doing throughout Wales. I have found the help and support from FIS extremely valuable and much appreciated.

Flying Start: “I just wanted to get in touch and thank you personally for helping me to sort out X’s funding, it has been the biggest relief and will make such a difference to our family. I truly appreciate your kindness and the fact you went out of your way to help.”