

Examples of compliments received during 2020-21

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 would like to thank the team for everything that you are doing for people like me who are self-isolating and unable to go out. Once again thank you I really appreciate what you are doing you have been really helpful today".

Older People Localities: "I echo my dad's opinion, the service is fantastic that you guys have provided, I'm not sure how I'd have coped without it. A huge thanks to you. You've been so easy to work with, easy to get hold of and what you've said you'll do, you've done. In my book, that's invaluable. I can't tell you what a relief it's been to be dealing with people so obviously kind caring and compassionate"

Hospital Social Work Teams and their Admin.: "I would personally like to give praise to the hospital social work team and the admin staff for all their support through the COVID situation. It must be extremely difficult for them to work from home and I would like to say their professionalism and prompt return of phone calls and assessments has been phenomenal".

O.T.: "I feel like the Queen. Does everybody have this sort of treatment? I have lived in Flintshire all my life and I am so proud of FCC this service is fabulous ,I just want to say thank you".

Reviewing Team: "The 2 extra calls you put in for Mum really helped over the last few months. The Service we have had from you and the Team has been second to none. As a family we are eternally grateful. Thank you for what you have done".

Carelink/Telecare: "Professionals thanked the team for their help and support who have worked together as a team and gone over and above to ensure clients get the equipment fitted needed to help them feel safe at home".

Older People Provider Service:

Llys Gwenffrwd: "First of all can I say how much we appreciate the diligent and resolute work you and your staff are devoting to the residents at this extremely difficult time. A big thank you to all the staff for keeping the residents safe at this difficult time".

Llys Raddington: "This is a big shout out to the Staff at Llys Raddington in Flint. Just video called my Dad and he was all smiles and looking forward to playing Corridor Bingo. We Can't thank you enough for what you do for him and all the other residents #KeyworkersRock".

Plas Yr Ywen: A tenant was overjoyed to be moving in and her family gave the team a card and chocolates to say thanks for everything they have done to get to this point. "It is beautiful , oh my goodness , I don't know how I held the tears back when we walked in . Everyone was so lovely and friendly too!"

Llys Eleanor: "We are experiencing some strange and scary times. Thank you for all the care and compassion you have shown my grandmother. For yesterday, today and tomorrow, there's not enough to say how much we appreciate you. You're all truly amazing!"

Marleyfield home: "Just wanted you to know that I and many others respect how hard you all work and that you are the key workers not just now, but always for the people you care for."

Croes Atti: "Just to say a huge thank you for all that you are doing during these difficult times. You are all amazing and it's a great comfort to all of the relatives to know how well everyone is looked after. Everytime we clap on our doorstep at 8pm Thursdays, we send you our thanks."

Llys Jasmine: "Thank you so much for all the wonderful care you gave to mum. We are all so grateful for your patience and understanding, care and compassion. I don't know how we would have managed without you".

Ty Trefynnon: "Just wanted to say that the staff of Ty Treffynnon were great, so organised and happy. The home was playing Christmas songs and really made the residents' day a joy".

Homecare: "I would like it be known that the team have without exception always provided exceptional care, and compassion to my Dad, taking the time to understand his needs and ensure his whole person is cared for. They treat him with dignity, respect, patience and good humour. His mood visibly lightens when he knows the team are attending."

Reablement: "The professionalism, care and support X has received from the Reablement Team has been outstanding. They have got X at ease in their company making it a pleasure instead of feeling embarrassed. I would like to thank them as X's wife for the care and support during the dark days."

Learning Disability Community Team: "You have been a huge help to us with the ladies and for that I'll always be grateful. You stuck with us even though things looked very precarious at the beginning but I'm so grateful that you trusted us to do what we said we would. I only wish for the benefit of the people we support they could all be like you".

Learning Disability Provider Service: "'X's mental & physical health continue to noticeably improve as a result of the Service. We know this is really good for X but in an oddly pleasing way it's also really obvious how much she wants to get back to you, often within an hour of a visit or trip out. As a family we could not be more

impressed by, or happy with, the care provided. There are so many examples I could provide”.

Child to Adult Team: A parent gave their heartfelt feedback about the team’s support during Lockdown that included: “If it wasn’t for you I wouldn’t have got through this. You have made my life easier during lockdown, sometimes with actions or sometimes just a phone call. When I heard that schools were closing from March to Sept, it was awful. You were there to talk me through this and got (child) into the school hub which wasn’t easy as they turned him down twice due to him shielding”.

Physical Disability Service: “X asked me to thank you personally for all you have done for her and her family. She knows it was difficult and you have paid a price yourself in stress and anguish. I'd like to thank you too. I don't have the words anymore to express how dark a time it has been. It's going take time to recover.”

Mental Health and Substance Team: Next Steps were thanked by a young service user who shared their touching and personal story about ups and downs with school, college and Lockdown, and how the Service had helped them through it all: “I would like to thank Next Steps for all the support and guidance that they have shown me over the years. I would not most certainly not be an undergraduate at University today without them.”

Integrated Autism Service: “I was met with nothing but care, kindness and support and it honestly meant the world to me because I really struggle to believe that I deserve any of it. You have been kind, honest, caring, funny and so supportive. You have helped me to begin to understand that there is a place for everyone and I will always carry with me your quote, “I’m not weird, I’m limited edition!”

N.E.W.C.E.S.: “...compliment you on the system in place for accessing P.P.E. Their request was turned around in 20 minutes this morning and staff at NEWCES are always really pleasant and helpful. So thank you for our supplies this week. The work you are doing is really appreciated and is making a difference.”

Safeguarding: The Team were thanked by a local hospital. They said how sensible and consistent the safeguarding response is in Flintshire compared with some of the places they’ve worked in England. He said that the experience of the team shows through.

Financial Assessment and Charging Team: “I would just like thank you so much for your help in what has been a most frustrating issue I have had to deal with. Knowing at least you understand my problem I probably had the first night’s sleep in weeks”.

Contracts Monitoring Team: There has been a great sense of collaboration and support from all professionals during this time. We have found the connection with the different departments within the sector has been overwhelming and the support and trust that has been afforded to us has been gratefully received. We would like to

thank you for being so supportive to us during this time and allowing us to develop the coping strategies to support our clients through this pandemic.”

Children’s Social Services:

Protection and Support, and Resources:

“I would just like to inform you both that i would like to praise you, you have been absolutely amazing due to my circumstances!!! Honestly couldn’t fault you, you’ve rang everyday to make sure i’m ok, you’ve got the process going to help me with my living accommodation. Thank you all so much for all your support and help!!”.

“I just want to say a big thank you for everything you have done for our family. you have supported us so much and I’m always very grateful for your home visit because you have helped me and have also given me the motivation I needed to sort our home life out which is so much more better and happier too. You are all such an amazing team who help so many families in need and thank you very much for all your support with school too. You have definitely been the support we all needed and i needed. Thank you so so much for everything you have done for our family, you’ve really been amazing xxx.”.

Business Support Team: “We have been having to rely on admin staff quite a lot this last few weeks for one reason or another and they have all been great, nothing has been too much trouble for them, even in the difficult situation we find ourselves in at the moment, nothing has changed they are all as helpful as they always are”

Safeguarding: “The way the conferences have been arranged and chaired has also been effective, being both very well organised and managed. I was wondering how it would work out (during the crisis), but it has been very effective, so that praise is also note-worthy to yourselves as Chairs and to your Admin support.”

Early Years and Family Support, and Family Information Service

“Mum stated that she was so happy to be receiving support as her sister had also received support and said how fantastic the service had been. Mum stated she felt that the support that a family worker could give would be very beneficial. Mum said she felt like we understood her situation and was very happy to start the process of working together.”

“I just want to say thank you for all the hard work you continue to do for your Flintshire childminders. During this difficult time for us, you have continued to provide us with information as soon as you get it regarding our 30 hour funding payments / what we can and can’t do / and the new C-CAS funding. The application processes have been made simple to complete for the parents, and all three of my families were approved without delay. So just a little thank you from me for all the support you continue to provide”.