

## Individual Decision

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The attached report(s) will be taken as  
Individual Portfolio Member Decision(s) on:

**Wednesday, 19th September, 2012**

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<b>Ref:</b>	<b>Title</b>	<b>Portfolio Member(s)</b>	<b>Page No.</b>
ID2528	<b>Community Care (Adult Social Care) Compliments and Complaints Report</b>	Councillor Joe Mooney.	1 - 18



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## Individual Executive Member Decision

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<b>Title of Report:</b>	<b>Community Care (Adult Social Care) Compliments and Complaints Report</b>
<b>Report to be considered by:</b>	Individual Executive Member Decision
<b>Date on which Decision is to be taken:</b>	19 September 2012
<b>Forward Plan Ref:</b>	ID 2528

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**Purpose of Report:**

To outline the approach to handling complaints for Adult Social Care and to provide information about the number and type of complaints within Community Care (Adult Social Care).

To highlight the number and nature of compliments received from April 2011 to March 2012.

To illustrate how complaints and compliments are logged and monitored, and review the actions taken as a result of the lessons learned

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**Recommended Action:**

**Reason for decision to be taken:** For information only

**Other options considered:** None - For information only

**Key background documentation:** None

Portfolio Member Details	
<b>Name &amp; Telephone No.:</b>	Councillor Joe Mooney - Tel (0118) 9412649
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Contact Officer Details	
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## Implications

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**Policy:** None  
**Financial:** None  
  
**Personnel:** None  
**Legal/Procurement:** None  
**Environmental:** None  
**Property:** None  
**Risk Management:** None  
**Equalities Impact Assessment:** See Appendix A

## Consultation Responses

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**Members:** None received  
**Leader of Council:** None received  
**Overview & Scrutiny Management Commission Chairman:** None received  
**Ward Members:** None received  
**Opposition Spokesperson:** None received  
**Local Stakeholders:** None received  
**Officers Consulted:** None received  
**Trade Union:** None received

Is this item subject to call-in?	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
If not subject to call-in please put a cross in the appropriate box:		
The item is due to be referred to Council for final approval	<input type="checkbox"/>	
Delays in implementation could have serious financial implications for the Council	<input type="checkbox"/>	
Delays in implementation could compromise the Council's position	<input type="checkbox"/>	
Considered or reviewed by Overview and Scrutiny Management Commission or associated Task Groups within preceding six months	<input type="checkbox"/>	
Item is Urgent Key Decision	<input type="checkbox"/>	
Report is to note only	<input checked="" type="checkbox"/>	

## Supporting Information

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### 1. Background

- 1.1 The purpose of this report is to inform the Council and Elected Members of the complaints statistics and ongoing work and learning from complaints for 2011-12.
- 1.2 The content is primarily for information and as such identifies the activities of West Berkshire Council's Adult Social Care Complaints function which sits within Care Commissioning, Housing and Safeguarding.

### 2. Heading

- 2.1 Adult Social Care is required to manage complaints in accordance with a legislated process. This governs what constitutes a complaint, who may complain, what they may complain about and how complaints should be processed. Legislation requires data to be reported annually to elected Members.
- 2.2 From April 2011 to March 2012 Community Services dealt with 115 complaints compared to 85 in 2010/11, an increase of 32%.
- 2.3 Of the 115 complaints, 27 (23%) were complaints regarding providers which were passed to the Local Authority for resolution.
- 2.4 A systematic log of provider issues is maintained to ensure providers act on the complaints and make the necessary improvements in quality. This information also informs future commissioning decisions.
- 2.5 97% of complaints were all successfully resolved within Community Services. Two progressed to an independent investigation, compared to 1 in 2010/11, to achieve resolution.
- 2.6 2 complaints were considered by the Local Government Ombudsman, within this reporting period, compared to 1 referral to the LGO in 2010/11. The Authority was exonerated on both occasions with no further action taken.

### 3. Equalities Impact Assessment Outcomes

- 3.1 There is no decision to be made and therefore no Equality Impact Assessment has been undertaken.

### 4. Conclusion

- 4.1 Learning from complaints provides an essential mechanism for shaping and improving services and is used to identify and focus service development needs and training gaps.
- 4.2 Like many other areas of Adult Social Care, the management of complaints has undergone a number of changes driven either by legislation, or the desire to move forward and make the best of the opportunity a complaint presents to improve.

# Executive Report

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## 1. Introduction

- 1.1 The purpose of this report is to inform the Council and Elected Members of the complaints statistics and ongoing work and learning from complaints for 2011/12.
- 1.2 The content is primarily for information and as such identifies the activities of West Berkshire Council's Adult Social Care Complaints function which sits within Care Commissioning, Housing and Safeguarding.

## 2. Background

- 2.1 Adult Social Care is required to manage complaints in accordance with a legislated process. This governs what constitutes a complaint, who may complain, what they may complain about and how complaints should be processed. Legislation also requires data to be reported annually to elected Members.
- 2.2 Information about the complaints process and how to access it is given to every service user when they first start to receive a service. This information is included in the information pack held in every household receiving a West Berkshire Council commissioned Home Care Service, and found in complaints leaflets that are available in all Day Centres, Care Homes and Council establishments throughout the district. The complaints procedure can also be accessed on line via the West Berkshire website.
- 2.3 Adult Social Care is continuing to go through a process of transforming its services, with the aim of offering support which is personal and individual to the needs of our service users whilst ensuring services provide value for money.
- 2.4 The rise in the number of complaints can be contributed to a significant number of changes within Adult Social Care, during this reporting period. This includes changes to the way we offer and deliver care to our service users e.g. the closure of some Day Centres, and reconfiguration of others.
- 2.5 A sound complaints process supports change and provides a valuable opportunity to engage with services users and others to understand the impact this is having on those we seek to serve best.

## 3. Activity

- 3.1 Complaints are received from a number of sources: directly from service users, from relatives and/or carers or via elected Members. A summary of the complaints process is attached as Appendix A.
- 3.2 From April 2011 to March 2012 Community Services dealt with 115 complaints compared to 85 in the preceding year, an increase of 32%. Of these, 88 were complaints regarding the authority's adult social care services and 27 (23%) related to provider complaints. 40% of total complaints were raised by the relative/carer of the service user.

- 3.3 111 complaints were all successfully resolved within Community Services. Two progressed to an independent investigation to achieve resolution and 2 complaints were considered by the Local Government Ombudsman (LGO). The Authority was exonerated on both occasions with no further action taken. The remaining complaints were all successfully resolved by Community Services.
- 3.4 97% of complaints were all successfully resolved within Community Services. Two progressed to an independent investigation, compared to 1 in 2010/11, to achieve resolution.
- 3.5 2 complaints were considered by the Local Government Ombudsman, within this reporting period, compared to 1 referral to the LGO in 2010/11. The Authority was exonerated on both occasions with no further action taken
- 3.6 In 2011/12, all complaints have been responded to within statutory timescales of 3 working days for acknowledgement. Legislation has removed the statutory timescales for responding to complaints and instead requires the authority to agree the timescales with the complainant at the start of the process. The Authority has met all timescales agreed with the complainant and written responses were sent within agreed timeframes.
- 3.7 The rise in the number of complaints can be contributed to a significant number of changes within Adult Social Care, during this reporting period. This includes changes to the way we offer and deliver care to our service users e.g. the closure of some Day Centres, and reconfiguration of others.
- 3.8 The predominant themes of complaints were poor communication, particularly in relation to charges for services, standard of care, disagreement with professionals and issues with providers although complaints were received regarding all of the following areas:
- Disagreement with charging/financial assessment
  - Poor communication
  - Level/standard of support received not adequate
  - Allegation against member of staff/professionalism of staff
  - Disagreement with professionals
  - Contract issue/change in provider
  - Waiting for Occupational Therapy equipment
  - Care plan issues
  - Facilities/standard of care at day centre/care home
  - Delay in commencement of service
  - Transport
  - Medication issues/training
  - Service users complaining about aggressive behaviour of other service users
  - Health and Safety issue/serious incident
- 3.9 In comparison to the preceding year the number of complaints received has risen. However, this is in line with the increasing complexity of the nature of complaints and the level of expectation on the part of complainants, in particular, expectation about outcomes. There also appears to be an increased expectation and a need for greater knowledge and insight into investigations.

#### **4. Managing External Provider Complaints**

- 4.1 Legislation states that where service users or their families are not happy with the level of care being provided they should bring this to the attention of the provider in the first instance. If the provider has investigated and responded and the complainant is unhappy with their reply they can then ask the local authority to use their statutory procedure.
- 4.2 27 Provider complaints were passed to the Local Authority to assist with resolution, of which 1 complaint was investigated by an Independent Investigator. A systematic log of such issues is maintained to ensure providers act on the complaints and make the necessary improvements in quality. This information also informs future commissioning decisions. Considerable improvements have been made to services as a consequence of the intelligence gathered about providers.

#### **5. Self Funder Complaints**

- 5.1 New powers have come into force for the Local Government Ombudsman (LGO) to investigate complaints from people who arrange their own care. Self funders have the right to complain to an independent and impartial Ombudsman.
- 5.2 The Health Act 2009 amended the Local Government Act 1974 to give the Local Government Ombudsman its new powers from 1 October 2010.
- 5.3 The LGO's new role means that adults who arrange and pay for their own care, or have a personal budget, have the same access to the independent complaints service as those who have their care arranged and funded by local authorities.

#### **6. Complaints in relation to Safeguarding**

- 6.1 The Safeguarding Adults process takes priority over the Complaints process. Where safeguarding issues are identified within a complaint the complaints process is placed on hold pending the outcome of the safeguarding investigation. Any remaining complaint issues are subsequently dealt with once it has been established that all safeguarding issues have been addressed and the service user is not at risk.
- 6.2 In 2011/12, 4 complaints were identified as having safeguarding issues within them, compared to 6 in 2010/11. Specifics regarding safeguarding are covered in a separate report.

#### **7. Learning from Complaints**

- 7.1 Complaints provide an essential mechanism for shaping and improving services. The collation of data from all available sources will identify lessons learnt and support the need for positive change for current and future services users.
- 7.2 Information from complaints is also routinely used to inform Care Quality Board as part of the Care Quality Framework within Care Commissioning, Housing and Safeguarding.
- 7.3 A complaint may identify specific service development needs, examples of learning and service shaping are shown below:



<b>Complaint</b>	<b>Service Learning</b>	<b>Organisational Sharing</b>
<p>Client upset that she was sent to respite for people with dementia, said it was not made clear to her the type of home she was going into</p> <p>Felt the placement was not appropriate to meet her needs, not happy with level of activities</p>	<p>All staff to ensure that the nature of the care home is made clear to the client and their family before they decide to take up the offer</p>	<p>Respite feedback forms implemented by Contracts &amp; Commissioning Team and Complaints Manager so that any negative comments can be discussed with the service user to determine what, if any, action needs to be taken to improve the service and feed back to the Home.</p>
<p>Personal budget offered before financial assessment had been completed. When financial assessment was completed the client was not eligible and the was PB withdrawn</p>	<p>Care Managers to ensure financial assessment has been completed before a PB is offered or set up</p>	<p>New forms for Personal Budget introduced and rolled out across the directorate – forms attached to RAISE. Tick box inserted on forms to confirm client is eligible and financial assessment completed</p>
<p>Daughter complained that her mother was nursed in bed for 5 days due to UTI aggression, client did not have a pressure mattress and daughter concerned about DVT.</p>	<p>Due to aggression carers unable to assist the client to get out of bed, safest option was to nurse in bed until the UTI was better. However staff to ensure clients have correct equipment before instructions are given to nurse in bed.</p>	<p>If client is required to be nursed in bed, a pressure relieving mattress is to be installed to prevent bed sores or DVT's - guidance passed to teams via team meetings.</p>

## **8. Implications for Complaints and Local Government Ombudsman**

- 8.1 The role of the Local Government Ombudsman (LGO) is to seek to highlight good practice in complaint handling and to identify any general learning from the cases received that may help improve services more widely.
- 8.2 We now have just one opportunity to investigate and resolve a complaint before it is referred onto the LGO. This has, by necessity, resulted in improved investigations which are now more robust in terms of evidencing findings, outcomes and assessing risk.
- 8.3 A written response is always sent to the complainant with the offer to meet and discuss further any outstanding issues that may arise with a view to resolution.
- 8.4 During the last 12 months, 2 complaints progressed to the LGO. The Authority was exonerated on both occasions with no further action taken.

## 9. Summary of Compliments

- 9.1 Compliments are also monitored closely and shared with the appropriate Service Manager and Team Manager to share with the teams and individuals concerned.
- 9.2 48 compliments were received during 2011/12, which is in part due to an increasing awareness of collating compliments centrally and managers are proactively working to ensure positive feedback is captured for the benefit of all.
- 9.3 Through this route, valued evidence of good practice and the impact this has on services, particularly in relation to 'outcomes', is collected to assist and support the Directorate with evidence for inspections and to recognise the achievements of staff.
- 9.4 Below are a few examples of positive comments relating to service provision. Further examples can be viewed in appendix B

Homecare	On behalf of the family we would like to thank you all for such care and kindness during the last two weeks. Knowing that he was safe in your hands gave us true relief and allowed us to spend precious time with Dad before he passed away.
Willow Edge	Thank you to all your staff who made mum's 98th Birthday a special occasion, the room was lovely, tablecloths and flowers was a beautiful touch. Sadly Mum won't remember the day, but the family certainly will
Dementia Team	Staff are helpful, responsive and considered, we had a very positive working relationships with the Council through the efforts of your team.
Adaptations	It is lovely to see my husband being able to have a wash with no problems, the adaptations have given him back his dignity

## 10. Conclusion

- 10.1 Like many other areas of Adult Social Care, the management of complaints has undergone a number of changes driven either by legislation, or the desire to move forward and make the best of the opportunity a complaint presents to improve.
- 10.2 Learning from complaints provides an essential mechanism for shaping and improving services and is used to identify and focus service development needs and training gaps.

## Appendices

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Appendix A – Equality Impact Assessment – Stage 1  
Appendix B - Health and Social Care Complaints Process  
Appendix C - Compliments received

# APPENDIX A

## Equality Impact Assessment – Stage One

<b>Name of item being assessed:</b>	
<b>Version and release date of item (if applicable):</b>	
<b>Owner of item being assessed:</b>	
<b>Name of assessor:</b>	
<b>Date of assessment:</b>	

<b>1. What are the main aims of the item?</b>

<b>2. Note which groups may be affected by the item, consider how they may be affected and what sources of information have been used to determine this.</b> (Please demonstrate consideration of all strands – age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation)
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<b>Group Affected</b>	<b>What might be the effect?</b>	<b>Information to support this.</b>

<b>Further comments relating to the item:</b>

<b>3. Result</b> (please tick by double-clicking on relevant box and click on 'checked')
<input type="checkbox"/> <b>High Relevance</b> - This needs to undergo a Stage 2 Equality Impact Assessment
<input type="checkbox"/> <b>Medium Relevance</b> - This needs to undergo a Stage 2 Equality Impact Assessment
<input type="checkbox"/> <b>Low Relevance</b> - This needs to undergo a Stage 2 Equality Impact Assessment
<input type="checkbox"/> <b>No Relevance</b> - This <b>does not</b> need to undergo a Stage 2 Equality Impact Assessment

**For items requiring a Stage 2 equality impact assessment, begin the planning of this now, referring to the equality impact assessment guidance and Stage 2 template.**

<b>4. Identify next steps as appropriate:</b>	
Stage Two required	
Owner of Stage Two assessment:	
Timescale for Stage Two assessment:	
Stage Two not required:	

**Name:**

**Date:**

## **APPENDIX B**

From 1st April 2009, a single approach to handling complaints across Health and Adult Social Care was introduced.

The new regulations:

- (a) enable organisations to develop more flexible and responsive complaints process, providing a more personalised response
- (b) Introduce single local resolution stage, replacing the tiered stages
- (c) Introduce a new single system for independent review (Health Service Ombudsman or Local Government Ombudsman)

The statutory complaints procedure is structured around three main principles:

‘LISTENING’, ‘RESPONDING’, ‘IMPROVING’

These principles help the Authority to take a more active approach to deal with complaints more effectively and use the information received to learn and improve services for all its service users.

### **LISTENING**

A proactive approach will be taken to LISTEN to people about their complaint, to:-

- (d) make sure that we really understand the issues
- (e) find out what they want to happen as a result
- (f) obtain the right information to assess the seriousness of a complaint

In doing this, people will feel more valued, they will have more confidence in our organisation, and we will be able to manage their expectations, so that the outcome is more likely to be to the satisfaction of everyone involved.

It is a statutory requirement for all complaints to be acknowledged within 3 working days. A clear statement of the complaint and Action Plan of how it is proposed to investigate the complaint will be sent to complainant.

The Complaints Manager will negotiate timescales for responses on an individual basis.

### **RESPONDING**

The Complaints manager will risk assess the seriousness of each complaint, to assist in ensuring the right action is taken.

The Investigating Manager will respond to the complainant within the agreed timescales.

If a complaint is established as very serious or of high complexity or has not been resolved by a local investigation an independent investigator/ mediator will be appointed.

If after completion of the independent investigation the complainant is still not happy they have the right to ask the Local Government Ombudsman to consider their complaint.

## **IMPROVING**

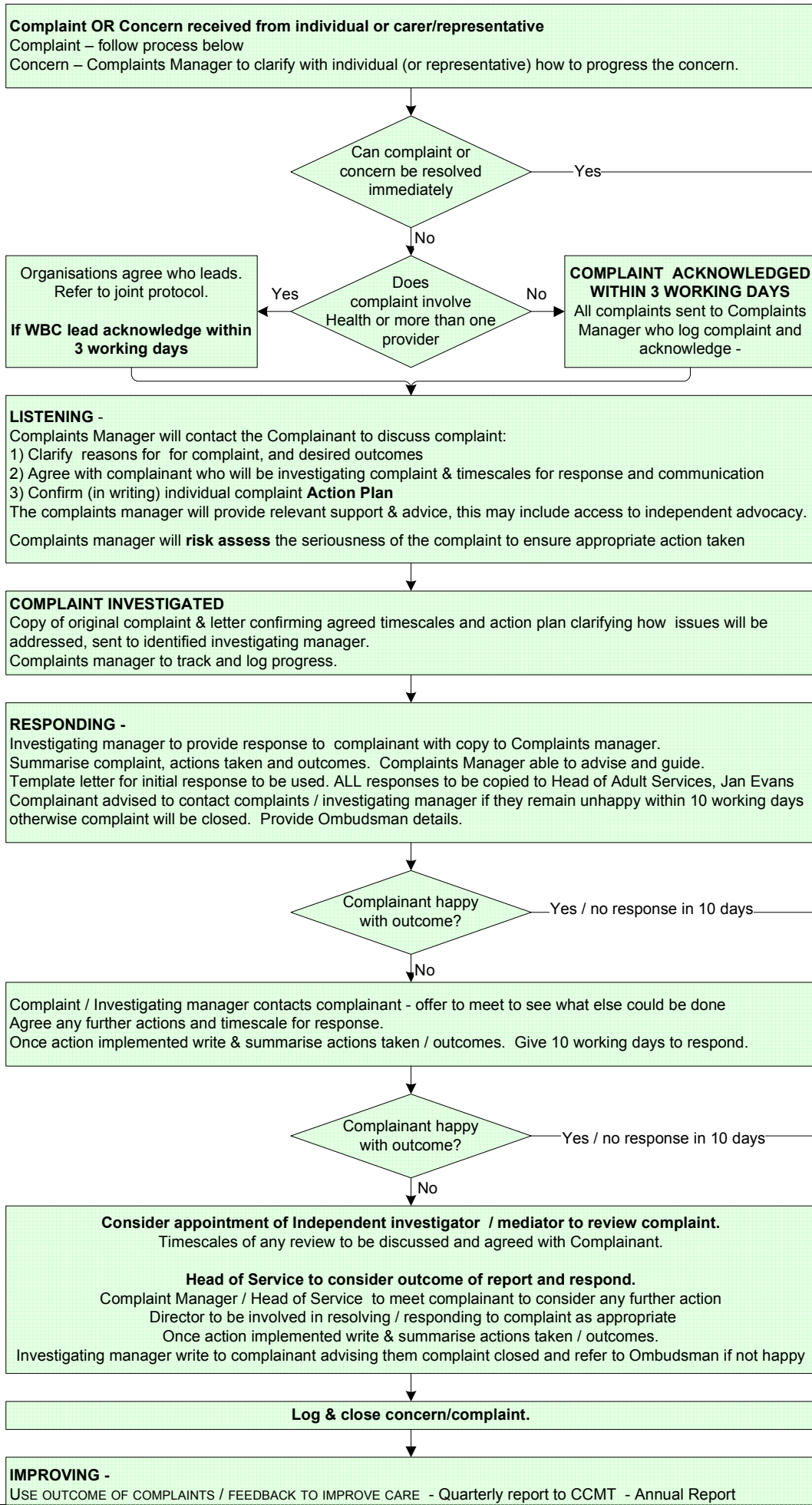
Complaints provide a vital source of insight about peoples experiences.

We will use this feedback to assist in making improvements to the service we work in and improve staff learning and professional development.

The resolution of any complaint is seen as a continuous process responding to individual needs, please refer to the flowchart overleaf

Further detail can be found in West Berkshire Councils Complaints procedure 2010

# Listening, Responding, Improving – WBC Adult Social Care complaints process



LISTENING  
RESPONDING  
IMPROVING

**Safeguarding Adults**  
If any Safeguarding issues are identified then the Safeguarding process is activated & the complaints process frozen until the Safeguarding issues are resolved.  
Complaints Manager to notify complainant in writing.

## Appendix C - Compliments received

Service Area	Compliment
Homecare	Just to say a very heartfelt Thank you to all staff. Their help, cheerful presence was a real tonic when we most needed it, and we will always be grateful.
Homecare	On behalf of the family we would like to thank you all for such care and kindness during the last two weeks. Knowing that he was safe in your hands gave us true relief and allowed us to spend precious time with Dad before he passed away.
Homecare	Letter from Community nurse – please pass on my thanks and appreciation to the carers who visited xxx they did a very needed job with great care and attention.
OT	Very pleased with care plan, will help support me in supporting my husband.
Deputyship	I would like you to know that your staff were invaluable with his assistance we were able to put the past aside and sort our A's affairs. He was brilliant in guiding us through all the necessary procedures that we had no idea about. We really appreciate his care and compassion he helped us to bring closure to what was a most troubled relationship.
OP. West	She has been very good with ideas and all the work has been agreed thank you for all her help.
Willows Edge	Newbury College: All the students who attended Willows Edge nursing home have had a very positive experience and came away with an excellent understanding of the day to day running of a care home. How to work in a team and use their imitative, most importantly how to communicate with both staff and service users alike. Students were apprehensive about work placement, but once they came to you felt welcomed and part of the team. Their perception of care of the elderly changed dramatically during their time with you. This is wholly accredited to you and your team.
Homecare	Many thanks for all the care you have given to me, I am truly grateful. There is so much I want to say but thank you seems such a small word, but it comes from the heart. God bless you all
Homecare	Sadly my Mother has passed away, but I know that she would have wanted us to contact you. We quickly realised the help she received was being provided by well trained efficient and considerate people who respected her and I know she would have wanted us to thank you.
Deputyship	Thank you so much for doing what you do, I don't know what I else to say.
Homecare	Currently xx is well settle in the new care home, and is grateful for all the help he had from West Berkshire Homecare prior to his moving.
Max. Independence	A very big thank you for all the help you have given, it has been a pleasure to meet you
OT	Thank you very much for all your kindness, it will help a great deal
OT	Very surprised it has happened so quickly, thank you
Welfare Benefits	Thank you most sincerely for your extremely prompt and helpful reply to my letter.
Willow Edge	Thank you to all your staff who made mum's 98th Birthday a special occasion, the room was lovely tablecloths and flowers was a lovely



	touch. Sadly Mum won't remember the day, but the family certainly will
Adaptations,	It is lovely to see my husband being able to have a wash with no problems, the adaptations have given him back his dignity
Adaptations	Everything is in place and working well, thank you, good to have a bath
Adaptations	The lift has made a great difference to my wife and we have both benefited from the walk in shower. Both these items have helped to improve our lifestyle
Adaptations	Its great to have a shower and be independent
Adaptations	A great difference to be able to walk in the shower, I used to worry I would fall trying to get into the bath. Thank you
Adaptations	Bathroom and stairlift are such a godsend and makes life so much easier. Thank you so much
Homecare	Thank you for the care you gave me on my discharge from Hospital. It helped me enormously to get back on my feet, I found everyone most helpful and think it a well worth service in helping people leaving Hospital. Many thanks.
Welfare Benefits	Letter from benefits drop in surgery – on behalf of the whole team who run the benefits surgery I wish to thank you from the bottom of my heart for all your help and expertise you have given us and the number of people who have been advised by you over the last few years. We were all upset by the loss of you on a regular basis but it is a sign of the times I am afraid. You will be sorely missed.
Mental Health	I am the father of one of West Berkshire Mental Health Service's clients. I want to put the following view on record. As a concerned father and having been actively engaged with the service in West Berkshire for the better part of a year now, I would like to express my heartfelt gratitude for all that the joint service has done to help support him over the last few months, and since his move to Newbury. He has progress to a better state of personal happiness and sense of worth the support he has been given has provided a realistic chance for him to move forward, and to be more positive about the future. His personal care coordinator has been wonderful. Together with, many of his colleagues who have offered friendly, practical, advice and support. the service across the board, in my view, has been first class.
Welfare Benefits	Your member of staff has "looked after us extremely well and she is very on the ball".  Well done!
Homecare	Call from daughter regarding her mother and the wonderful care West Berkshire Council supplied over the weekend. She wanted to thank us for the professional service provide by the team. She added that she felt her mother was in very safe and capable hands while with us. She added we have been brilliant.
Homecare	I am writing on behalf of the family to say thank you for all the care provided for Mum. She was a fiercely independent and private lady, the professional and calming way that staff dealt with Mum helped her and the way she accepted their help, was reassuring to us. This also helped fulfil my promise to my Dad to let Mum remain at home which she did until she passed away peacefully.

Adaptations	Is helping me to more confident when using the shower. Wonderful service.
Adaptations	I am more than delighted with the work and help you gave me, this had made things a lot easier. Thank you so much for everything.
In House Homecare	Daughter of SU wrote I am writing to express my appreciation of the care given to my Mother after her stroke. She has made an amazing recovery due, I am sure, to the professional team who attended her needs. It was a comfort to me to have support and to know that I could ask for extra help if needed Thank you.
CTPLD	I just wanted to thank you for going above and beyond the normal working week in what is clearly an abnormal situation. I have no doubt that you spent most of the weekend safeguarding these 3 people and successfully too.
Homecare.	Daughter phoned Duty to thank Homecare for all their wonderful help and support. She said All help has been greatly appreciated by the family.
AFA	<p>Just a quick line to thank you very much indeed for visiting us to identify our concerns relating to my disabilities. We are very grateful indeed for the fitting of a second rail on the stairs and for providing the Derby half step for the front door.</p> <p>The additional wooden stair rail has been tastefully fitted and is certainly not an eyesore - that did concern me originally. The new rail is a great help in descending the stairs as well. It is also amazing the difference that the half step can make leaving and entering the house via the front door.</p> <p>Again thank you for helping to make life a little easier.</p>
Homecare	<p>I have just had a lovely telephone conversation with the daughter of a service user. She wanted to thank everyone that attended to her Mother over last weekend before she passed away on Tuesday morning. She said she and her sister were very happy with all the ladies and one gent they saw. The service was superb and perfect. It allowed the client to be at home and cared for so well with respect.</p> <p>The daughter has said she will be writing to thank everyone for the excellent service but in the meantime she took the time to call in.</p>
AFA	She said that when she phoned in with her concerns, the response was excellent. She understood the urgency of need, and took timely appropriate action, making me feel confident that her needs would be addressed.
Complaints Manager	I would like to take this opportunity to thank you for helping in the resolution of this incident and to wish you a Happy New Year.
Complaints Manager LD Services	<p>Thank you so much for all your help with this, you listened to our complaint and ensured it was investigated - I can assure you it is very much appreciated by myself and everyone involved in his care. It has certainly been quite stressful.</p> <p>May I also wish a very Happy New Year to you and your Team who I know all work hard towards providing the best for all the service users</p>

Mental health	<p>Having just recently become aware that my son's welfare is now under another authority and not Newbury, and being able to report to you how well he is and settled for the first time ever that I know of in two to three decades, I would like to offer you and the teams who have helped to achieve this over many years my most sincere thanks.</p> <p>You are all unsung heroes and heroines. Newbury have always been fair and open in their dealing and always so caring about his welfare. Each one of you I have met over the years have more than fulfilled your job and done it well, my gratitude knows no bounds, now that I am over 70 it has been a constant worry about what would happen to him when I can not help and now I feel I can relax a bit and rely on team, who are also so caring and professional. His improvement is obvious every time we visit which is not as often as I would like as I now find driving more onerous than in the past.</p> <p>So hope springs eternal and God be with you in your endeavours,</p>
Willows Edge	<p>Thank you and all your wonderful staff for the loving kindness and care shown to Mum during her short stay with you. From a very grateful family.</p>
OT	<p>My wife and I are very impressed and grateful for the thorough and informed way in which my difficulties were identified and the help subsequently offered to alleviate them. It is reassuring to know that such help is available. Thank you</p>
PD Team	<p>It was very helpful for us to be able to share any concerns which we may have with you and your colleagues, and to know that we will be taken seriously, by a professional team.</p> <p>I would like to say how much we appreciate your thoughtfulness and care in supporting our daughter</p>
Homecare	<p>I wanted to thank all the carers which went out to my husband, the carers were very sweet and made him laugh. They were both very pleased with all the help and feel that the carers have done a terrific job.</p>
AFA	<p>Thank you personally and your Dept for providing the Drink-up system. I think it will be a great asset.</p>
Greenfield House Day Centre	<p>Thank you all so much for making me feel welcome with seeing my dad last week. It was much appreciated. I would just like to follow on and say, wow I was just telling Claire who I work with what an amazing bunch of staff and what a great service you provide. I was very impressed</p>
Dementia Team	<p>Staff are helpful, responsive and considered we had a very positive working relationships with the Council through the efforts of your team.</p>
Homecare	<p>Today finalises the three visits per day from your homecare Ladies I want to thank you for their excellent timekeeping and excellent manor which they carry out their duty. Absolutely everyone has treated me like a king and by allowing me to do things myself have made me very confident. I would like you to give my sincere thanks to them all.</p>
Willows Edge	<p>Thank you to everyone who looked after my Mother. From her children, grandchildren and great grandchildren.</p>

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