

# Individual Executive Member Decision

<b>Title of Report:</b>	<b>Adult Social Care Compliments and Complaints Report 2012/13</b>
<b>Report to be considered by:</b>	Individual Executive Member Decision
<b>Date of Meeting:</b>	25 July 2013
<b>Forward Plan Ref:</b>	ID2663

**Purpose of Report:**

1. To provide statutory information about the number and type of complaints.
2. To highlight the number and nature of compliments received from April 2012 to March 2013.
3. To illustrate how complaints and compliments are logged and monitored, and review the actions taken as a result of the lessons learned

**Recommended Action:** To note the analysis of Adult Social Care Complaints function for the financial year 2012/13

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

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

**Key background documentation:**

The proposals contained in this report will help to achieve the following Council Strategy priority:

**CSP1 – Caring for and protecting the vulnerable**

The proposals will also help achieve the following Council Strategy principles:

**CSP5 - Putting people first**

**CSP9 - Doing what's important well**

## Portfolio Member Details

<b>Name &amp; Telephone No.:</b>	Councillor Joe Mooney - Tel (0118) 9412649
<b>E-mail Address:</b>	jmooney@westberks.gov.uk

## Contact Officer Details

<b>Name:</b>	Mary Page
<b>Job Title:</b>	Adult Complaints and Public Liaison Manager
<b>Tel. No.:</b>	01635 503391
<b>E-mail Address:</b>	mpage@westberks.gov.uk

## Implications

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**Policy:** None  
**Financial:** None  
**Personnel:** None  
**Legal/Procurement:** None  
**Property:** None  
**Risk Management:** None

<b>Is this item relevant to equality?</b>	Please tick relevant boxes		<b>Yes</b>	<b>No</b>
Does the policy affect service users, employees or the wider community and:				
• Is it likely to affect people with particular protected characteristics differently?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Is it a major policy, significantly affecting how functions are delivered?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Will the policy have a significant impact on how other organisations operate in terms of equality?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to functions that engagement has identified as being important to people with particular protected characteristics?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
• Does the policy relate to an area with known inequalities?			<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Outcome</b> (Where one or more 'Yes' boxes are ticked, the item is relevant to equality)				
Relevant to equality - Complete an EIA available at <a href="http://www.westberks.gov.uk/eia">www.westberks.gov.uk/eia</a>			<input type="checkbox"/>	<input checked="" type="checkbox"/>
Not relevant to equality			<input checked="" type="checkbox"/>	<input type="checkbox"/>

## Consultation Responses

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### Members:

**Leader of Council:** Councillor Gordon Lundie  
**Overview & Scrutiny Management Commission Chairman:** Councillor Brian Bedwell  
**Ward Members:** All Members  
**Opposition Spokesperson:** Councillor Roger Hunneman

**Local Stakeholders:**

**Officers Consulted:**

**Trade Union:**

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

# Executive Summary

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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 2012-13 for on behalf of Adult Social Care.
- 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. Overview

- 2.1 Adult Social Care is required to manage complaints in accordance with a statutory 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 Members.
- 2.2 There continues to be an upwards trend in the number of complaints received, although the increase this year is smaller at 4.3% compared to the 35% year on year increase between 2010-11 to 2011-12.
- 2.3 94% of complaints were all successfully resolved within Adult Social Care. Four progressed to an independent investigation to achieve resolution and 3 complaints were considered by the Local Government Ombudsman, of which 2 were not upheld and one required further investigation as directed which has now been concluded.
- 2.4 85 compliments were also received during the year across all teams.
- 2.5 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.

## 3. Equalities Impact Assessment Outcomes

- 3.1 This item is not relevant to equality.

## 4. Conclusion

- 4.1 The continuing upwards trend in complaints received is in line with national trends reported through the Southern Region National Complaints Managers Group and is attributed to increasing expectations of individuals and will have undoubtedly been affected by public awareness of events such Winterbourne View.
- 4.2 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.
- 4.3 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. Attached to appendix A is a list of compliments, this provides managers with a

focused balance when you consider the amount of complaints compared to the level of compliments received each fiscal year. The difference between compliments and complaints is less than 1%.

# Executive Report

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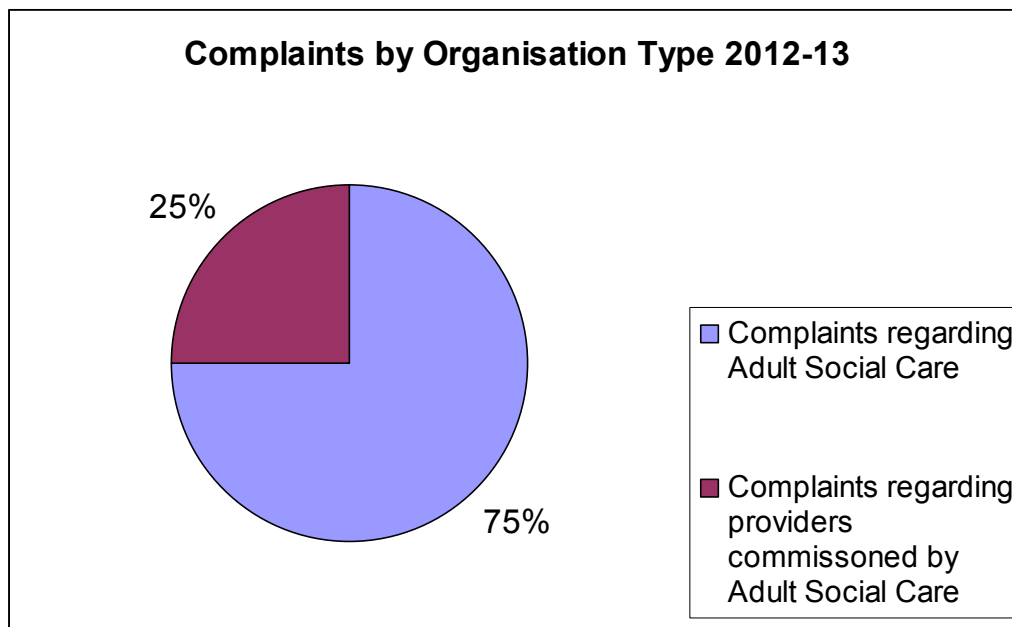
## 2. Context

- 2.1 Adult Social Care is required to manage complaints in accordance with a statutory 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 Members.
- 2.2 Information about the complaints process and how to access it is given to every service user of Adult Social Care 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 at <http://www.westberks.gov.uk/index.aspx?articleid=676>
- 2.3 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.
- 2.4 Adult Social Care works closely with health partners to resolve joint complaints in line with the legislation. This ensures complainants receive holistic response to all parts of their complaint.

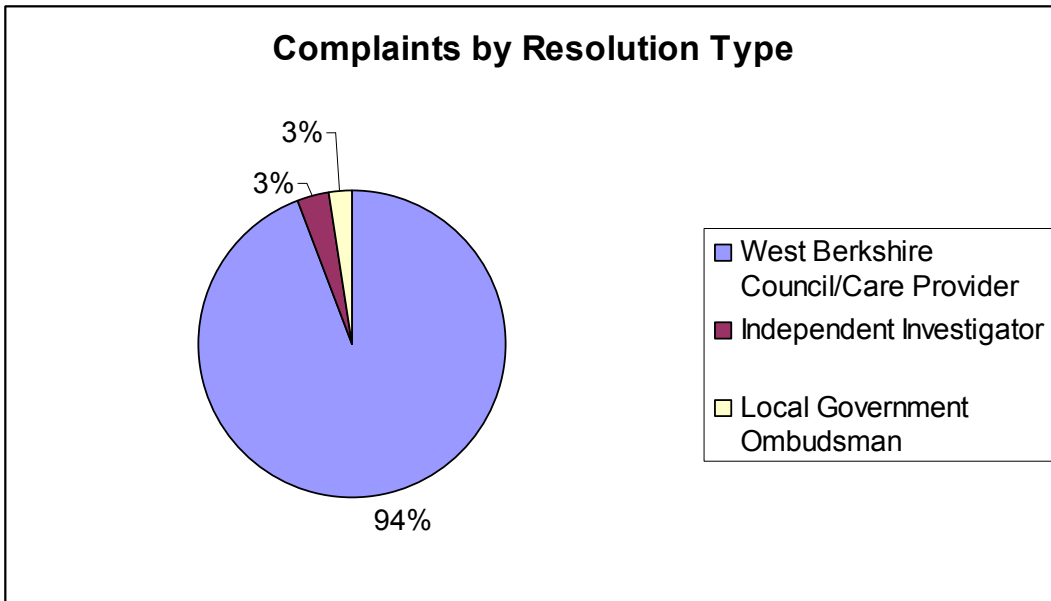
## 3. Complaints Data

- 3.1 Complaints are received from a number of sources: directly from service users, from relatives and/or carers or via elected Members. Complaints can also be received directly from MP's and are dealt with through the same process.
- 3.2 There continues to be an upwards trend in the number of complaints received, although the increase this year is smaller at 4.3% compared to the 35% year on year increase between 2010-11 to 2011-12.
- 3.3 From April 2012 to March 2013, Adult Social Care dealt with 120 complaints compared to 115 in 2011/12 and 85 in 2010-11. Of the 120 complaints in 2012-13, 25% were complaints regarding service providers which were passed directly to the provider for resolution, a 1.5% increase in the number of provider complaints received the previous year. 2.38% of the population we support submitting compliments,

- 3.4 Adult Social Care supported 3,576 individuals during the course of the year, of which complaints were received from 3.3% of individuals.
- 3.5 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.

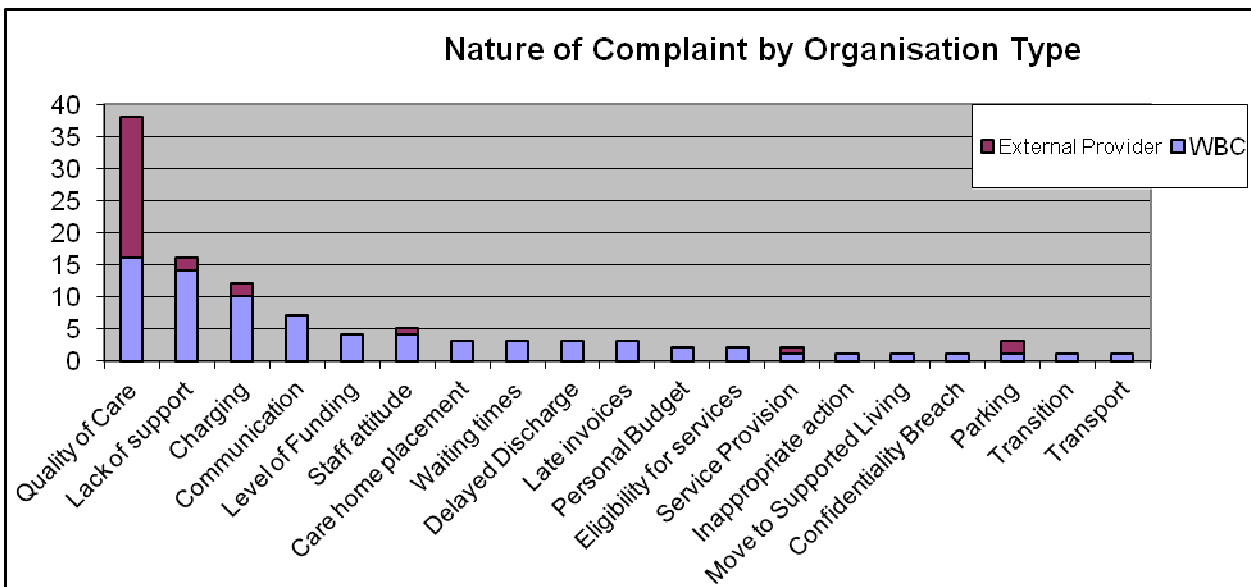


- 3.6 94% of complaints were all successfully resolved within Adult Social Care. 4 progressed to an independent investigation to achieve resolution and 3 complaints were considered by the Local Government Ombudsman, of which 2 were not upheld and one required further investigation as directed which has now been concluded. The total cost of the 4 Independent Investigations came to £8,000.
- 3.7 If a complaint is established as very serious, of high complexity or has not been resolved by a local investigation, an independent investigator 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.



3.8 Use of an Independent Investigating Officer has been found to be helpful to gain an independent perspective, in particular for learning from complaints, which in turn helps us to shape services in the future. It can also help restore the complainant's confidence in the Authority or Provider concerned.

3.9 Many complaints can be complex in nature and cover a number of issues but there are inevitably recurring themes. The table below shows the themes of complaints received and highlights that quality of care is the predominant cause followed by a lack of support in the view of the service user or carer.



3.10 We have a number of mechanisms in place to address care quality issues including Care Quality Board and Care Quality Officers. When care quality issues are identified, these are flagged to the provider for immediate resolution which means that very few escalate into formal complaints. If we take into account the number of clients we support throughout the year, just less than 1% have had cause to log an official complaint about care quality concerns. \* Quality of Care includes issues such as carers not stopping their allocated time, Care is rushed, missed medication, missed calls, concerns regarding up-to-date training for carers.



3.11 Performance indicators monitoring timescales for acknowledging and responding to complaints are contained within the service plan for Care Commissioning, Housing and Safeguarding. In 2012-13, 97.8% of complaints were acknowledged within the statutory timescale of 3 working days and 96.7% were responded to within the timescales agreed with the service user.

#### **4. Learning from Complaints**

4.1 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.

4.2 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. Learning from complaints is also discussed at the bi-monthly Adult Social Care Performance Management Group

4.3 A complaint may identify specific service development needs and examples this year include:

- (1) Communicating more proactively with clients when they are on the waiting list for an assessment
- (2) Communicating effectively with individuals involved in meetings with professionals so families understand what is being discussed, feel able to contribute in the best interest of their relative or person they care for and understand the possible outcomes of the meeting
- (3) Reassessment of individuals every time they go into respite care to understand if their needs have changed and if so, the level of care and support they require.
- (4) Revised information and simplified guidance notes provided to clients at the earliest opportunity regarding potential charges for services

#### **5. Compliments Data**

5.1 As well as collating complaints and using the learning to improve practice, compliments are also received direct from service users and their families or via the annual surveys for service users and carers.

5.2 Compliments are fed back to the individual or service involved via their team manager as recognition of the support they have offered and as a thank you from the individual concerned

5.3 In 2012-13, 85 compliments were logged, an increase of 77% from 2011-12 which evidences the good quality care and support that is being offered to vulnerable adults and carers.

5.4 Compliments cover all services, both care management and provider services and a list of can be found in Appendix A.

5.5 The nature of the compliments received is wide ranging and include bereaved families expressing their gratitude for the care provided by our care homes, the

provision of support for carers and the dedicated advice and support provided by social workers to individuals and their families, many of whom are struggling to come to terms with a deterioration in their condition.

## **6. Conclusion**

- 6.1 The continuing upwards trend in complaints received is in line with national trends reported through the Southern Region National Complaints Managers Group and is attributed to increasing expectations of individuals and will have undoubtedly been affected by public awareness of events such Winterbourne View.
- 6.2 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.
- 6.3 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. Looking to the future, Communities is undertaking a review of the complaints function across the Directorate as part of the continuous improvement agenda.

## **Appendices**

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Appendix A - List of Compliments

## **Consultees**

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**Local Stakeholders:** None

**Officers Consulted:** Rachael Wardell, June Graves, Jeanette Chappell, Community Care Management Team

**Trade Union:** Not applicable

## Appendix A

### List of Compliments by team for 2012-13

Service Area	Compliment
AFA Team	I would just like to Thank You once again for organising the Respite Care at Notrees for my Mother. We settled Mum in on the Saturday afternoon and thankfully Mum was able to stay there for the week as planned. I think she secretly appreciated the extra attention too! As you can imagine I found it very strange not being On Call all the time but we certainly appreciated the break. Thank you.
AFA/ Homecare	I would just like to thank you all for the help you gave my husband and I over the past weeks, we are so grateful, not only to all the management but all the lovely carers. I don't know what we would have done without you.
Chestnut Walk	Recently Mum had an accidental fall and has had to go to Great Western Hospital at Swindon. I haven't met The Manager in person yet, but over the past few weeks have spoken to her on a number of occasions. I can't thank her enough for the time and effort that she has put into bringing Mum back to Chestnut Walk. What a joy it was to go and see her yesterday, with hair washed, showered, dressed in clean clothes, warm and comfortable - listening to a CD and singing along with it! I really just want to let you know that I'm so grateful to The Manager for taking the time and trouble to visit Mum in the hospital in Swindon, and being responsible for having mum brought back home. I'm delighted we have such a dedicated new manager.
Chestnut Walk	There is nothing we can say other than excellent.
Chestnut Walk	I just wanted to say a very big thank you for what you did for my Mum to help her celebrate her 92nd birthday, it was great to see Mum so happy. Thanks.
Chestnut Walk	To all staff I wanted to thank you for the excellent care of Mum I am grateful for the peaceful death she had.
Chestnut Walk	Recently my aunt died, at Chestnut Walk. I would like to say how happy I am at the way my Aunt was cared for, all of the girls were brilliant with her and she was very happy there. Auntie died at the home in her own room very peacefully, I was able to go any time I wanted, and towards the end they stood photos of her mother and husband at the side of the bed so whenever she opened her eyes she could see them, It gave her comfort I am sure, and I thought it was really caring of them. I can't fault anyone there, from the cleaner, the cooks, and all of the girls, they all do a brilliant job.

CMHT	I am writing this card to say thank you and to show my appreciation for the time and help that you have given me over time. When I first came to you I was in a very dark and confused place and didn't really know what to do or if I even wanted to be alive. You listened to my thoughts and asked me to question and challenge my thinking. Looking back now it was what I needed I am now moving forward in a much more positive and stable way. Thank you very much for all your help.
CMHT	I just wanted to say a huge thank you for the work you and your colleagues have done recently for my brother . I am very aware that this turn round in events happened as a result of some very committed work by yourself and your colleagues. It is very much appreciated.
CMHT	Thank you so much in having faith in me. I am now doing so well using the skills I have learnt.
CMHT	Would just like to feedback my positive comments and thanks for all the work the care manager has done I have found her to be diligent , conscientious and extremely hard working, to a high professional standard. Above all she clearly cared about her work and the clients she worked with, I'm sure you would agree this shouldn't be taken for granted! I am aware the pressures you have all been under, and felt it was important I acknowledged this excellent work.
CMHT	'We are extremely grateful and impressed with the help received from West Berkshire. Mental Health services. On talking to others it appears we are very lucky compared to other areas. It such a comfort to have their support.' 'I find the patience, understanding and support provided by doctors and social workers fantastic - would not be able to keep going without them. They are always there whenever I need them. Also urgent care team have been wonderfully supportive.
Complaints Manager	Thank you very much for your time with my family yesterday. Your sympathy and manner in dealing with this was appreciated.
Complaints Manager	Thanks so much for your email, understanding and for your very prompt completion of the details of events. I know it was a very big piece of accurate work that you've done and thank you for actioning so promptly.
Complaints Manager	My mother wants to pass on her thanks for your continued support as I do.
Complaints Manager	I just wanted to thank you for all your help with regards to the issues we had. It was very much appreciated and all has been resolved now.
Complaints Manager	Once again thanks for your time and understanding.

CTPLD	I'd like to report that my Brother is enjoying his new home very much and settled almost instantly. I am still shocked at the change in him. He is very happy and the most relaxed I've seen him in years. It has been a difficult and stressful time, however this experience has shown me a deeper understanding of the difficulties you face in these circumstances and from my perspective I really do appreciate the great effort you've all made to resolve this situation. Thank you so much, we are very grateful.
CTPLD	Mum is absolutely grateful with the arrangements given by West Berkshire Council staff have been supportive and understanding, god bless you all.
CTPLD	Thank you and thank you for all your hard work I know that my family – particularly mum – appreciates it.
Day Services	Many thanks for the help and support you are providing us with Mum is going to respite at Hungerford Care Centre because Dad is poorly. Your prompt alert about the situation has enabled us to sort the problem.
Dementia Team	We are so grateful that you took the time to oversee the hand-over to the live in carer and we do apologise for the long wait you had. Thank you so much.
Dementia Team	I would like to take this opportunity to thank you and your colleagues for all the work you put into getting a care package for my husband. You worked so hard on his behalf and I would like you to know how much your efforts mean to our family. So many dedicated and good people have been involved. West Berkshire Council should be well proud of you all.
Dementia Team	On behalf of my family, I would like to thank you very much for all the help and assistance and hard work you have given us with Mum, we honestly appreciate all that you have done.
Dementia Team	From son of SU who was transferred from Hospital to Care Home - Your personal help over the last two weeks is much appreciated.
Dementia Team	Thank you for all you have done in organising Dad's move to a care home. He has settled in well and is happy.
Dementia Team	Thank you so much for the help you provided to care for my Dad - hopefully he is at peace now.
Dementia Team	Just to let you know that mums move went surprisingly well yesterday. I think we were more affected than she was as she wasn't phased at all at being taken to the Nursing Home and didn't question why she was there. In fact while we were unpacking her room she was off walking around talking with staff and other residents. Can I take this opportunity to thank you very much for you help and support over the last few months, it has really been invaluable, and we are all very appreciative of your hard work in helping us.

Dementia Team & Welfare Benefits Team	My husband and I want to express our gratitude to you and all the people in WB Community Care who helped us during a very stressful time for our family. They were particularly kind and understanding to us when placing my father into long term care at a time when my Mother was suddenly and urgently take to hospital. Our lives have changed forever, but we feel that we can deal with our sadness and worried because we have you all behind us. Once again thank you so much.
Dementia Team /Beechcroft	The Care Manager has been very supportive as have staff from Beechcroft
Enablement service	Since dad came out of hospital we were given an Enablement Care Manager we finally have someone who has listened and helped us a great deal. – thank you
Footcare	Service User has praised the footcare service and has said how happy she is with the service provided. She has also said how nice all the girls are who come out to her and what a good job they do.
Greenfield House Resource Centre	To all staff I just want to say thank for you all you have done for Dad, may god bless you all. Thanks for everything.
Greenfield House Resource Centre	Phone call from Brother in law of client who said “The Unit is a credit to you – you should be proud”
Hungerford Resource Centre	Daughter wrote to say how wonderful the staff are. She was delighted to see how active her mother is when she attends the centre as when at home she just wants to sleep.
Inhouse Homecare	Service User phoned it to say that she would like to thank the carers very much. She said that the carers are absolutely wonderful and are so good and has appreciated everything that we have done for her.
Inhouse Homecare	I would like to thank you and your staff who have looked after me so very well since I came home from Hospital. You were all extremely kind and patient and , although I am now happily settled at home, I want you to know how much I appreciate everything that you have done for me.
Inhouse Homecare	Daughter wanted to pass on her heart felt thanks to all the carers who attend her mother whilst she was at home. She was impressed by their compassion, professionalism and above all their human approach.
Inhouse Homecare	I would just like to thank your staff for all the help I received with my care. The care was of a professional and very caring standard. Thank to your carers I am very much on the road to making a full recovery and would like to thank your wonderful carer as nothing was too much trouble.
Inhouse Homecare	Thank you to call the carers and admin staff who looked after Mum, thank you so much for the care and attention you gave her when she was at home.

Inhouse Homecare	Many thank for all your kind and helpful care to our Mum that enabled us to keep her at home until she passed away.
Inhouse Homecare	Daughter phoned to say since In House took over from the existing agency, she has noticed a big change in her Dad. She said he looks so different, his clothes are clean, he is clean shaven and his hair is brushed. Overall he has seemed a much happier gentleman.
Inhouse Homecare	I would just like to say a big thank you to all the in house staff that have cared for me since September 2012. Your professional approach to caring always made me feel i was in safe hands and nothing was too much trouble. I wish you all the very best in the future and who knows maybe our paths will cross again one day. Thanks again for everything
Inhouse Homecare	Son wrote to say a huge THANK YOU to all the Team for being so kind to Mum and for showing her such dignity and respect. I know you are not supposed to be an end of life team but you do it so well. Thanks again.
Inhouse Homecare	Daughter of client has called to thank every one for the wonderful care given to her Dad, she said that although it wasn't for long, it made so much difference.
Inhouse Homecare	Client called in, he wanted to thank the carers for the fantastic job they have done during this weather. He said they deserve lots of praise for how they have coped, and the fact they have been walking to calls, and he thinks they have been brilliant.
Inhouse Homecare	Client has sadly passed away. His son has expressed his appreciation for all Homecare have done
Inhouse Homecare	This was the first time my wife and I have needed to use your service. I felt I had to write to compliment you on the really professional service that you run. The timetable, knowing who was coming and the time they were due, was a great help. They were always friendly, aware of my dignity and I never once felt this was compromised.
Inhouse Homecare	Now that your care service for my wife is completed I write to say how grateful we are to you and your splendid team. The whole effort, lasting three weeks, has been quite magnificent with everything done to perfection. As you will appreciate, for me in my 99th year, being sure that I could rely on them on all counts has been a great relief, they have earned my lasting gratitude.
Maximising Independence	Excellent very pleased and happy with the care I receive, we are more than thankful for all the help you gave in finding a placement for our Dad, your staff are kind, caring and very professional
Maximising Independence	I would just like to express my thanks for all the help and understanding that was given by you all. I would like to congratulate you on being such a wonderful team.
Maximising Independence	"The support & immediate attention from the crash / crisis team and equipment they instantly provided was very much appreciated and I would like to offer my heartfelt thanks to them"

Notrees	Thank you all very much for my comfortable stay with you. Being my second one I was used to the lovely care provided by you all and it remains the best, well done.
Notrees	This short note is to say thank you. It has been especially hard in those last few weeks, but I have nothing but admiration for you and your staff.
Notrees	Thank you for looking after my mother last week, it was great to have a week off, knowing she was in good hands.
Notrees	Just a few lines to say that I and my family would like to thank you all for the care and attention you gave Dad all the time he was with you. I know he had happy memories of his time at Notrees as indeed we do. He loved his sing sons, and the wonderful food. He loved the garden and the snowdrops and crocuses blooming on the lawn outside his bedroom window, I shall thank of them this year. And of course his 100th Birthday which was amazing. Happy Memories! Thank you and best wishes to all.
Notrees	Thank you for the care and attention you gave to Mum, you have been so kind.
PD Team	The advice and helpful actions will make life less stressful and less of a worry we are very grateful.
PD Team	I am really grateful that the walk in show is to be installed as I do find it difficult and risky getting over the bath edge. Thank you.
PD Team	My husband suffers from a rare brain disease, he was diagnosed in 2006. I cannot speak highly enough of the social worker recently allocated to my husband she personifies caring she gives 100% of her time to getting what is best for the person she is looking after. She is always ready to listen and give what help and advice she can, she sums up the word CARER.
PD Team	We would just like to send you a letter of thanks for assigning our care worker to us, she is a credit to any team and has given us a great deal of patience and understanding that has helped us enormously. I type this letter on behalf of my Mother as we both wanted to express our gratitude to her and yourself. What is wonderful about our care worker is that she has a marvellous sense of humour, but will show great empathy when called for which made us all feel quite special. She is a star.
PD Team	I would like to thank you for the support that you have given me, since my support package started. The visits to the hydro are helping me to gain strength, as I am weak after not leaving the house for over a year. I am now visiting the day centre to do art and interact with other people who have had life changing experiences this is a great support for me while I try and cope with the fact I will never get better. I am very pleased with my progress
PD Team	Family phoned to say thank you for all the help offered to Dad
PD Team	Card to say just wanted to say on behalf of Mum a very big heartfelt THANK YOU I could not have done it without you . I



	very much appreciate that you worked so hard behind the scenes.
PD Team	The staff of your department have been very efficient in all their dealings with us they have been courteous and really helpful
PD Team	I am pleased with the carers assessment as it has been taken on board the problems faced with the difficulty in being a carer, the grant will help me to have a break from this. It is also helpful to talk about these problems with someone who understands the situation. Thank you
PD Team	Many thanks for the carers grant – it has allowed us to have a much appreciated night away.
PD Team	My relative had a severe hemisphere head injury which left him with cognitive impairments, leaving him very vulnerable and unable to execute tasks without guidance. As a family we are indebted to the care manager for his guidance, advice patience and support.
PD Team	Just wanted to say thank you so much for all you have done for me in the time you have known me. Your support has been life changing for me. All the best for the future.
PD Team	Looking forward to a well earned break to recharge my batteries – life is very hard at the moment. Thank you for all your help
PD Team	The meeting was very positive for all of us. But you have been absolutely brilliant. There have been times when I can truly say that I could not have coped without your input, sometimes it's just that 2 minute bit of advice that you gave that make a huge difference
Phoenix Resource Centre	I would just like to say thank you for the service that we are providing his wife, I would like to say how well you are supporting her and that I appreciate all your hard work.
Phoenix Resource Centre	I am inspired every time I walk into the centre. You have a marvellous group of staff doing a wonderful job. Thank you for all you have done for my son for which I am truly grateful.
Phoenix Resource Centre	Thank you so much for taking such good care of me.
Phoenix Resource Centre	It is with some sadness I write this letter. My wife will be leaving The Resource Centre tomorrow, she is going into full time care. I cannot walk away without expressing my deepest thanks to you and your staff in the way you have all looked after her for me, She has been very happy in your care and it has given me a chance to relax for a few hours. I have never met such a dedicated group of people before, you are all angels, many thanks.
Sensory Needs	Thanks for all your help, the hearing equipment you gave mum was very welcome
Sensory Needs	Wife wrote to say she was very pleased with workers patience and support whilst enabling her husband to become more mobile and independent.

Welfare Benefits	The work being done on my behalf is brilliant. The financial and carer support I am getting from social services goes far beyond what I had expected. For this I am truly grateful. Thank you all so much.'
Willows Edge	We would like to thank the staff of Wilows Edge for the dedicated care Mum received for so long.
Willows Edge	I am writing a week after Mum's death to thank you and all of the staff at WE for the kindness, consideration and above all respect exhibited to her during her 4 years with you. It is a comfort to us knowing that she died peacefully at WE which she had come to regard as "home"
Willows Edge	The family appreciated your presence at Mum's funeral, our only regret was that demands of the job prevented you joining us at the wake – thank you for everything.
Willows Edge	Thank you for giving me insight into what you do here, I think you are inspirational. I have thoroughly enjoyed my time spent here and feel it has been very beneficial and useful to me. I hope I was of some help.
Willows Edge	Thanks for inviting me to the meeting last night. It was interesting to hear your plans for the refurb and also Christmas. I was not at all surprised to hear all the relatives saying how marvellous Willows Edge is and how much the residents love it. It is so noticeable to me how much calmer Mum is and she seems very content, if a little confused - but that is to be expected. Thank you for all that you and your staff do.
Willows Edge	Just wanted to let you know that mum passed away. She never recovered after her fall, and her stay in hospital I think just caused her to deteriorate faster than she normally would have done. I would like to thank you once again for the care and kindness you and your team gave to mum while she was with you for over three years. Could you please pass my thanks on to all those concerned
Willows Edge	Thank you so much for all you have done for Mum I could not have wished for a more friendly home from home environment for her to have been staying in. Thank you again for all you have done for us over the past few years we will miss coming in and having a chat with you all.