

Examples of compliments received

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

Adult Social Services:

Older People Localities received a card from a family that read: *"A big thank you for all the help and support you have offered not just to mum but us as a family. You have been brilliant and gone that extra mile to find a solution that has made us all very happy. You are a great example of what social work should be"*.

O.T. received praise from a service user with communication difficulties who spelt out with his pencil tapping on a communication board: *"I am very happy and you are the very best OT ever. Thank you for everything you have done for me"* and gave her a hug.

A Hospital Social Worker was thanked: *"Dad is so looking forward to getting home after 2 months in hospital and it will be of a great comfort to us to know we have support of carers when he gets home. Thank you for your support and compassion at this stressful time. It has made such a difference"*.

Reablement staff were praised: *"Thanks to the Reablement team. Staff came to see me full of smiles and laughter which helped me enormously, and they made the extra efforts in getting me back on my feet"*.

Staff at Croes Atti home received a letter and a generous donation from a family that read: *"We would move heaven and hell to get mum to Croes Atti. We could not fault the support and care you gave mum whilst she was with you. To show our gratitude... please accept the attached cheque and put it to good use as you think fit."*

Mental Health and Substance Misuse were thanked: *"I have used Next Steps and they have done so much to help me develop as a person. The staff are friendly, polite, approachable and supportive, professional and very thorough and keep in regular contact to support and check on your progress. They have helped me regain my confidence and allowed me to try new things and put the skills I thought I had lost to use once again."*

Homecare received a letter: *"The knowledge that cheerful, kindly help was available has been much appreciated. The team of ladies have been pleasant and easy for him to communicate with despite his deafness. We are so lucky to live in Flintshire where the help for the elderly is first class"*.

P.D.S.I. received a text from a client they supported through a difficult time: *"So glad you have helped me with my arrears. I'm really grateful for everything. You have helped me grow into a mature lady. I'm now able to manage my rent, TV licence and bills"*.

Children's Social Services:

A mother told us she didn't trust Social Services to begin with. However, over time she grew to trust her Social Worker. Her confidence has grown since our involvement and we have helped her as a mother and improved their family life. Mum feels she can now safeguard her children, the family has been held together and family life has greatly improved.

A Social Worker was complimented on her work by the Police following a difficult and challenging Section 47 investigation. In summary, after a period of time and late into the night, the Social Worker built up a relationship and trust with an individual who made a number of disclosures about a person in a position of trust, which the Police could then act upon.

A Fostering Social Worker was thanked: *"We want to thank you so much for all your support you have given us over the last few years, very much appreciated. The road hasn't been easy with large challenges put in our way to overcome. Without your support I don't think we would be in the position we are in today"*.

A mother said of Safeguarding: *"Just wanted to say thank you for putting us at ease at the conference. We were anxious that a new chair person was going to change the course of things but you made us feel comfortable in the most awkward of situations"*.

The Transition team received a card from a family following their organising a placement for their son. They said: *"Just to say a big thank you for everything you've done for our family. He is doing so well at XXX and is safe and happy and all his needs are fulfilled. He is treated as an individual which is exactly what we wanted for him"*.

A C.I.D.S. Social Worker was thanked by a school: *"I just wanted to write to say how pleased we are as a school in the work of XXX with one of our pupils. She is a first class social worker and the family are very lucky to have her. The child's needs always come first with XXX. We felt that our concerns have been addressed immediately by her"*.