

Examples of compliments received during 2021-22

Compliments received from service users, their families and other public bodies including Health and the Court Services are shared with all staff via email and a selection are included in the staff bulletin.

Adult Social Services:

Single Point of Access: “Thank you so much for all your help yesterday and this hospital update. It’s so kind and you’ve done so much to help, thank you for the bottom of my heart!”

Older People Localities: “Can I please take this opportunity to thank for everything that you have done for us as a family. I cannot express how much I felt supported from you both. I know I was really fussy about where (dad) was placed but I know you will understand that you just want the best for your family member. The pandemic has been such a challenge, but my experience is that the service from social services and the package of care that you sourced was second to none despite the difficult world we’ve been in”.

Hospital Social Work Teams: “I just wanted to say thank you for everything you have done and are doing. You say you haven’t done much, but you really have, and your kindness means so much to all the family who just adore their Mum and want the best for her, and you have shown so much kindness and care throughout”.

O.T.: “I wanted to personally thank you for everything you have done for me and my husband, you are one of the best, I really can’t thank you enough. I’m grateful for everything you did, you went overboard to help us. It really means the world that we can at last have some quality of life”.

Reviewing Team: “Many thanks for the useful informative time you spent with us today. Also for your empathy, giving us information to make us think ‘outside the box’ in managing X’s care that we appreciate so much”.

Older People Provider Service:

Llys Gwenffrwd: “Thank you so much for what you all do for my mum. You are all diamonds!”

Llys Raddington: ““Thank you all so very much for your care and kindness shown towards my nan. We are so grateful to each and every one of you for looking after her”.

Plas Yr Ywen: “Thank you all for the care, thoughtfulness and kindness shown to mum on moving day. A potentially anxious day was made so much smoother by all the attention to mum had on her arrival”.

Llys Eleanor: "Thank you for the care and affection you showed to my dad. Thank you for enabling me to see him as a fun loving, mischief maker in his later years of life. The importance your time and considerations make each day, supporting those folks who have chosen Llys Eleanor to live".

Marleyfield home: "Thank you for the loving care and attention you gave to our mum. She was very happy at Marleyfield and we are very grateful to you all".

Croes Atti: "I cannot thank each and every one of you enough for all the love, care and support you gave my mum and myself. Diolch!".

Llys Jasmine: "How impressive and dedicated your caring team are. All of them have made my life here much improved. Also my health has much improved thanks to the daily happiness and dedication shown to us. Their presence fills our day with joy and laughter as they work as a team and a very happy bunch of girls. They provide us with much laughter and music each and every day".

Ty Trefynnon: "Just to tell you how wonderful you have been keeping me in touch with my mum. I can't thank you enough".

Homecare/Reablement: "“I'd like to extend an enormous thank you to you for your time, patience and care in dealing with X. On arrival, you were faced with a most challenging situation which I can imagine would not have been dealt with by many as professionally as you have. What you had to deal with and the actions you took today demonstrates your skill, understanding and dedication to your job. You have gone above and beyond your duties... and would be lost without you.”"

Learning Disability Community Team: "X went on to express his gratitude for the assistance and support provided by your team, stating they were 'stuck between a rock and a hard place' but you went over and above to support Y".

Learning Disability Provider Service: "X always had such positive things to say about you and hearing how happy Y has been in STC. He said it sounds like a real family feel there and he was so grateful to see how much Y enjoyed it. I wasn't sure if you'd ever heard that from X, but the work you and your team put in had allowed X to feel settled and content about Y in his last few years. The biggest of thanks to you all for that!".

Child to Adult Team: "Can I just say a massive thank you, you have really made a difference to X. I know that X is so proud of the young man he has turned into, and a lot of that is down to you.... X is thriving....you have shown the way with a limited amount of fuss and made it really easy for me and and at times it was really difficult especially managing X's needs. He has finally started to shine"

Physical Disability Service: "I would like to thank you as we had a referral for a lady in Holywell, we needed social worker advice and support and you were so approachable and supportive. This was joint working at its best with the patient/client at the centre. I look forward to working with you again".

Mental Health and Substance Team: “You have done some amazing work with X around a long awaited and difficult home move. It will not be news to you but your knowledge, commitment and tenacity are amazing. I am very grateful for her support with X and I am sure X would be if they truly understood what has gone on in the background to make her safe”.

Integrated Autism Service: “We have recently been through the assessment process with your team and found your support and guidance, what is a difficult and highly emotional situation, so much easier. You showed interest in our family. I knew from that moment you were good listeners, really empathetic and genuine people who wished to help families like ours to understand ourselves better. We could not speak more highly of our experience with IAS”.

N.E.W.C.E.S.: “Your drivers delivered some equipment to parents today and they wanted to pass on their thanks. They said they were lovely and polite. They were extremely helpful”.

Safeguarding: “I’d like to thank you very much for giving me such a thorough account of how X is. These past few months have been extremely challenging and, due to the pandemic, I’ve not been able to see X as often as I would like, it is very reassuring that you have completed such a thorough assessment, it is very much appreciated and has put my mind at rest”.

Financial Assessment and Charging Team: “I did not realise the wealth of information that you and your colleagues have accumulated to help us looking after our loved ones here in Flintshire. We are so fortunate. Thank you so much for the info and always ready to help”.

Contracts and Commissioning Team: “Thank you all for all the support this year. We are so grateful for everything that you have done for us. Rest assure, we brag at every opportunity on how great the FCC team is, and what social care should mean. You all are just the best”.

Direct Payments Team: “Your ladies have been so helpful at all times. Flintshire leads the way and your staff cannot be praised enough in mentoring, helping with budgets, employment contracts etc. and setting up a portal so we can access Carers looking for employment. I am most grateful for all your help”.

Children’s Social Services:

Protection and Support, and Resources: “X has undertaken some fantastic preventative work with both parents and managed to get them both on board with accessing the relevant support services. She has gone above and beyond at times to make sure that both parents have been able to attend important meetings etc. X has been successful in achieving a really positive outcome for this family”.

“It is practically impossible to verbalise the wonderful job X has done with this... She worked with the family in (another country) to ensure they completed the correct COVID documentation... The situation at the airport was tense. X stayed calm while

supporting an upset Y. X liaised with the (foreign) all within a short period of time. X did an absolutely wonderful job in the unexpected situation that was presented. So grateful that she was the person who was providing support to Y on her travels.”

“I just want to say thank you for all the advice you have given me from the start because everything you have said has turned out to be right so far. The advice you gave me has guided me all through this and reminded me exactly what and who I'm fighting for. I know I gave you a hard time at the start but I've realised you were the only one being honest with me. I just wanted to say thank you anyway for everything”.

Safeguarding: “Thank you to your staff for their professionalism and support. We had a particularly difficult situation and you handled a challenging situation really supportively and professionally. With a moment’s notice your staff rushed around and stepped in at the last moment to ensure the young person was released the day after. Again you were very helpful and professional.

Early Years and Family Support, and Family Information Service

“Thanks for your time. We will all work together. You are an inspiration for the services you have developed/supported”.

“Thank you for all of the support you have and continue to give us, especially during the COVID pandemic. We really are grateful for all you do to help and support us”.