

Appendix 1

Qualitative examples from positive feedback from Customers.

- Letter from the parent of a young person to his Social Worker - Youth Offending Service

*"A*** has won the trust and respect of our son and ourselves. He has listened while at the same time trying to guide him on the right path. We were sceptical but your staff made us see how worthwhile all their hard work is to all the youngsters in the area."*

- Card from a parent to a Social Worker when a case concluded in Court

*"Thank you for giving J***** the best chance in his future life"*

- Letter to a Social Worker from a mother of children who had been involved in the child protection process

*"this amazing lady went above and beyond her role. She will be missed very much. Due to my anger and frustration at the beginning poor J***** had a rocky start with me but she remained patient. I thought she was against me but I cannot praise and thank her enough. If this world had more people like J**** then this world would be a better place".*

- Granddaughter of late resident of Broadawel

"the respect shown not only to grandma but also to myself and mum over grandma's last weeks cannot be emphasised enough, along with the genuine concern and care that many of your staff have shown us. Your approach to what is a difficult job, with long hours and often under-valued results, has inspired me to look into training in care work myself".

- Adult Carer

"I am very impressed with the regular information, updates and events that is being prepared and organised for carers in Caerphilly. Really pleased to see these happening in Caerphilly County Borough".

- Daughter of a lady using the assessment bed service at Ty Iscoed

"I observed such patience and professionalism from everyone working at the Home. The Dementia Care Matter implementation at Ty Iscoed is of such a high standard that I truly hope that all Care Homes throughout the UK follow suit. My mum has made an incredible recovery due to the care she has received at Ty Iscoed, so much so that she will be moving into assisted care living flat in the next month".

- Community Support Team, Older People

"Both the ladies could not speak highly enough of the support they have been receiving, saying this service has completely changed their lives and their outlook since they have been getting out in the Community. I have not seen the staff with their service users before and I was so impressed by their obvious care and patience with these ladies. They are not just supporting them they are genuinely being a friend and companion. You would not know seeing them together that they are in receipt of a service from CCBC they seemed like friends out together for a coffee or lunch".

- Gentleman on his service from the Reablement Team

"All the staff you provided me with were incredible – so respectful and kind and a joy to see each day and of course my wonderful physiotherapist Sandra, without whom I would definitely not have made such progress. I have more surgery to come but I will not be so worried and frightened because I know HART is there for me, which is a great comfort".

- Family member of a resident of Min Y Mynydd

"I cannot compliment this Home and all the staff enough. They are so caring to all the residents – it has to be seen to be believed. The Home itself is so comfortable and perfectly clean. The fact that family can phone gives relief as the staff will answer day and night and this is a fantastic help to the family".

- Daughter of a customer - North Older People's Team

"I should like to express my thanks to everyone who has been involved in helping my mother over the last few months. The district nurses, Lyndsey, her occupational therapist and Liz, her social worker. I am so grateful for everyone's efforts on her behalf. You all do such a good job in spite of cutbacks and negative publicity".

- Nephew of a resident Shared Lives home

"Our uncle thought of and cared for the team at Clos-Ceirew as if they were also his family and having visited his home several times over recent weeks as his illness and condition deteriorated it was evident that the staff at the house went over and above what they needed as part of their job of looking after him. They made him extremely comfortable in his last weeks and months and they cared for him like they were part of his family right to the end".

- Phone call from the son of a lady moving into CCBC about the service received from IAA

Son stated that he contacted Caerphilly because the information we provide is "priceless". The son said that he can't "speak highly enough" of us in Caerphilly and this is why he wants to support mum to move within our Borough.

- Adults Review Team

'I would just like to thank you so much for everything you've done for me so far, you've really lifted a weight off my shoulders and I honestly can't explain to you how much I appreciate it. So thank you so much for everything.'

- Twyn Carn Community Base – gentleman who uses the centre.

"No work is too hard, no problem too difficult to solve. There is always a smile, always a helping hand. I am one of those who attend with gratitude and pleasure. We are treated not with medicine or tablets but a smile and a gentle hand on a shoulder. God Bless them all."