

## Appendix 1

### Qualitative examples from positive feedback from customers.

- Email to the Carer's team

"Info day at Caerphilly castle on 20th Sept, was very helpful, as a new carer, I seemed to be in a minefield. 'where do you get help & advice'. But after speaking to reps from different areas, I now feel less daunted about being a carer. I now know there is help and advice out there. Reassurance of what is available & where to gain help & advice when needed. I will be attending local carers support groups. Good to know I'm not on my own."

- Customer on her support received from the Drug and Alcohol Team

"Hey XXX, I've heard you're leaving so I just wanted to drop you a note to thank you for saving my life. This is no exaggeration as looking back now at what went on and the place I was in before I went into treatment if you hadn't come along I'd be either dead or certainly very close to it. Its now been nearly 8 months since I've picked up a drink or a drug and this is really down to you because I wouldn't have ever have made treatment if its wasn't for your determinative efforts."

- Step daughter of service user – HART

"Please can you pass on personal thanks from my family to the emergency HART team that supported us along with St David's nurses in the end of life care for my step father XXXX. The quality of carers could not have been better. XXX was a deeply private man and the carers recognised and responded to his needs with utmost respect. They were also incredibly professional in responding and supporting my mother and rest of family, Our deepest thanks"

- Card from a customer on her service from the Reablement Team

*"I cant thank you wonderful people who I never would have got better without you all, never knew people like you existed, your angels all of you, thank you from the bottom of my heart."*

- Praise for Carer from Senior Social Worker

"Service user was a 51 year old gentleman who for many years relied solely upon the dedicated care and support provided by CCBC HART Team. XXX very sadly passed away in hospital on Tuesday. He had no family with him and XXX (one of his regular carers) was visiting the ward to visit another patient at the time. She was made aware that XXX was dying and so sat with him, holding his hand until he passed away. The level of compassion that she showed to XXX, in her own time, has quite literally blown me away and I would really appreciate it if you could pass on my gratitude to her. I am sure XXX would have been really grateful too".

- Customer who contacted Information, Advice and Assistance Team (IAA)

He rang IAA to discuss a referral in relation to his father and said that your advice and engagement was extremely positive. He confirmed that you covered a wide range of options and agreed to contact him later in the week which you also did. He was extremely complimentary about you and your level of professionalism.

- Email received regarding the Manager, Intensive Support Team

I feel I really must send an email about the above manager of yours. He has been an absolute support to us as a team with the XX case. He has phoned me out of hours and actually covered a shift himself on a weekend. He is so kind and supportive and a real genuine person, and I really wanted you to know this as I know compliments don't come that often.

- Family member of a resident, receiving respite care at of Min Y Mynydd

*“XXX was contacted by us at a very difficult time, My 86 year old mum who has Alzheimer’s was staying at my house, by the 5<sup>th</sup> day mum did not know who I was, I became distraught and could not cope. XXX came to my house and met my family to assess the situation, I had a “carers breakdown” XXX acted very quickly and arranged for my mum to go into a respite home. It was very traumatic for all of us but XXX has a gentle, caring nature and arranged everything. XXX is a very approachable and easy to contact, he has been a huge support to myself and my family”.*

- Family member of a customer - North Older People’s Team

“XXX has now moved to her chosen home and is safe, happy and contented. I do not believe we would have achieved this outcome without the help and guidance of XXX and her team. These transitions are difficult at best and the empathy, professionalism and courtesy of those we must deal with can make a huge difference to how we feel. XXX and I feel fortunate to have been so well looked after. The service we have received has been of a high quality and XXX and I are both extremely grateful to you and your team for the work that you do and would ask you to please pass on our thanks.

- Customers – South Older People’s Team

“I just wanted to thank you for all you have done for us, you have been a great help, right from the start. You can be really proud of yourself for what you have done and I am not being kind, I really mean it. You’re one of the best. I don’t know how we would have done it without you. You are very conscientious.”

- Telecare

“The tenants informed me that your call handler was very professional and courteous and dealt with the issue promptly. Also the follow up calls that were made by yourselves were very reassuring for the tenants.”

- Card from a relative who accessed an assessment bedsat Ty Clyd and returned home with reablement support

*“We wanted to thank you, the Reablement Team and Ty Clyd for all the help and support you gave to us and XXX. XXX sadly passed away but I know you went above and beyond to help him remain at home as long as he did. Please especially give my regards to XXX who was a favourite of Grandads and very diligent and caring.”*