

Responses from Parents and Carers Questionnaires

Question 1:

Did the Immediate Response Team help the family/situation? How were things before and after?

Responses

- a) **Before** - Terrible. Couldn't cope with P's behaviour. Felt I couldn't do no more with P. Life was a nightmare. Couldn't take P out. We wasn't a proper family.

After - Since worker has been involved everything has been brilliant. We talk more. Behaviour brilliant. P has odd day now and then but Sarah learnt me how to deal with this behaviour. Now we are a proper family. We go out, we have family nights. P's different with behaviour. Fab.

- b) **Before** - World war 3 - Totally out of control
After- He is better - not going out as much, not climbing through windows, attitude is better - although there are moments now where he thinks he can do what he wants.

- c) **Before** – at a critical stage
After - relationships are much better within the family

- d) **Before** – S had been extremely difficult and challenging in school. Could be awkward at home, but dealt with. He seemed unable to respond appropriately when punished in school. He felt he was singled out for punishment and became very difficult.
After – The change has been amazing. S has been very well behaved in school and at home. He has been complimented on his excellent behaviour and relationships with others.

Question 2:

Did the worker visit you enough times?

- a) Glad you came out as many times as you did. I needed you and you were there. J would actually get out of bed to see you and he listened to you. Wouldn't have known what to do without you.
- b) Worker was excellent all round. She was never too busy to answer my calls.
- c) Had excellent communication with two workers. I was always available when appointments were made, and also when I needed extra support or visits, even on weekends, the support was there.

Question 3

Was the worker involved with the family for the right length of time?

- a) It has been right for this situation, but hopefully would continue if required.
- b) I felt that we needed the length of time we had.
- c) Not long enough - Shame the worker couldn't carry on helping out a few more weeks, although always seems scary when your being left on your own to get on with things.
- d) Not long Enough - Bit longer / maybe 16 weeks.

Questions 4:

Were the ideas / techniques / strategies you and your worker came up with useful?

- a) I feel worker's attitude and determination and ability to empathise have been invaluable.
- b) The bedtime routine hasn't worked but the referral to CAMHS has been made to the right people. I am able to speak up more in meetings. The boys listen and share & are more respectful when professionals come to the house.
- c) The idea's she came up with worked really well and are still working.

Question 5:

Did you feel there was anything else the Immediate Response Team could have done or done differently? Any problems with the service?

- a) No not at all. Even when I text you out of hours you got straight back to me and I didn't expect that until the next day.
- b) No – Very Helpful and glad I had the support if the team were not involved I don't know where we would be and that is truthful.
- c) Couldn't fault the service provided by worker or team manager – Advice and help was always at hand.
- d) At a very difficult time with L, where things were getting worse, and would have without a doubt led to someone getting hurt, I feel that this service has helped to avoid this, and also made this time a lot more manageable.
- e) No problems. Only wish that the support could have lasted longer.

- f) The service could have been in for longer. It would help if these services could be accessed earlier.

Questions 6:

Is there anything else you would like to say about the service?

- a) Fab Service. Honest, reliable, good communication, good to talk and listen to.
- b) You have been brilliant. I would have cracked up if I didn't have you to talk to. I can't talk to many people.
- c) Before we would argue – Now we talk and understand each other. I am very grateful for the support and help you have given my son and me.
- d) Excellent – Good for carers and good for the child.
- e) I highly recommend this service to families with difficulties. I would like to say a massive thank you to F and her team, couldn't have got through this without your help. Thank you.
- f) It has been useful, the whole family have benefited. When you first come out there was no light at the end of the tunnel, but with support for W from CAMHS, I see a positive happy future for us living at home.
- g) Just really good at your job, you have done really well – It is nice to have some support – really positive.