

REPORT TO: SCRUTINY COMMITTEE - 29 JUNE 2022

REPORT ON: ANNUAL REPORT ON COMPLAINTS

REPORT BY: CHIEF EXECUTIVE

REPORT NO: 127-2022

1. PURPOSE

To report on performance regarding complaints in 2021/2022, with comparisons to previous years, and to show how the Council continues to learn from complaints.

2. RECOMMENDATIONS

It is recommended that Committee notes:

- (i) the key performance indicators on complaints closed between 1 April 2021 and 31 March 2022, with trends from previous periods;
- (ii) examples of the volume of transactions the Council has with customers and citizens as a context for the number of complaints;
- (iii) examples of how complaints have been used to improve services;
- (iv) results of the satisfaction survey sent to people who made complaints in 2021/2022;
- (v) examples of compliments received about Council services.

3. FINANCIAL IMPLICATIONS

None.

4. BACKGROUND

- 4.1 The model Complaints Handling Procedure for Local Authorities requires that regular reports are produced for elected members. This report covers complaints closed between 1 April 2021 and 31 March 2022.
- 4.2 In terms of performance management, the report includes data on key complaint handling indicators (Appendix One) and results from the satisfaction surveys sent to those who had complaints closed during the period (Appendix Four). The report also gives examples of how complaints have been used to improve processes (Appendix Three), another requirement of the model procedure.
- 4.3 Appendix Two includes infographics giving examples of the range and number of transactions the Council has with customers and citizens, providing a context for the number of complaints received.
- 4.4 Appendix Five gives examples of compliments received about Council services.

5. OVERVIEW OF PERFORMANCE

5.1 Detailed information is included in the Appendices. Key issues to highlight include:

- The number of complaints recorded in 2021/2022 increased significantly compared to 2020/21 (760 - compared to 505 in 2020/2021 which coincided with the early period of coronavirus restrictions; more relevant benchmarks are the figures of 666 in 2019/2020 and 684 in 2018/2019).
- Performance in terms of the % of complaints closed within the target time improved for stage 1 in 2021/2022 compared to 2020/2021 - the % meeting the 5 day target was 72.6% compared to 67.7% the previous year. For stage 2 complaints, the % meeting the 20 day target fell slightly to 64.4% compared to 65.4% the previous year. Both the 5 day and 20 day targets are designed to drive improvement in the promptness of responses, rather than absolute standards that every case is expected to meet.
- The average number of days taken to close complaints in 2021/22 was 4.8 days at stage 1 (compared to 5.6 days last year) and 25.0 days at stage 2 (compared to 27.0 days last year). While the target in the complaints handling procedure for stage 2 complaints is 20 days, this can be extended as it is acknowledged by the Ombudsman that many complaints at this stage will be more complex and take longer to investigate. The appendix includes data on such cases for the last 4 years.
- The % of complaints fully upheld at both stages (22.0% at stage 1 and 12.9% at stage 2) was higher than the 2020/2021 figures (19.4% at stage 1 and 6.4% at stage 2).
- Failure to provide a service (which on detailed analysis often turns out to be a delay in providing a service, rather than not providing it at all) has remained the most common reason for complaint.
- The satisfaction surveys sent to those who have made complaints were changed from the start of 2021/2022 as the Council adopted a new standard questionnaire agreed by the Scottish Local Authorities Complaint Handlers Network. This means that trends from previous years are not comparable although trend information based on the new questions will build up over time. Using the standard Scotland-wide survey will also allow benchmarking in future with other local authorities.

5.2 All of the issues raised by this report will continue to be discussed at Council Management Team, the Complaints Review Group and within individual services. The examples given in Appendix Three demonstrate the Council's commitment to learn from complaints and improve processes to prevent the same issues recurring, in addition to those complaints which lead to managers speaking to individual employees or arranging training for teams.

5.3 During 2021/2022, an audit was carried out on the Council's complaint handling procedures. In response to recommendations in the audit report, officers have reinstated more regular reports to Council Management Team which had been paused during the pandemic and have resumed the programme of training sessions for those who deal with complaints. Over 90 officers took part in online training sessions during February and March this year.

6. POLICY IMPLICATIONS

6.1 This report has been subject to an assessment of any impacts on equality and diversity, fairness and poverty, environment and corporate risk. There are no major issues.

6.2 The complaints recording database includes a feature that asks those dealing with complaints to note whether any complaints relate to an equalities issue - age, disability, gender, LGBT, race or religion. During 2021/2022, there were 5 such complaints recorded, 4 relating to disability and 1 relating to religion/belief. These complaints have been drawn to the attention of the lead officer with responsibility for equality and diversity and any issues he highlighted have been taken up with the services concerned.

7. CONSULTATIONS

The Council Leadership Team was consulted in the preparation of this report.

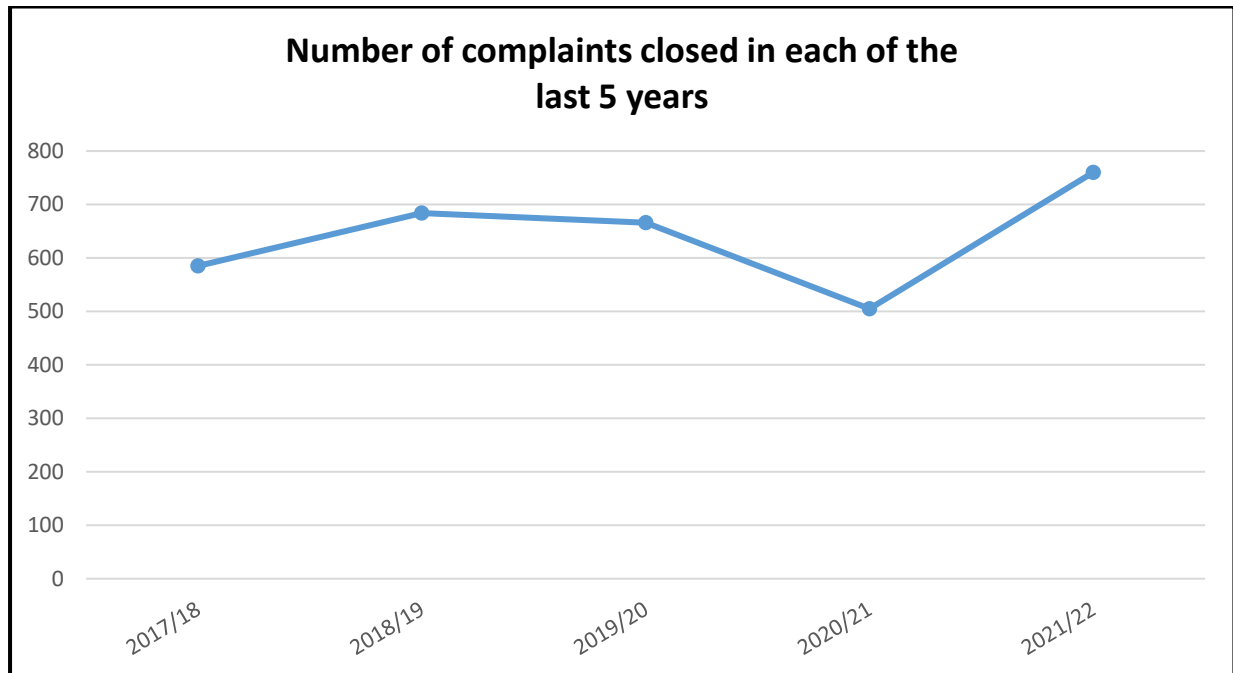
8. BACKGROUND PAPERS

None.

GREGORY COLGAN
CHIEF EXECUTIVE

Date: 24 May 2022

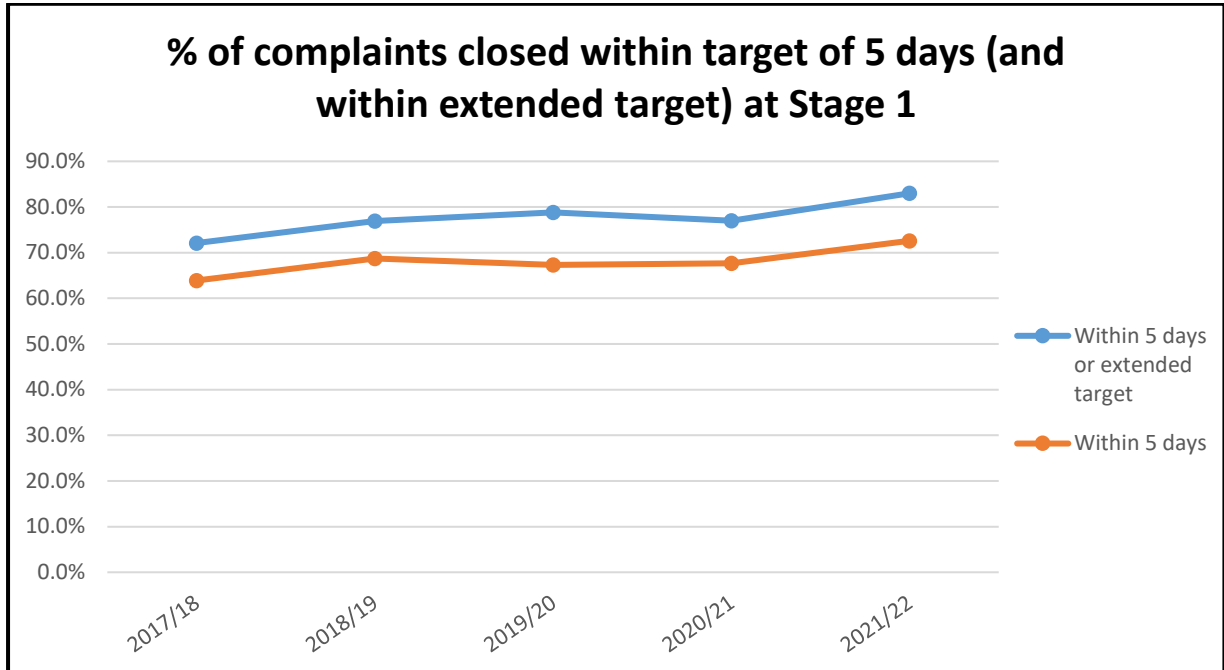
KEY PERFORMANCE INDICATORS



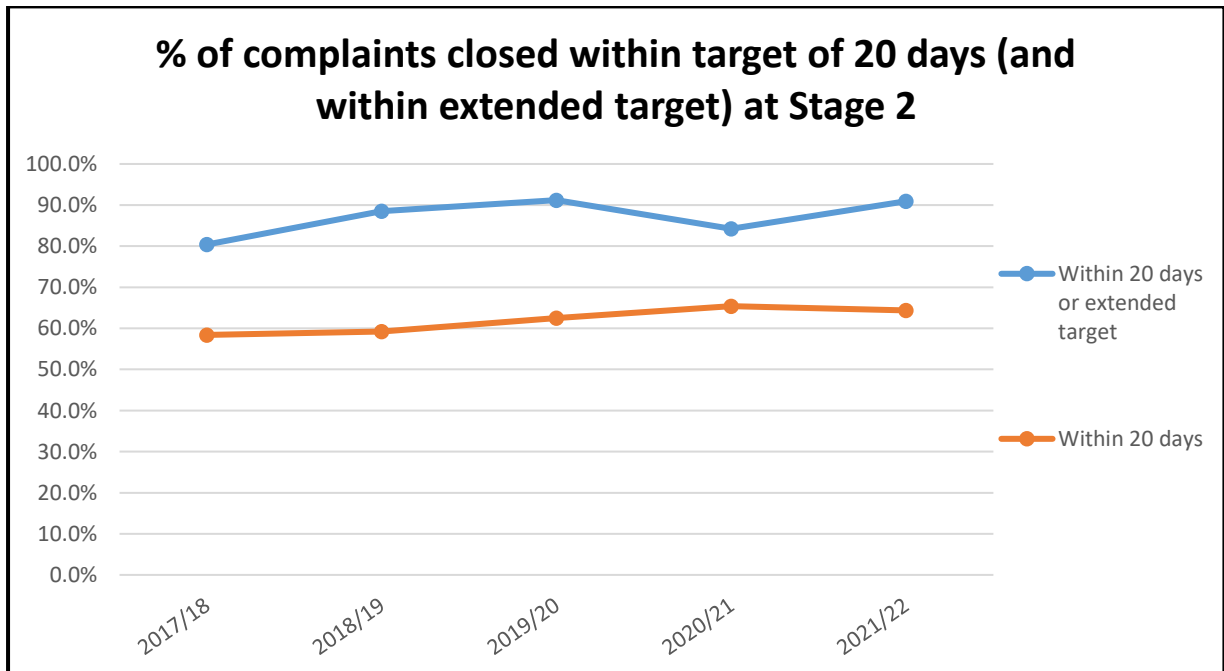
BREAKDOWN BY SERVICE

| Service | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 |
|---|-----------|-----------|-----------|-----------|-----------|
| Corporate Services | 90 | 89 | 71 | 80 | 83 |
| Children & Families | | | | | |
| - Education | 124 | 125 | 98 | 41 | 70 |
| - Children's Services | 16 | 46 | 43 | 30 | 37 |
| - Criminal Justice | 4 | 3 | 8 | 3 | 4 |
| Neighbourhood Services | | | | | |
| - Housing & Communities | 108 | 180 | 177 | 130 | 162 |
| - Environment & Construction Services | 145 | 153 | 136 | 129 | 263 |
| - Community Safety & Protection | N/A | N/A | 22 | 19 | 31 |
| City Development | 59 | 50 | 56 | 48 | 58 |
| Chief Executive's | 1 | 6 | 4 | 2 | 2 |
| Dundee Health & Social Care Partnership: Social Work | 38 | 32 | 51 | 23 | 50 |
| Totals | 585 | 684 | 666 | 505 | 760 |

The complaints handling procedure includes targets at each stage which can be extended. The charts on this page show both the % of cases closed within target and the % which met the target or the extended target.



The average number of days taken to close complaints at stage 1 in 2021/2022 was 4.8, compared with 5.6 in 2020/2021, 4.5 in 2019/2020, 5.2 in 2018/2019 and 8.0 in 2017/2018.



The average number of days taken to close complaints at Stage 2 in 2021/2022 was 25.0, compared with 27.0 in 2020/2021, 23.0 in 2019/2020, 19.3 in 2018/2019 and 24.5 in 2017/2018.

COMPLEX COMPLAINTS

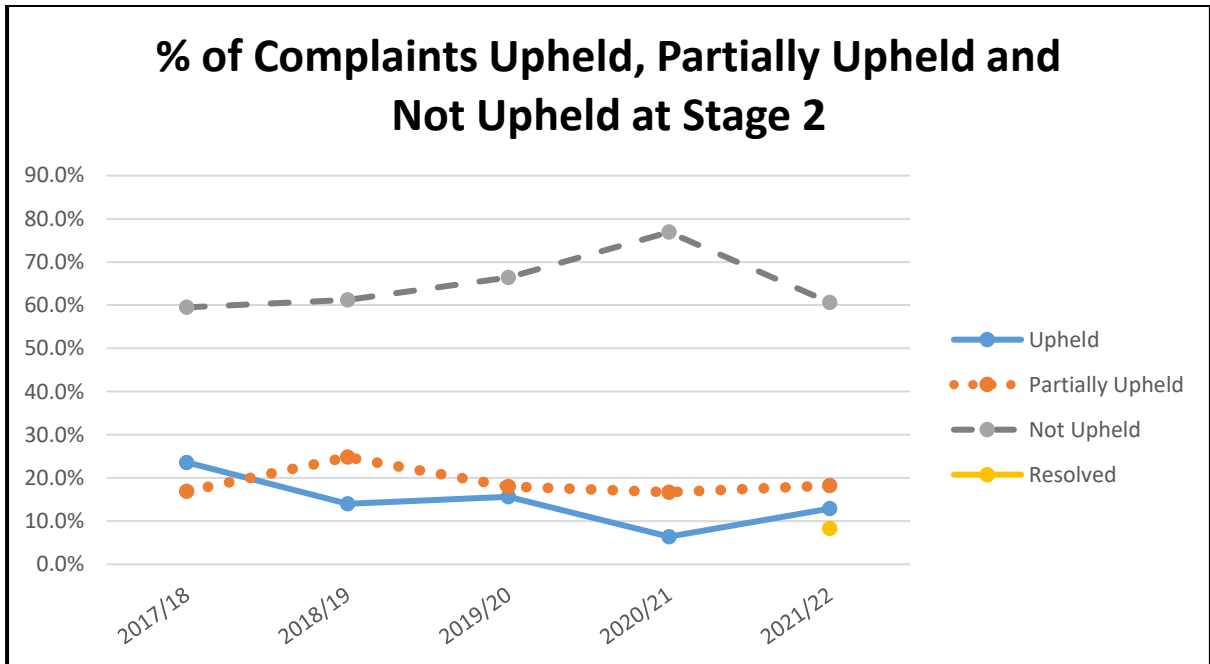
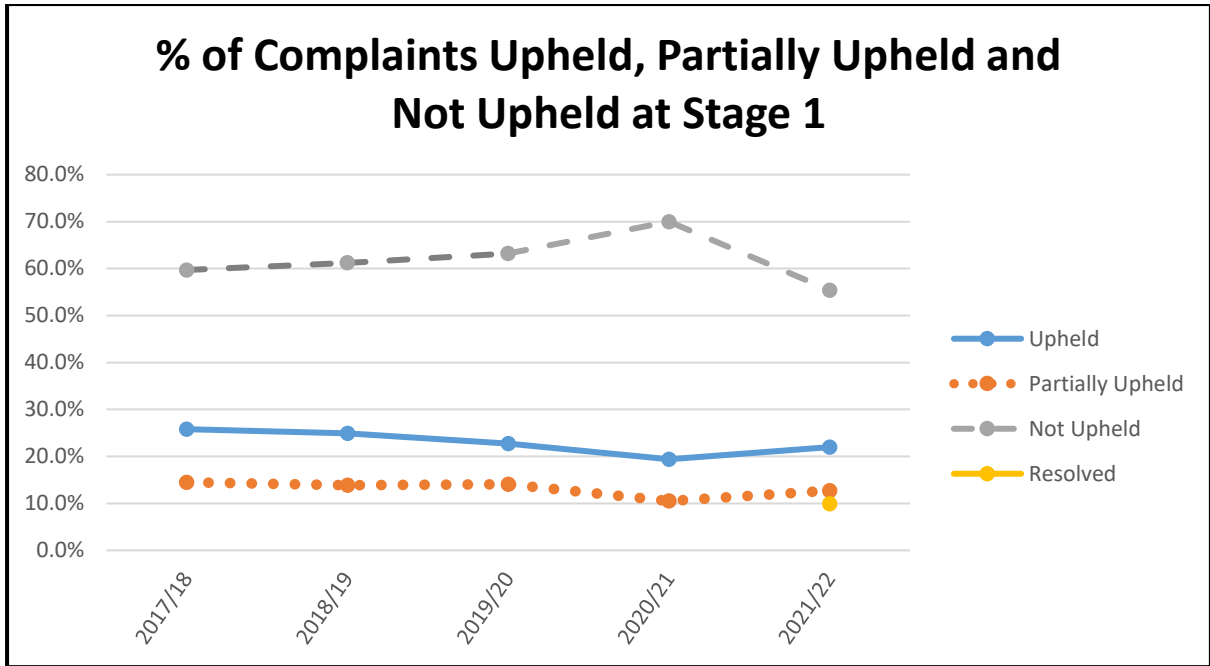
While the target in the complaints handling procedure for dealing with complaints at Stage 2 is 20 days, this can be extended as it is acknowledged by the Ombudsman that many complaints at this stage will be more complex and take longer to investigate. Data for the last 4 years shows:

| Year | 20 days or less | 21-39 days | 40-99 days | 100 days + |
|---------|-----------------|------------|------------|------------|
| 2021/22 | 91 | 29 | 11 | 1 |
| 2020/21 | 60 | 11 | 13 | 3 |
| 2019/20 | 86 | 21 | 18 | 6 |
| 2018/19 | 120 | 34 | 18 | 3 |

The complaints which took over 100 days to close over the four year period have been analysed, and the vast majority concerned either Children's Services Social Work, Schools or Health and Social Care. These are the services which normally receive the most complex and sensitive complaints which can involve meetings with parents and family members and carrying out more in-depth investigations which can have more serious implications for staff, so they do often take longer to investigate and respond to.

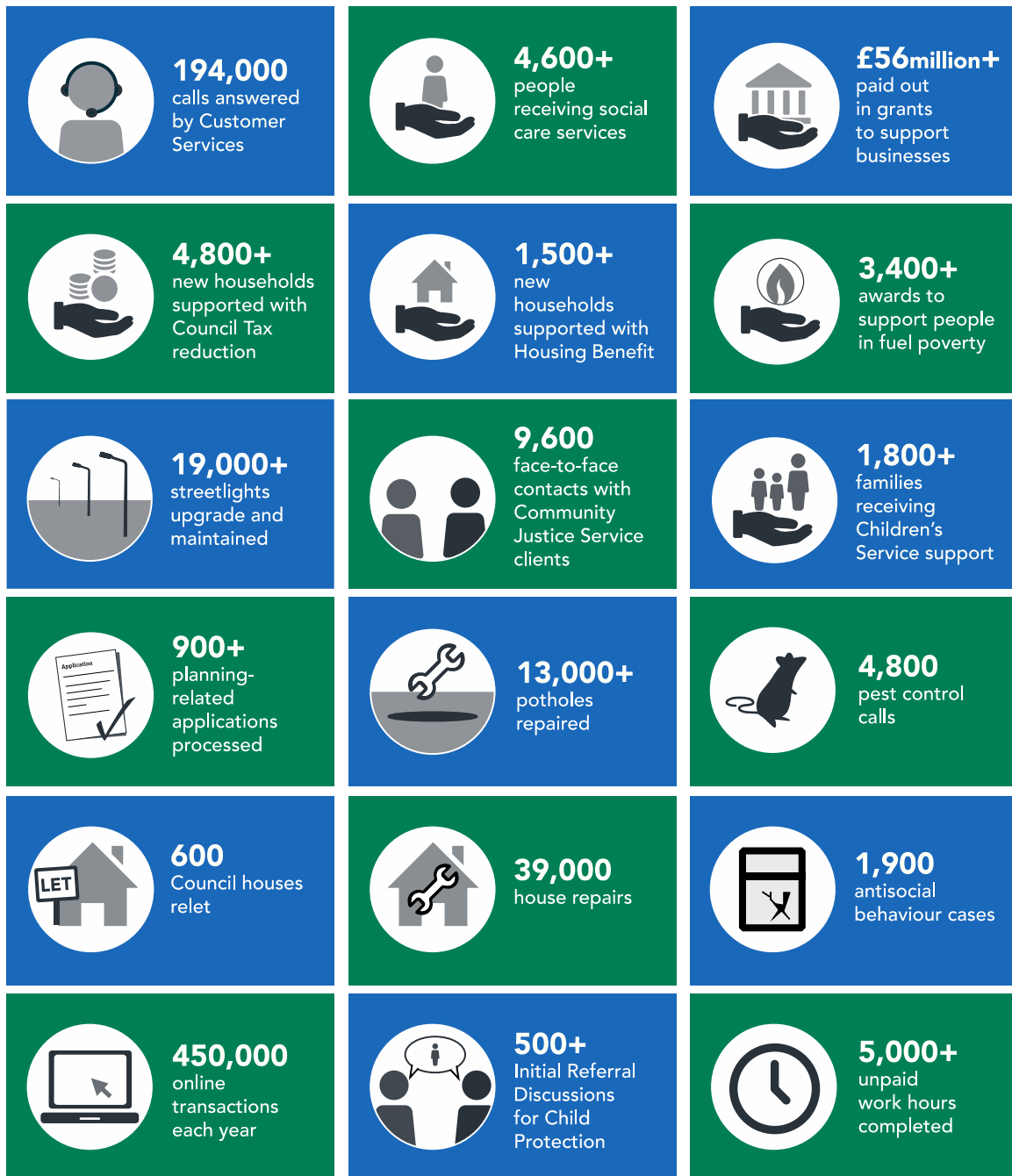
COMPLAINTS BY NATURE

| Nature of Complaint | 2017/2018 | 2018/2019 | 2019/2020 | 2020/2021 | 2021/2022 |
|---|-----------|-----------|-----------|-----------|-----------|
| Delay in responding to enquiries and requests | 10.9% | 13.8% | 16.3% | 18.2% | 22.8% |
| Failure to meet our service standards | 19.7% | 21.5% | 17.8% | 15.5% | 16.4% |
| Treatment by or attitude of a member of staff | 29.4% | 25.1% | 24.8% | 20.3% | 18.9% |
| Failure to provide a service | 25.3% | 21.1% | 25.6% | 24.6% | 27.2% |
| Dissatisfaction with our policy | 8.3% | 12.3% | 11.2% | 14.1% | 11.4% |
| Failure to follow the proper administrative process | 6.3% | 6.2% | 4.3% | 7.3% | 3.3% |



NOTE: A new option to categorise complaints as 'resolved' was only introduced by the Ombudsman from 1 April 2021, so there is only data for one year on that outcome to date. This category is designed to cover complaints which are very quickly dealt with without any need to investigate and decide if the complaint should be upheld or not.

EXAMPLES OF COUNCIL TRANSACTIONS



LEARNING FROM COMPLAINTS:**EXAMPLES OF HOW COMPLAINTS HAVE BEEN USED TO DRIVE SERVICE IMPROVEMENTS**

Officers closing off a complaint as upheld or partially upheld are asked to identify planned service improvements, designed to prevent similar issues recurring. These often involve speaking to individual employees or arranging training for teams on correct use of procedures and customer care standards. We also use complaints to identify process/service improvements, and below are some examples of how that was done during 2021/2022:

| A customer complained that | We listened, we acted |
|---|--|
| An error had been made in not issuing Free School Meals, School Clothing Grants, Winter Hardship and Family Pandemic Payments. | Manual process for Covid payments has been changed to an automatic process which cuts out manual intervention and reduces human error. |
| They had received further correspondence from the Council after advising they no longer dealt with a person's affairs and the Council now held Corporate Appointeeship. | Corporate Appointeeship transfer process to be reviewed to see whether correspondence addresses on other Council databases can be simultaneously updated when appointeeship is taken on. |
| They were having difficulty getting the contractor to repair external wall insulation. | Material to be clearer from both the installer and managing contractor. DCC will also insert a paragraph into all 'sold in shell' properties from now on, highlighting post installation responsibilities. |
| School should have called an ambulance immediately after child's arm was injured in a playground accident, rather than waiting for parent to arrive. | Medical advice to schools re when to call an ambulance to be reviewed. |
| They were unhappy with positioning of new lighting columns and effect on light to residents' windows. | Future projects will take this design element into account and ensure plans are fully understood at consultation stage. |
| Lids were missing from the euro bins, resulting in seagulls spreading rubbish over the street. | Crews have been reminded of the reporting process for damaged bins. |
| When trying to dispose of sand and gravel at recycling centre, relevant skips were often full and staff say there are no drivers/transport available to empty them. | Looking at having more drivers trained on these vehicles to give more flexibility. |

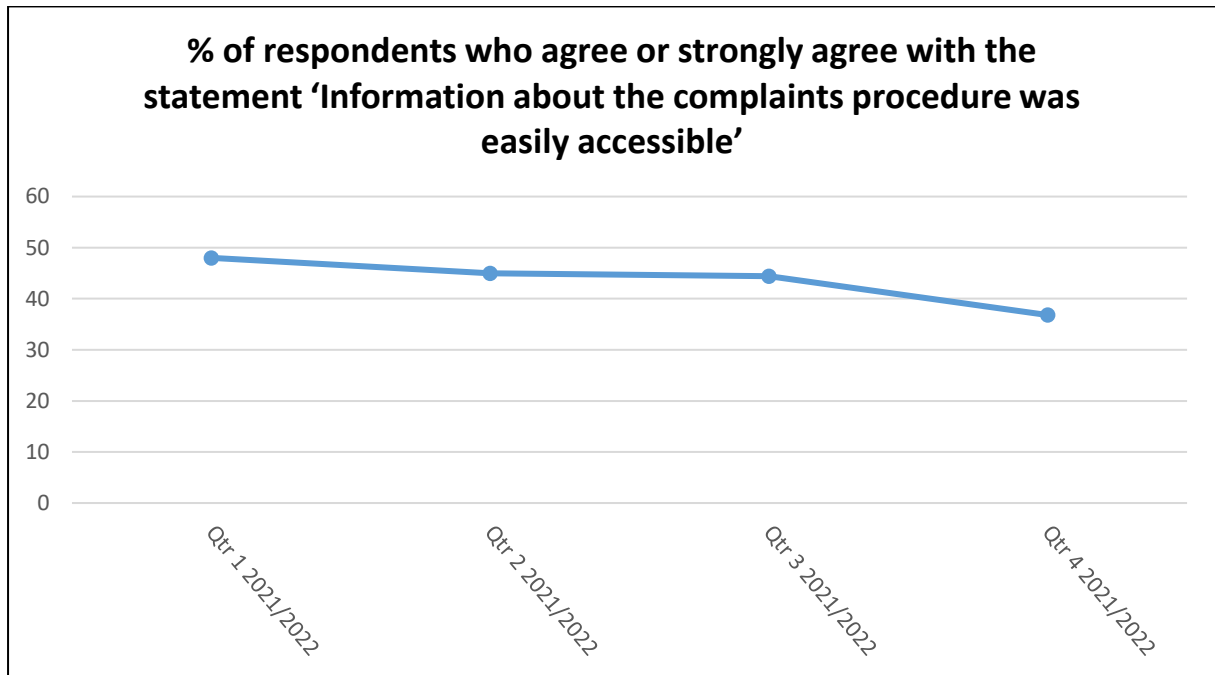
| | |
|--|---|
| <p>They went online to enquire about having someone out to see if they had wasps or a hive on house. Didn't get a call to advise of cost, but people arrived to treat the issue then received a bill. Would not have gone ahead had they known cost.</p> | <p>Online booking form to be amended.</p> |
| <p>A member of their family fell at the site of a vandalised bus shelter.</p> | <p>Team will aim to make safe and repair vandalised shelters more quickly.</p> |
| <p>Tried on a number of occasions to order a smaller recycling bin which had not been delivered.</p> | <p>Website amended to remove option to order smaller bin until supply issues can be resolved.</p> |
| <p>Experienced long delay in having appeal considered regarding entitlement to Council Tax and Housing Benefit.</p> | <p>Steps have been taken to ensure appeals are considered timeously.</p> |
| <p>Business had not been notified of work planned to flats above which involved erection of scaffolding.</p> | <p>Change in procedure implemented to ensure shops/commercial premises are notified when similar work planned in future.</p> |
| <p>They were unhappy at a decision not to give a permit for driving in the streets around a school and about the information on this.</p> | <p>Website updated to provide more information on the exceptional circumstances which might allow a non-resident to get a permit.</p> |

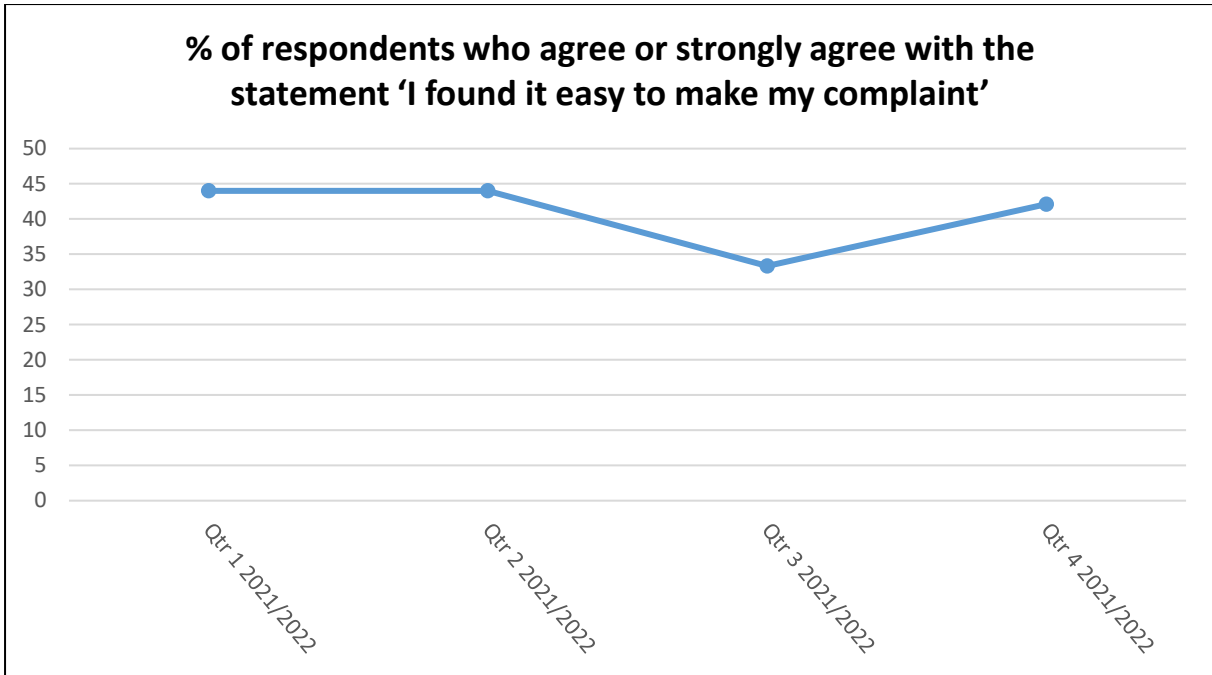
SATISFACTION WITH COMPLAINTS HANDLING

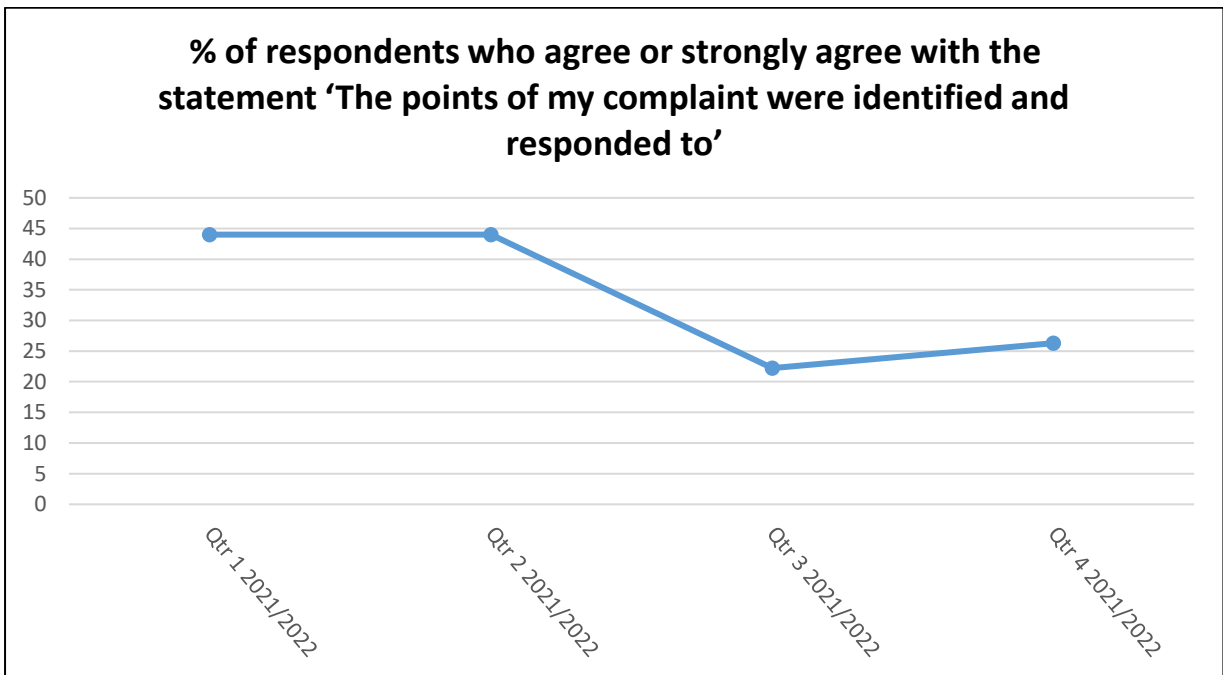
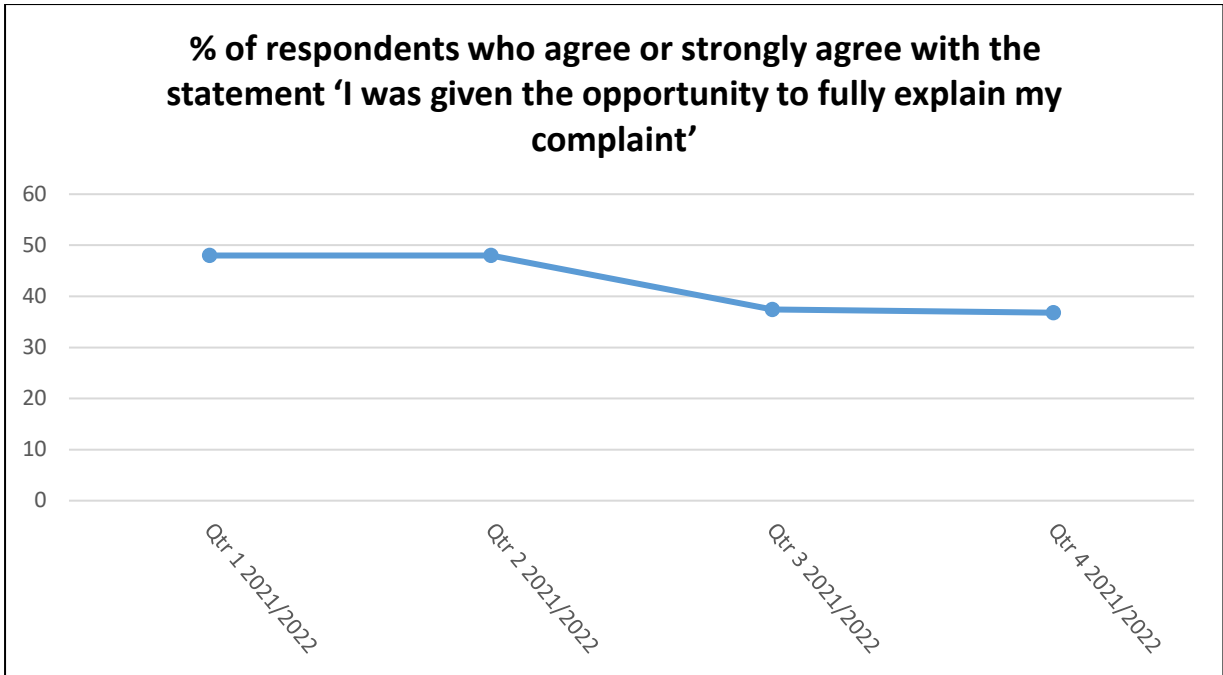
The model Complaints Handling Procedure requires the Council to report on a measure of customer satisfaction with its complaints process. To do this, surveys are issued every 3 months.

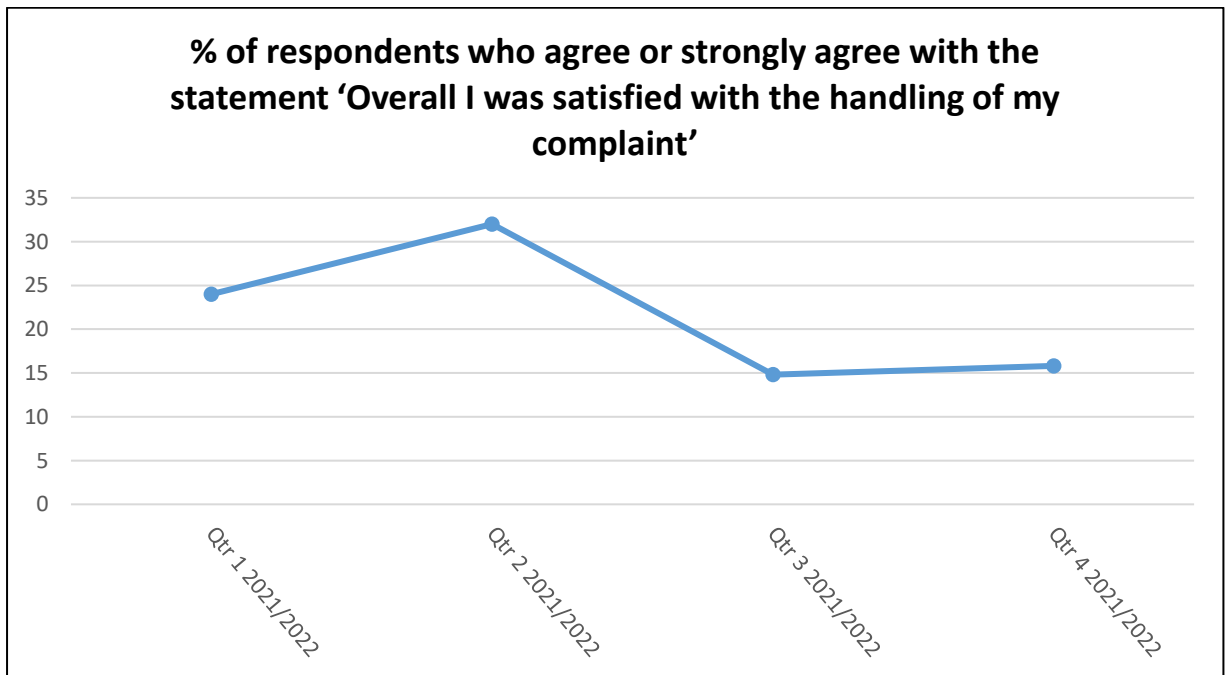
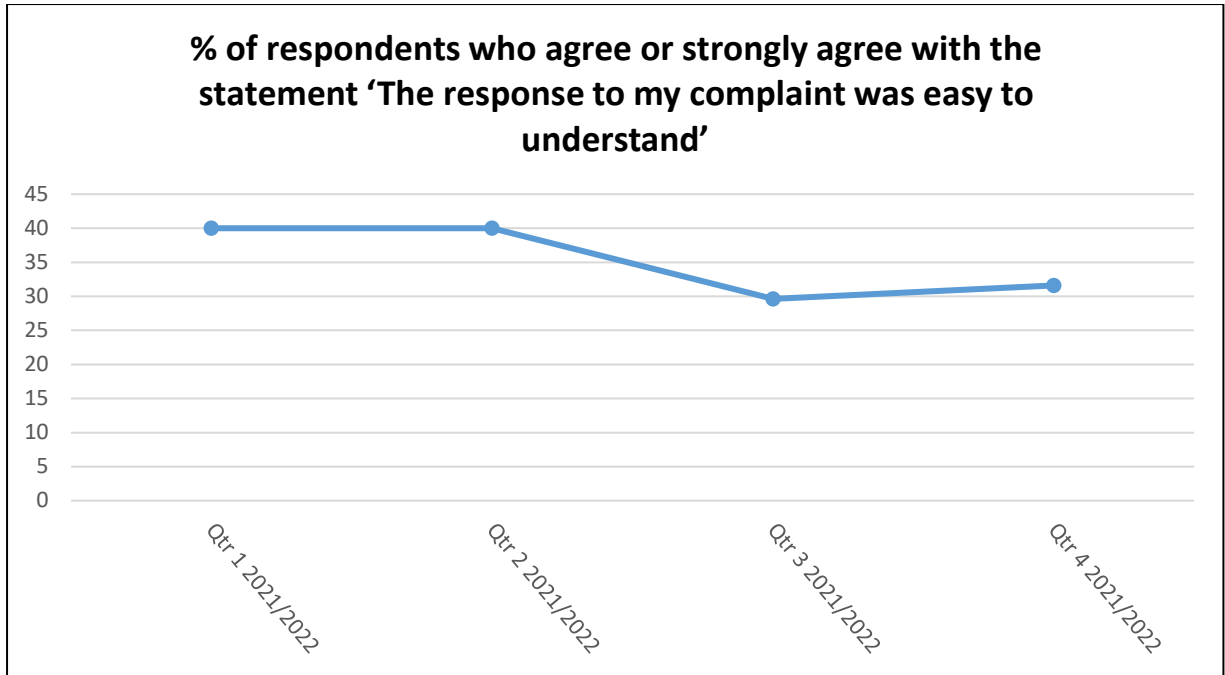
From the beginning of 2021/2022 we have been using a new survey agreed by the Scottish Local Authorities Complaint Handlers Network which is why trends from previous years are not shown as normal. Instead, the charts show the results from each quarter of 2021/2022.

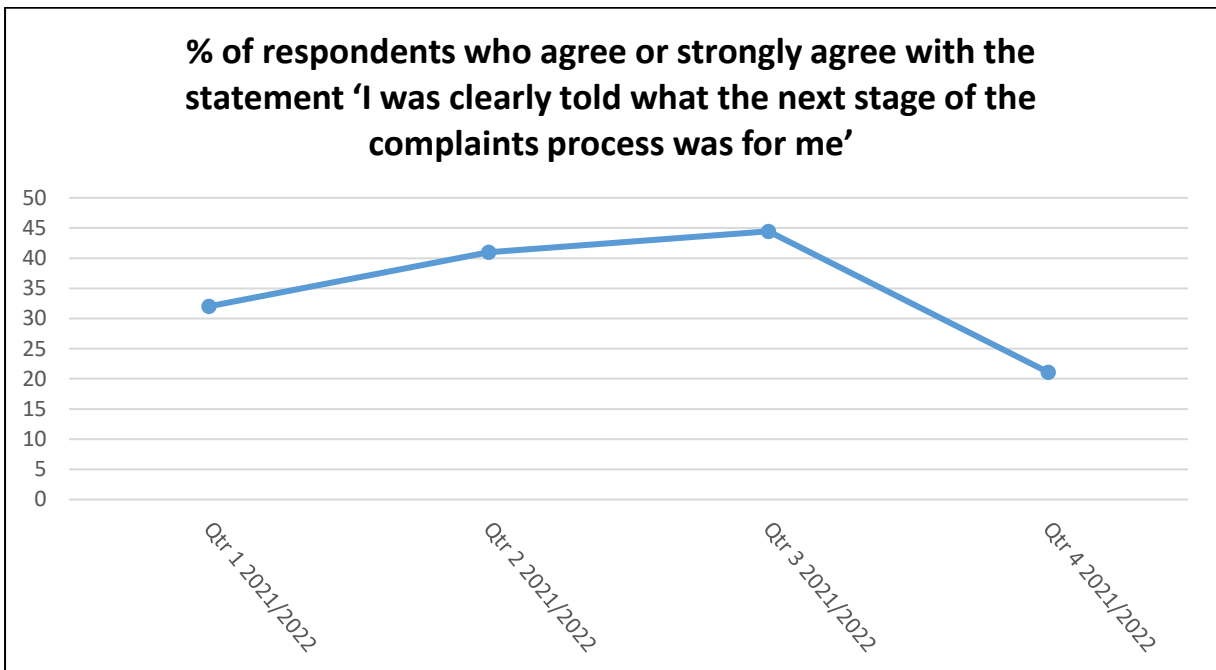
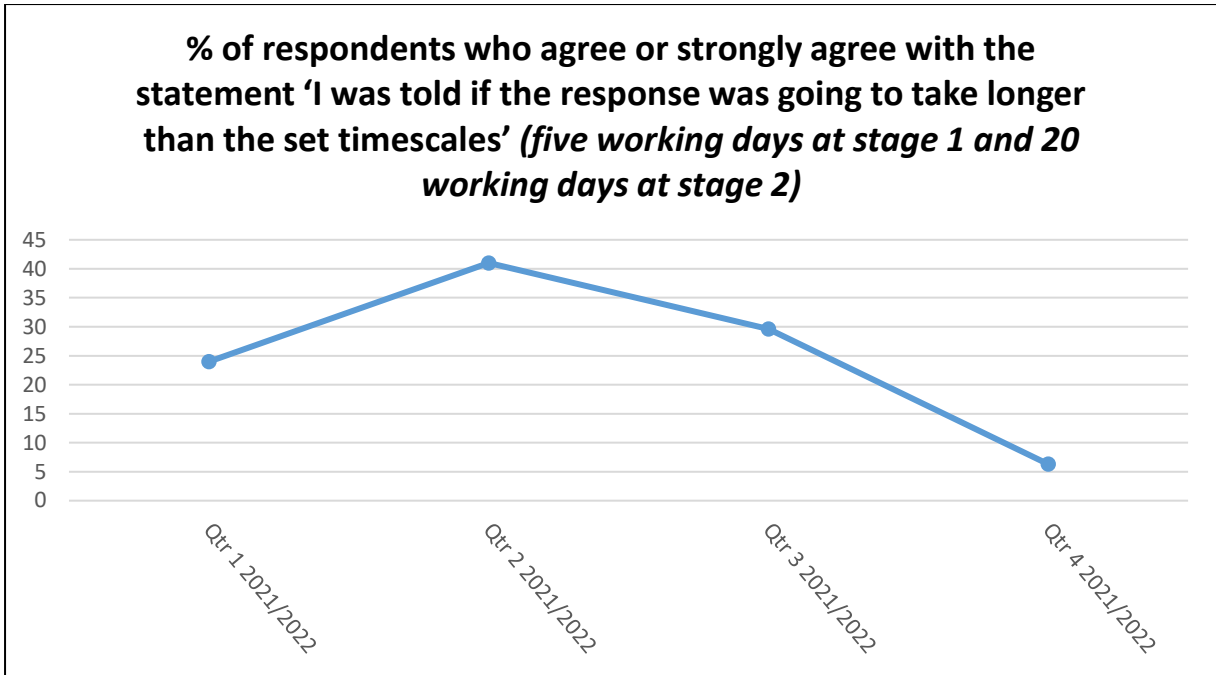
The charts below show the % of respondents who said they agreed or strongly agreed with each of the statements in the survey. Since the survey sample consists entirely of people who have made a complaint, many of which are not upheld, it may not be surprising that satisfaction levels are not particularly high. The aim is to increase the % of respondents who acknowledge that the process of dealing with their complaint was satisfactory and who feel they have at least been heard and had a clear explanation, even if they did not get the outcome they desired.











COMPLIMENTS

Members suggested that it would be useful to include in this report examples of compliments which have been received about Council services.

Below are some examples of the compliments which were submitted during 2021/2022 on the 'Tell Us About Good Service' form on the Council's website:

- I contacted the council to follow up on a Planning Application, X took my call very effectively. She was proactive and friendly, following up immediately by email to the department and individuals on my behalf with copy back to me. Just wanted to pass on this commendation along with my appreciation.
- I would really like to highlight the communication and understanding of a particular employee from events and activities. I've had a particularly tumultuous year and this was combined with studying and of course Covid. I have an allotment and take great solace in this however I neglected to pay my fees unintentionally due to the stress of Covid and studying. I was contacted by x who has shown me great humility, patience and understanding. I would like to stress my appreciation for her excellent customer service.
- I just want to say a BIG thank you to whoever read my complaint (about heating) and listened to me and passed it over to the relevant department. Many thanks from a happy and cosy tenant.
- Excellent service for renewing my granddaughter's bus pass. X at customer services was very helpful.
- Thanks to x at Private Sector Services, the landlord promptly changed the broken boiler in the cold winter time. Thank you for your prompt attention to this matter.
- Charlotte Park is looking beautiful and well cared for. Would just like to thank those responsible.
- Contacted out of hours to report water overflowing from shower and call handler was efficient and fully explained process and sent request to private drain company to visit. Within the hour drain company arrived and very polite and pleasant throughout. Excellent customer service from company and out of hours service. Impressed by service received by all involved.
- Following a closure due to roadworks, the bin collection service in our street has resumed promptly on Tuesday this week in line with normal timetable. Many thanks for restarting our service.
- Would like to pass on my thanks for fantastic customer service I received from x today in the planning dept. She went over all information required and researched my query and sent on contact details for other council department. Please pass on my thanks.
- I want to compliment the lovely people I've interacted with over the last six weeks since moving to Dundee (from Angus). The first two are girls who answer the phones for bin collection. They've been so nice and tried to help when my general waste isn't collected. They also helped me get my additional and larger recycling bins. The second is the lovely woman in the bulky uplift department who was very helpful and super nice when I phoned, Also, the gents who came to collect the bulky items - they were so friendly! Yesterday my new recycling bins were delivered and the gent was so nice too.
- I spoke to a lady about a bulky uplift. She couldn't have been more helpful in resolving the issue. She was a credit to the Council and the Service.
- Thanks so much for prompt response to fill in the pothole at the entrance to Balgay Hill/ Cemetery. It's made a massive difference. I'm sure all drivers will appreciate that the deep hole is now filled.

- I really do appreciate all the work that has been done for me and the workmen were clean and tidied up after them and went above and beyond their call of duty, really pleasant and helpful bunch of guys. All this has made my life a lot easier. Thank you very much and job well done.
- Thank you for planting wildflower seeds along Riverside Drive and for leaving large areas un-mowed. This is not only adding to the enjoyment and pleasure of driving into Dundee but also is magic for the local wildlife and insect life. Please keep doing it and extend to as many areas as possible!
- Young gentleman with council uniform was collecting waste and emptying bins beside Lochee Park this morning. He was very thorough and done an amazing job.
- Contacted you to say a pc tower had been dumped at the entrance to Riverside Nature Park. Yesterday morning I saw that it had already been removed. I was amazed and wanted to thank you for responding so quickly. Well done.
- Thank you for a speedy response re emptying dog waste bins.
- Thank you so much to the waste management team. Had a huge bulky uplift and the guys dealt with it so quickly and the customer service was exceptional. Great job, worth every penny. Office staff and lorry crew all fantastic.
- Contacted planning about the closure of a temporary footpath and when the original path would be reinstated. Would like x to know his response was very much appreciated and great customer service.
- Please thank all who have been involved in providing the wonderful wild flower 'displays' at Riverside and Dudhope circle to mention just two places. The displays are absolutely stunning - it would be great to have even more around the city. Well done to all.
- Wrote in at the weekend re Controlled Entry System and Bin Recess. Many thanks to whoever dealt with this, intercom now working. Just been to put bag of rubbish in large communal bin and the bin recess area is spotless.
- Thank you and your colleagues in the Registrars for your help in registering my dad's death. You do a wonderful job in very trying times and help so many people through the most difficult of times.
- (On a website where people share stories and photos about their weddings). The couple praised their amazing celebrant - 'we didn't get much chance to talk about the ceremony beforehand due to the nature of the pandemic but she was truly brilliant'.
- I can't praise x (at Customer Services) enough for her kindness, empathy and lovely manner. She also ensured I would receive a one-off payment from the Scottish Government for low income during the pandemic and advised me what happens with any changes in benefit amounts. She explained everything in clear and concise language so I was able to understand the process and have realistic expectations and timescales. It was her kind manner though that really stood out and put me at ease as this is all new to me. Anytime I have had to call DDC in recent months has been a good experience - I have to say everyone has been so well mannered and polite. Many thanks for making this journey into the complex world of benefits easier. DCC must be one of the best local councils in Scotland.
- I had a very positive experience of dealing with your staff (Tayside Pension Fund team) by email - communication was clear and professional but also very friendly. When I was unable to download documents that needed to be completed, they were posted to me swiftly without any fuss and staff accepted those documents by return alongside photographs of evidence that I submitted by email. I confess that I thought this might cause some confusion or delay but things were processed quickly and efficiently for me. Overall, I just felt that I received a really impressive service from everyone I dealt with. Things have not been easy for staff over the past eighteen months or so, I'm sure, so I hope there will be some appreciation of the positive difference that good service can make to customers/clients.

- (To the Registrars) Just had to write and say Thank You! Thank you that you found me a place in the Citizenship Ceremony so quickly! Am so proud to be a British Citizen. I have to say that, considering all the restrictions placed by the awful Covid thing, you made the ceremony so wonderful and special.
- I got a lovely phone call today from someone at Dundee City Council, who'd been referred to me by Test & Trace, checking if I was okay - honestly the tone was so caring it quite took me aback. When she asked how I was feeling, it felt less like 'IF {OKAYNESS} < 4, GOTO QUESTION 12' and more like the Council really wanted to know if I was okay!
- I just want to praise one of the Council staff. I live on Mains Loan and our area is immaculate due to the street cleaner. What a worker! I first encountered him when out walking during Covid. If you wanted to chat you had to keep up with him as he never stopped. I hope he wouldn't mind me saying that he is not the youngest at this job but would give any young lad a run for the money!! I was in the cafe on Dura Street and the owner was saying exactly the same as he lives on the same route. Couldn't praise him enough!
- I just wanted to say thank you for the prompt repair of potholes.
- Would like to compliment the Cleansing Department on a first class service, always friendly and forever helpful.
- My Blue Badge Application fell foul of an email glitch. The lady I spoke to was particularly helpful and clearly did everything in her power to move the application along after we discovered it had stalled. I received my badge less than a week after speaking to her. Please pass on my thanks and note that this was a job well done.
- The lady who helped/guided me through the blue badge process made what I feared was going to be a trial turn out to be so simple, solely thanks to her. This lady is a credit to Dundee, not just Dundee City Council, and my wife, family and I cannot thank her enough for her caring and considerate attitude.
- Had reason to complain about the lack of street cleaning in Baxter Park Terrace. X reacted quickly to my concerns and arranged for a "deep clean" and assured me that he would ensure that, going forward, the area would be given increased focus to ensure that a good level of cleanliness was maintained. So, this "Good Service" contact is to put on record my thanks to X for being true to his word. However, I'd also like to officially bring to attention the tremendous work being carried out by the guy who is currently working the Stobswell area. I had an opportunity to speak to him this morning when he was sweeping outside my own house, yes good old fashioned street SWEEPING with a brush not picking up single pieces of litter with a litter picker ...what a difference it makes having a guy who takes pride in his work and has created his own schedule to get around his allocated area with maximum effectiveness in a timely manner! So, a 5 star compliment from me as while I'm quick to complain when things are not going right it's also fair to compliment when things have been turned round so thanks again to X and especially the "new guy" he's a absolute credit to the Council - let's hope he stays in our area and if not, we hopefully get someone who is as focused and conscientious as he is.
- I informed that plastics bin had not been uplifted for more than a week and within a few hours this was done. Thank you for speedy response.
- I misread the collection rota but the bin men today came up my steps and took away all my plastic waste - there was a lot. ty ty ty
- I requested repair for my footpath leading to my front door. Slabs had sunk over the years and when it rained there was puddles of water to walk through to reach my front door. Quick efficient service by tradesmen. Two tradesmen arrived last week and relaid my path leading to front door of my cottage. Was chuffed with excellent result and now have level slabbing walking path and pointing even done. Two tradesmen were professional and pleasant and showed me completed job. Thanks for excellent ground work carried out. Excellent service received.

- I would like to express my appreciation for the work being done to the upper pond at the "Swannies". The coots and ducks are making full use of rocks and plants already. It's really a little oasis - another jewel in Dundee's crown. Thank you.
- I would like you to pass on my thanks to X from the Rapid Response team. He was so helpful in helping me clean up the mess that had been made. He is a very pleasant man and good at his job he is a credit to the council. Many thanks.
- I wanted to get in touch to express thanks following a visit to Baldovie tip/recycling centre today. I always find that it is well signposted, staff are approachable and on hand to keep me right, for example if I need to check what category/skip my item is in. Today, I was helped by a gentleman with dark/grey hair and a moustache - I am sorry that I don't know his name but I hope you can identify him from this description. He was helpful and even waved goodbye. I thought he deserves recognition as people are quick enough to complain when they feel service is bad! Thanks again and it is nice to see staff with such a positive attitude.
- Fairmuir Street is looking a whole lot better. It was a depressing, derelict looking street before, because of the large amount of litter and car window glass on the pavement. I'm hoping it gets cleaned regularly to this standard from now on. I'm hoping its new look may deter fly tippers now. Many thanks for responding to my request.
- Ordered an uplift of bulky goods recently. The service was easy to use and delivered bang on time. The staff taking the order were friendly and helpful.

In addition to the compliments made online, social care services often receive comments, cards etc direct from service users' families and care managers. Examples of those received recently include:

"The care home staff were very good and I am thankful for that ... I am sure you will continue to do a grand job as you did for us. If I had any wise words for anyone else it's to believe that with the right support a care home, after ample settling in time, can be a place to live out the last years. Keep safe".

"Heartfelt thanks to all the carers and manager for their support, compassion and help over the last few years when dealing with my mum. Their assistance and care in mum's last few weeks was overwhelming".

"I am getting in touch to express how much I appreciate the effort and support we are receiving from x for my mum. Her support during this time has been excellent. I am deeply grateful not only for her caring and nurturing approach but also for her levels of professionalism ... without the support and commitment I honestly don't know how I would have got through these last few months".

"Thank you for everything you did for our mum, especially in the last 6 months when she needed that extra care and attention. Your care and kindness is much appreciated and all the family are extremely grateful to you".

A few extracts from a poem sent by someone enjoying a respite stay at MacKinnon:

- MacKinnon R&R has been a blessing for me.
- My en-suite room is wonderful, spacious and very bright – a lovely place to come and have a stay.
- The staff have all been absolutely wonderful for me – they're all hugely devoted to this amazing place.

About a support worker in Adult Care:

"I find it difficult to feel comfortable discussing the issues that I face and come across. However, with x it is completely different. She is such a welcoming person I instantly felt comfortable to discuss all issues that I was facing with her. She has also given me such confidence in myself and things that I can still do. She is incredible! She has helped me more than anyone has helped me since my accident and I really wanted to send you an email to express the most I can how amazing she is as a support worker! I wouldn't be where I am right now, having the confidence to go on a bus and go grab a coffee myself, without her support behind me. She has definitely been my saviour".

About care management:

"We'd like to thank you for your help, care and professionalism during the last few years of our mum's life. It was very re-assuring to have someone with great knowledge and calmness working with us to make sure mum's needs were met."

About the social care response service:

- Mrs x, who had her alarm installed the other day, called to say she had an excellent experience with the Telecare team who installed her alarm. They were very knowledgeable and made her feel very relaxed and at ease.
- Mr x called to say that his mum had used her pendant as she had had an accident. The 2 staff who attended were so nice, reassuring his mum that everything was fine and not to worry. Said that his mum doesn't use her alarm as she gets embarrassed, however after her experience today she is more confident in using her alarm.
- Mrs x wished to praise staff who installed equipment for her at home. She advised they were very friendly, built up a good relationship with her and she showed a great knowledge about telecare. She referred to both as "superstars".

About the Enablement team:

- Son of x passed his compliments to the Enablement care team for their care of his mother. Feels that his mother has flourished since coming home from respite. The plan of care has suited her well and her memory seems to have improved. She is eating well and getting her medication on time.
- X's sister called the office and wished to pass on her and her family's thanks to staff. Spoke of how happy x had appeared the last couple of years which they thanked staff for, as they played a big part in this.
- Mrs x wanted me to know the good work a young care worker had given her husband. He was quite new and could not do enough for my husband and also offered to make me a cup of tea. He was very polite and had my husband laughing, which was good to see.
- What can I say but thanks for everything you have done for us. I have been through some really tough times recently and you've really been there for me and made this journey so much easier, you were so kind and understanding.
- You and your team have been so kind to mum and she regularly tells me how grateful she is you have made it possible for her to stay at home and keep a tiny bit of her independence.
- As a family we are so grateful for all the care you have given mum, often going the extra mile.
- Just a note to say thank you very much for the care and kindness shown to x.
- Thanks to carers for care given to x in supporting her wish to remain at home for end of life care.
- Grateful for support provided by enablement and great communication through time with the service.
- Thanks for care, attention and support shown to x by team of carers.
- Husband very grateful for care and support shown to his wife.

About Mainstream Home Care:

- I am eternally grateful for the care Mum received and the support we were given and kindness we were shown.
- Message from bereaved family placed in The Courier - eternal thanks for the dignity, care and respect received from the staff of Rockwell Gardens, supporting x until the very end, allowing her to remain safe and secure in her own home.