

Examples of Compliments received for Annual Complaints Report 2022/2023

- **Access to Resources:** A thank you from a person's daughter to a staff member who has gone above and beyond by explaining the process of her father moving to a new care home and had called her back on three occasions with clear updates.
- **Area Referral Management Service:** A huge thank you from a service user for the perch stool. She has used it for food prep and was so happy with how it helped. She spoke highly of the conversation she had with the member of staff.
- **Blue Badge:** "Thanks to everyone for the speedy response of my application for a Blue Badge having been a recipient of one for 25 years. I cannot express my gratitude for the quick return of the current badge and would like to say that your department have been the most professional I've ever had to deal with in this matter or any other governmental department. Well done"
- **Contacting ASC:** Service user reported that the advisor she spoke to who assisted her in making a referral to the local ARMS team was; "VERY thorough, efficient and helpful in her method overall." She was left feeling very satisfied, happy as well as being treated equally.
- **Direct Payment and Older People and Physical Disability:** "The direct payment team and everyone else involved has been great but your support was valued and superb! Mum has been given a new tenancy with zzzz and will live at xxxxxx which is perfect for her needs and is so very close to me too! She will move in before the end of October to start a new chapter!. Well done and Thank you."
- **Finance (ASC):** A thank you from a relative to a staff member that had been extremely helpful by explaining the process and finances required to enable her father to move into a new care home.
- **Independent living support:** Caller would like to thank the technician who went to his property to fit some handrails, he understood the difficulties the client was having and did a wonderful job.
- **Kent Enablement at Home:** "I received excellent and compassionate care from the Care Workers in Kent Enablement at Home Team over a period of 5 weeks. I cannot fault the service or care I received, treated with dignity, especially as someone not used to having to seek help with personal hygiene."
- **Kent Enablement and Recovery Service (KERS):** "Just a quick note to thank xxx for your encouragement and support which has been invaluable to me to make steps forward. I've enjoyed your great sense of humour and always felt better after seeing you. I shall miss you loads."

Appendix 2

- **Learning Disability:** A compliment received from a person receiving a service expressing what a great Social Worker they have, expressing that the support provided to them as a family which has been incredibly valuable.
- **Lifespan Pathways 16-25:** A thank you from a client and family for all the work, engagement and support shown to their daughter. They have been so impressed by the Social Worker's manner and her professionalism and most of all the way in which she has really engaged with their daughter to support her achieve her goals.
- **Mental Health:** A thank you received from the parent of a son receiving support from an Assistant Social Worker, stepping in to help the family. She went above and beyond and kept in touch with the family putting their son's needs first – they felt the support was “absolutely brilliant”.
- **Occupational Therapy:** Thank you from daughter to the OT who went above and beyond the call of duty in assisting her Mum whilst her ceiling hoist was being installed. The OT supported her mother who was in distress and remained calm throughout.
- **Older People and Physical Disability :** “From the first moment of contact, I was impressed by XX's engaging manner, her genuine interest and her professional care. XX really listened to what my Mum and myself were saying and was able to easily gain the relevant information without appearing intrusive. She explained everything in an easy-to-understand manner and was very patient with any questions. She was very efficient in keeping me up to date with progress and always contacted me when she said she would. It is lovely to see someone who is so good at her job”
- **Older People and Physical Disability:** “We really can't thank you enough for everything you've done for us and Dad. You have been a major support and gone above and beyond everything to help us when we needed you. You truly are an amazing lady.”
- **Older People and Physical Disability – Provision:** “We are very grateful for all you have done looking after our uncle. We are so happy he spent lovely times with you all.”
- **Safeguarding:** A thank you from the family as part of a safeguarding process explained that the Social Worker from the Safeguarding Team was such a blessing and was instrumental in helping their mother get the support she required. The family was incredibly grateful for the support on this difficult day.
- **Short Term Pathways:-** A compliment received for all the support as the family were going through a traumatic time. They found the service approachable, helpful, supportive, understanding and sympathetic, which has helped them immensely.