

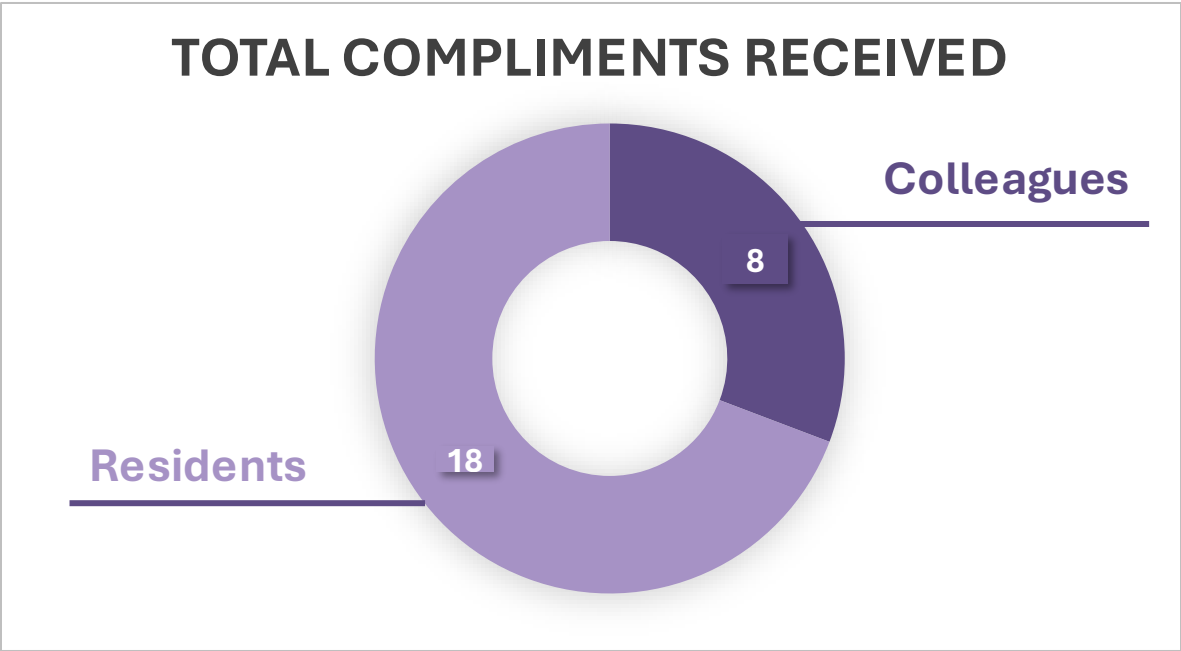
Compliments Corner

Q4 24/25

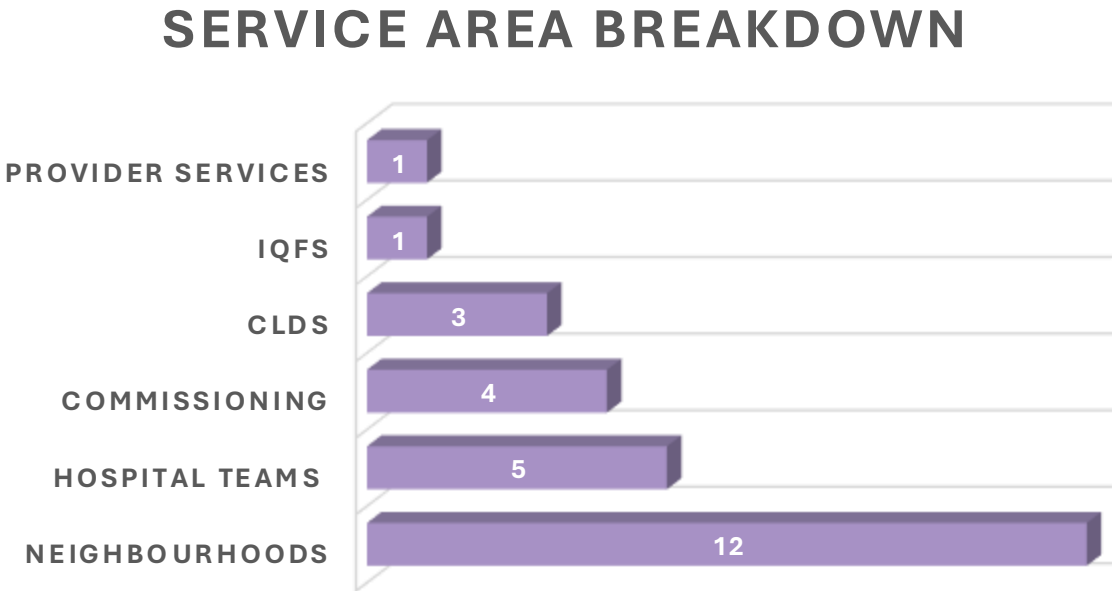
A quarterly update on compliments received in Adult Social Care

Shamsun Nessa, ASC Enquiries Coordinator

Total Compliments Received: 26



Our residents are clearly our biggest fans!



Neighbourhoods – top of the chart again! Whoop Whoop!



Compliments by Month – Q4

JAN

FEB

MAR

Starting Strong

8 Compliments



On A Roll

9 Compliments



Ending On A High

9 Compliments



Last Quarter (Q3): **42** Compliments
This Quarter (Q4): **26** Compliments

Hear It From Them: Voices from the Frontline



To the team. Thank you for being supportive, fun and creating a safe space



Yes, very happy – the care is excellent



I can't thank you enough for all your support. In amongst the mayhem of the last couple of months my children and I have found you such a helpful and gentle presence in our world and we are all truly grateful

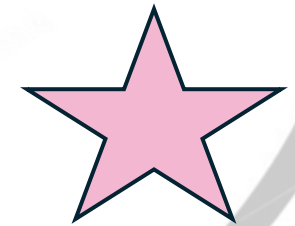


"I am the social work lead practitioner in the Camden Core Teams and would like to recommend a colleague for a reward scheme voucher following a lengthy and challenging intervention with an incredibly vulnerable older service user who was evicted from his hostel accommodation due to years of extreme hoarding.

Despite numerous efforts over a number of years, the client remained adamant that he would not consider a move from the hostel, despite his bedroom being entirely inaccessible due to his hoarding. He had also started hoarding in communal areas - placing himself and others at risk - and often ended up sleeping in hostel bathroom.

Using a person-centred, sensitive approach to the situation, South Camden Core Team social worker...

MAVIS GYABAAH

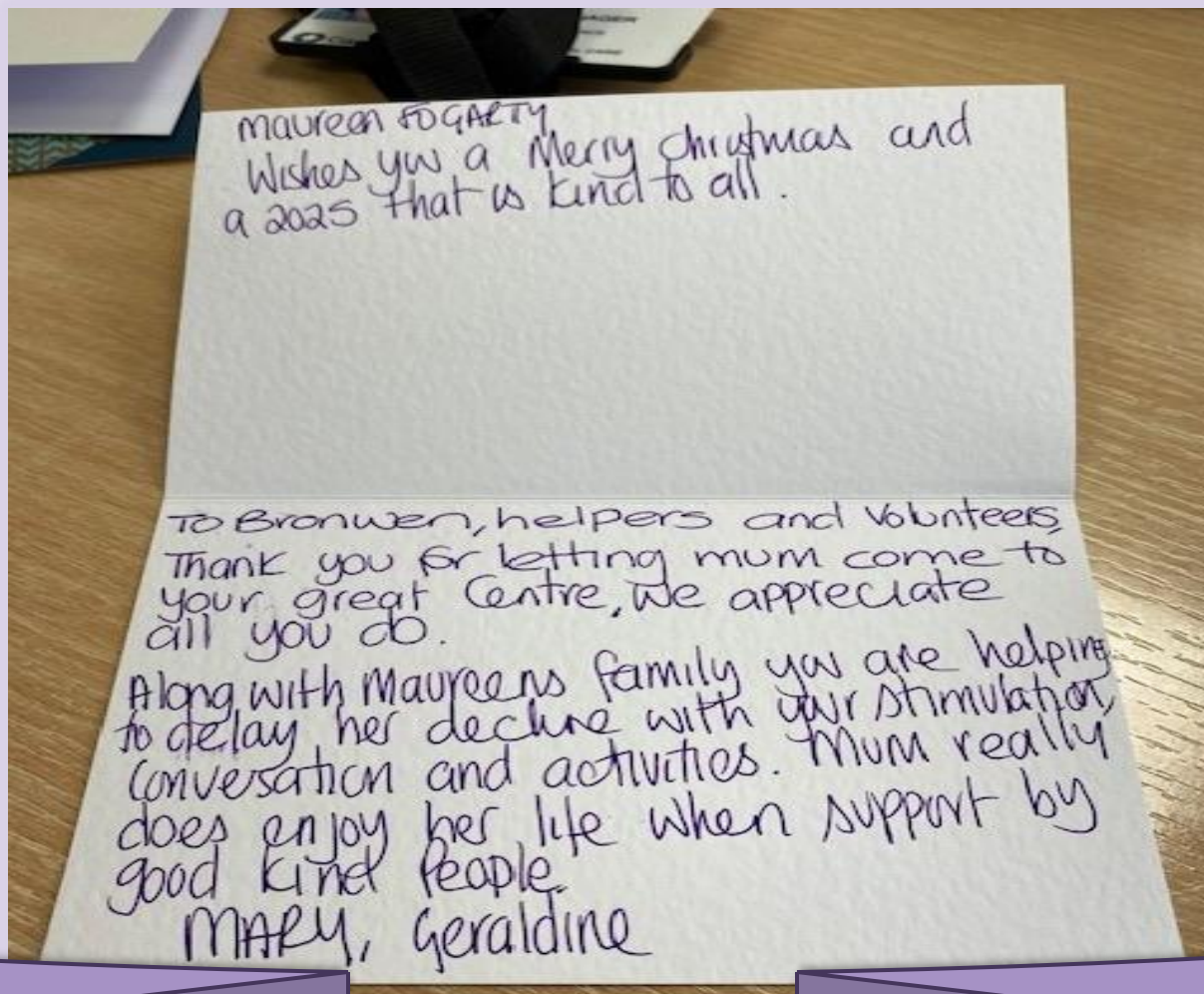


...was able to establish a trusting and open professional relationship with the client, supporting him to accept the need to move and then working tirelessly to identify appropriate onward accommodation, advocating for the client where necessary in the face of understandable concerns.

Mavis has used a number of statutory interventions in her work with the client, including a capacity assessment, Care Act Assessment and safeguarding enquiry.

I would be grateful if Mavis could be considered for the recognition award following this challenging and complex intervention which has resulted in the client residing safely and happily in supported accommodation, eating healthy meals regularly and managing his hoarding behaviours with the support of care home staff."

*"Mum really does enjoy
her life when supported
by good, kind people"*



*"You are helping delay
her decline"*

Great work



FOCUS

I visited SN today and he was very complimentary regarding his carer Daniel, who is providing reablement.
SN advised that Daniel encourages him to get involved in tasks, will reengage SN should he stop being involved in tasks and SN will reengage soon after.
Daniel has improved SN's food intake, as he will make him some food on arrival, should SN advise he has not eaten.

RATHER

May I also share that when I visited Mr S & asked him if he is happy with care, he said "Yes, very happy – the care is excellent"

“I would like to write to say many thanks to Tariz for all the help she has given me.

She has organised me with a toilet seat and frame, chair for shower, a comfortable living room chair and elephant feet to increase the height of my sofa.

All of these additions to my home are a great help and she has been a pleasure to deal with.”

Just sending over a compliment which was given to members of the 'Managing our feelings' group (Facilitators: Cate Kelly, Katy Whadcock, Priti Priti Surendran, Sadiyah Shaheen, Aylin Volkan).

"To the team. Thank you for being supportive, fun and creating a safe space"

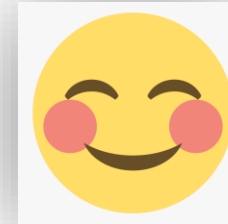
"I wanted to express my sincere and heartfelt thanks for the safeguarding session you designed and held with commissioning teams. You work SO closely with our team and our providers as well. Your generosity with your knowledge and experience are invaluable and so gratefully received by us all. We are so lucky that we get to work with you!

Thanks for all you do!!"

CHRIS LEHMANN, Director of ASC Strategy and Commissioning and Deputy DASS
January 2025

"Thank you so much for your lovely words. It is always a pleasure working with you and the rest of the commissioning team, and I learned so much from doing the session as well, as well from working alongside you all. It is so great to be able to work so closely with commissioning and the providers, I feel that partnership makes such a difference to all our work!"

“KU wishes Rochelle the best, she is one the best social worker she’s ever had. Mrs U said that she would recommend Rochelle to anyone, and it’s been a pleasure being supported by her. Mr U said that Rochelle has helped her live her again, she able to go out and this makes her feel so good at the age 82 because she is unable to complete basic tasks herself. She said she is still facing challenges, however Rochelle has given her a some sense of normality and she will remember this forever.”



“...KU was very rewarding to work with, and helping her to find her sister who she had last seen when she was a child was a highlight - they now speak on the phone several times each week.”

“I met with Liya today to review the EqlA, she noted that it was one of the best examples of an EqlA. Something the team should be proud of.”

“I don’t know if we will see you again but I can’t thank you enough for all your support. In amongst the mayhem of the last couple of months my children and I have found you such a helpful and gentle presence in our world and we are all truly grateful. Thank you - if there’s any way I can give some feedback on you I would love to be able to.”

"I just wanted to say a huge thank you to Chrissy and Annette for attending the forum today...we managed to have a very in depth conversation around Mental capacity which I think was very useful...

The GPs were very engaged and active and it was very helpful to have social care representation there in order to clarify roles and responsibilities and also what happens after MASH Referral.

Thanks again Annette and Chrissy 😊 "

“...a proper THANK YOU for all your support, it really has been amazing & you have all assisted at every step of the way. I hope that you can pass on my thoughts to anyone senior at Camden...”

"Just a short email to echo Angela's message about the great job the outreach workers did when cleaning Mr Q's flat. His flat is so much better, they made a huge difference.

We'll do our best to make sure that Mr Q keeps up their good work!

Thanks again for all your help with this."

*"Opal-
excellent work so aptly described by Sheila"*

"I wanted to echo my team's words and ensure Opal receives the recognition she truly deserves.

We are working with an extremely vulnerable leaseholder to acquire his home. Through our joint efforts, we have achieved a result that has significantly improved his quality of life, and this would not have been possible without Opal.

A massive thank you for your support and assistance."

"I hope this letter finds you in good health and high spirits. Words cannot adequately convey the depth of my gratitude for the support and kindness you and the Camden Council have extended to me during one of the most challenging periods of my life.

As a new left leg amputee, homeless, and a failed immigration applicant in London, I found myself in an incredibly vulnerable position. My recent three-month hospitalization only added to the overwhelming burden I was carrying. However, your unwavering commitment to providing me with free accommodation, access to medical care, and the provision of carers has been nothing short of a lifeline.

Your compassion and generosity have not only facilitated my living conditions but have also provided me with the mental rest and stability I so desperately needed. Your efforts have allowed me to focus on my recovery and rehabilitation, giving me hope and a renewed sense of purpose.

The relief I have experienced through your support has been invaluable. It is through people like you that I am reminded of the kindness and humanity that still exist in this world. Your actions have made a profound impact on my life, and I will forever be grateful for the positive changes you have brought about.

Thank you, from the bottom of my heart, for everything you have done for me. Your dedication to helping those in need is truly inspiring, and I am blessed to have crossed paths with you.

With deepest gratitude..."

“On behalf of K and our entire family in UK and USA, thank you dear Sarah for your continued compassionate understanding of the vulnerable members of our society entrusted to your care.

You are a beautiful gift in a challenging world.”

“We would particularly like to express our gratitude to Haja for her efforts in getting the programme in place and the efficient and speedy manner in which everything operated.”

“...a massive ‘Thank You’ to Magda Basile who he felt went above and beyond to support his needs...he really appreciated everything she did for him.”

“I have recently had two very good meetings with Patrick Patterson, firstly the Annual Review for my son, A, and today for my Carer’s Assessment. Now that Patrick has met all the parties involved, and is familiar with the whole situation, I believe it would provide continuity and be beneficial, for him to be the allocated Social Care Practitioner for A.”

*“Thank you for all your help and assistance.
The bath cushion works really well and I’m really happy with the
result.
It was very easy to use and it will definitely help me having
baths from now on.”*

*"I would just like to thank you for the bathroom equipment I received.
It has really helped as **for the first time in ages I feel secure getting in the bath and it has given me a new lease of life!**
(I have severe hip osteoarthritis)*

*I would also like to bring to your attention Lana, the lady who came to assess me
She was brilliant and really listened to all my concerns and gave really good advice.
Everything was efficient and the equipment arrived very quickly.*

*Lana was patient, understanding and very professional. She gave me ideas I had not thought of and made me feel comfortable and valued.
She is a real credit to your team and Camden adult care. **It's so good to know people like Lana work in Camden and there is help when you are older and getting disabled.**
The service was brilliant...*

Wishing your team all the very best."

*“Thank you for your help during
his suffering.”*

“Mr. S called today and waited 45 minutes to get through just to say how pleasant you were yesterday and wanted you to know how grateful he was. He was very emotional and said it’s lovely you can still get helpful people.

He also wanted to let your manager know too...”

“...you’re a real asset...you have been invaluable, and really helped get things moving and enhancing relationships with landlords over the year!”

“...he has been exceptional, and they would like to thank him for all he has done to support their Nan, they cannot fault him...”

*“...Lana was absolutely lovely.
She was so kind, very easy to talk to and gave me some
ideas that I would never have thought about.*

Personally, I think she should get a promotion (haha)

*Seriously though it was a great pleasure to have met her
and I really do appreciate the advice she gave me...”*



"I just wanted to write to you as a number of my managers have come to me to strongly express positive feedback for Helen Onslow for the outstanding contributions and leadership she is providing as part of our ASB Review process. Helen helps address the complex challenges posed by ASB involving individuals with potential mental health needs in particular. The outcomes we are able to achieve with Helen's expertise and critical thinking are more holistic and coordinated leading to more long-term solutions to problems.

Helen's contributions have also been recognised by Jane Murphy at Channel Panel. Together my team feel Helen's work exemplifies the highest standards of social work practice and reflects a deep commitment to serving vulnerable residents."