Adult Social Care Compliments – January 2011

Sedgley Homecare

A compliment for the Sedgley Homecare provided to mom. We have been touched by the evident kindness and patience of the carers in their dealing with mom. Sometimes in the face of aggression and difficulty as mom gradually lost control of her thinking and emotions. On a number of occasions we were astonished by the extent of their care for her, always willing to go the extra mile to provide advice and to alert us to new problems

Dudley Telecare Services

A compliment for the community alarm team who has been to see mom regarding her alarm and the problems she was experienced. Great service and lovely staff

Home Safety Team

A compliment for the home safety team, they were positive and helpful to the enquiry by fitting a key safe and replacing a lock for a lady that is being supported to stay in her own home.

Halesowen District Team

A compliment for a member of staff, thanking him for all his help especially over the last two years, even though we have never met I feel I know you because when I talk to you on the telephone I feel like I am talking to a friend.

Vision Support Services

A compliment for a member of staff regarding the service provided, including a new bell etc. She has given me a lot of help and shown me that there is help available and also things that can make my life easier, I did not know the service existed thank you.

New Bradley Hall

A compliment for the staff at New Bradley Hall for looking after getting mom through a difficult time