

## **Appendix B – Compliments for the MHSWS**

These are some examples of the positive Social Work that has been achieved with individuals.

**CCC Social Worker**, supporting an adult with complex mental health needs. The following feedback was relayed to the Social Work team by a specialist Mental Health Practitioner who was also involved:

*“Many thanks for seeing \_\_\_\_\_ so quickly.  
I saw both \_\_\_\_\_ yesterday and they told me how helpful you had been  
and that they are grateful for the support being offered.”*

**CCC Senior Social Worker** worked with someone to move to a regulated care home. The following was received from the registered manager:

*“The manager was keen to pass on her gratitude and high opinion of  
\*\*\*\*\*’s work with \_\_\_ and the provider. She stated that \*\*\*\*\* goes  
above and beyond, and that she has been a real help in enabling the  
provider to better understand how to support \_\_\_\_\_ and maintain the  
placement.”*

### **Feedback from “Nearest Relative” to a member of the AMHP service:**

The AMHP involved was complimented on his professional and compassionate approach to both the person detained following a Mental Health Act 1983 assessment and also to them as the family:

*“We finally left \*\*\*\*\* just after 7.00pm and still on the way to \*\*\*\*\*. The  
transport which was to arrive at 6.00pm was delayed due to a  
breakdown. We were allowed to take my son down to \*\*\*\*\* ourselves  
and he is travelling with me, my younger son and his partner \*\*\*\*\* . We  
are about 20 minutes away as I write and staff at \*\*\*\*\* are expecting  
my son’s arrival.*

*I just want to say a big thank you for all your efforts to help us get my  
son to a place where he could continue with his recovery from this  
unfortunate event and for that we are very grateful.*

*It has been a very distressing time for us all and thank you for the  
understanding of our wishes and compassion shown to us.”*