

Compliment Log

Date	Service	Details of the Compliment
20/08/18	Weston Park	"Debbie is a lovely lady, she explained everything to me and was very polite, and helpful and made me feel at ease. She is someone you can really talk to".
20/08/18	At Home	"Kim's lovely does shopping and a lot of cleaning then we have a chat".
20/08/18	At Home	"Just started having Kim, but very satisfied".
20/08/18	At Home	"Made a good friend in Kim get on really well."
20/08/18	At Home	"Friendly, honest and reliable very happy".
20/08/18	At Home	"Lovely woman great personality, very thorough at jobs happy to have her xx"
20/08/18	At Home	"Always Cheerful makes me Laugh!"
20/08/18	At Home	"Nice to have someone with time to chat and pass the time".
17/08/18	Weston Park	<p>A Customer's poem:-</p> <p style="text-align: center;">*Nostalgia*</p> <p>I remember the cheese of my childhood, And the bread that we cut with a knife, When the children helped with the housework, And the men went to work, not the wife.</p> <p>The cheese never needed a fridge, And the bread was so crusty and hot, The children were seldom unhappy And the wife was content with her lot.</p> <p>I remember the milk from the bottle, With the yummy cream on the top, Our dinner came hot from the oven, And not from the fridge in the shop.</p> <p>The kids were a lot more contented, They didn't need money for kicks, Just a game with their mates in the road, And sometimes the Saturday flicks.</p>

I remember the shop on the corner
Where a pen'orth of sweets was sold
Do you think I'm a bit too nostalgic?
Or is it....I'm just getting old?

I remember the 'loo' was the lav,
And the bogey man came in the night,
It wasn't the least bit funny
Going "out back" with no light.

The interesting items we perused,
From the newspapers cut into squares,
And hung on a peg in the lav,
It took little to keep us amused.

The clothes were boiled in the copper,
With plenty of rich foamy suds
But the ironing seemed never ending
As Mum pressed everyone's 'duds'.

I remember the slap on my backside,
And the taste of soap if I swore.
Anorexia and diets weren't heard of
And we hadn't much choice what we wore.

Do you think that bruised our ego?
Or our initiative was destroyed?
We ate what was put on the table
And I think life was better enjoyed.

But a huge fact not hereto mentioned
in this mushy tale of nostalgic rejoice
is the reason we all "enjoyed" our lot.....
because there was--*NO BLOODY CHOICE!!!*

17/08/18	Weston Park Cancer	"I don't know what all these letters mean and I don't understand what they are for. You are the girl I go to as you know what you are doing and can explain them to me in simpler terms."
16/08/18	Information & Advice	"Very Satisfied".
16/08/18	Information & Advice	"Thank you Rachel so much for all of your help, advice and support. I don't know what we would do without Age UK "
14/08/18	At Home	"Perfect"!!!
14/08/18	At Home	"Couldn't be Better".
14/08/18	At Home	"Things are so much easier with the support I receive Thank you".
07/08/18	At Home	<p>Thanks so much for everything you, Becky and Ian did for us when we were away. She was absolutely fine when we got back (although confused as ever about who had been here and when, so it was good to have the chart filled out with some of that information).</p> <p>She seems to be eating more than she did when we went away which is really positive but we know that she will need more support from the medical profession and will be seeking that out for her.</p> <p>Thanks again - having you and your team visit really gave us some peace of mind and enabled us all to enjoy our holiday.</p>
07/08/18	GP Referral	Thanks again for your help. You're the most caring person I have spoken to so far.
06/08/18	Weston Park Cancer	"Debbie was extremely friendly and informative about the help and services which Age UK can offer. She gave valuable advice which will assist my wife and me as her carer".
27/07/18	Later Life Links Promotional Event	"Really enjoyed today. Will there be more".
27/07/18	Later Life Links Promotional Event	"Very Good Lovely afternoon"
27/07/18	Later Life Links Promotional Event	"Very good Thank you"
27/07/18	Later Life Links Promotional Event	"Very good afternoon, Very informative"
27/07/18	Later Life Links Promotional	"Informative & entertaining a good 2 hours Thanks to the group."

	Event	
31/07/18	At Home	"Paula does the most wonderful job. Extremely grateful for the great job that Paula provides. It is a life line for us. Extremely happy with the service Paula provides. Paula is amazing and works marvellously"
24/07/18	At Home	"Beverley is brilliant. I wish that everyone who looks after him was like her and sadly they're not – but Beverley is excellent."
10/07/18	I&A	"Dear Ruth I would like to thank you very much for the help and guidance you have given me on two occasions now. You have been truly wonderful, I can't thank you enough. Maybe I will see you again in the future."
12/07/18	GP Referral Service-c/no 39276	"Thank you so much for everything Karina wouldn't have been able to do it without you. We have never received any help in our life up until now, and never in my wildest dreams thought that I would be able to claim attendance allowance. This will make a huge difference to my life as I am going to use the backdated money to pay for a mobility scooter. Can't thank you enough."
03/07/18	Weston Park Service	"He isn't good with expressing himself but I want to thank you for all your help. People have come and gone but you have been more consistent than anyone around and done more for us than anyone else. I very much appreciate everything you have done for him."
01/07/18	Weston Park Service c/no-41074	"Very Grateful, Debby made a complicated and difficult process possible and is giving us further support as we need it. Very impressed."
29/06/18	GP Referral	"I want to thank you for all the support because I felt as though I was banging my head against a brick wall and no one was listening to me. My care package has now increased to 7 days and I couldn't be happier."
19/06/18	GP Referral	"Thank you for excellent help, advice and professional support with very successful results."
14/06/18	GP Referral	"I would like to rate 5 please, as Joanne was fantastic and understanding. Thank you for your Help
14/06/18	Weston Park Centre Wellbeing Centre	I have to feedback that all those I met were so professional, friendly and caring. It was a really positive experience so please pass on my thanks to those that were involved and made me feel so welcome.
14/06/18	At Home Service	I don't know what we would have done without Ian over the last few years and also the Wellbeing Centre when dad was alive. Ian became mum's closest friend and I honestly believe she would not still be with us if it wasn't for him. Thanks to everyone at Age UK Sheffield for a truly excellent service in every respect.
14/06/18	At Home Service	"Ian we will never be able to thank you enough for all the things you have done for our Family. You enabled Mum to maintain her relationship with my Dad and retain her independence. Never under estimate the importance of what you do"
11/06/18	Benefits at home	"Brilliant".

31/05/18	Weston Park	"Getting the AA has made such a difference to my mum she is no longer worrying about how she is going to pay for the support she needs."
08/06/18	Triage	"Thank you for your prompt reply and the fact sheet."
07/06/18	Benefits at home	"An exceptional service"
31/05/18	In Touch-Volunteer	"I've enjoyed and valued being invited into someone's home and have them trust me with their worries, loneliness, and life story. I hope I have been helpful and am very happy to continue visiting while ever this remains so! Occasionally it has felt challenging to fit visits around other commitments but I do my best and things have worked ok so far."
31/05/18	In Touch - customer	"Very lonely, I just seem to do the same thing every day. Sometimes I didn't talk to any one for a while. Now I have a better life, I'm more confident and I now have a very active lifestyle."
31/05/18	In Touch - customer	"I felt very low, it has made a huge difference having someone to keep me company. It was very hard being alone, so I am very grateful".
31/05/18	In Touch-Volunteer	"I have really enjoyed being part of the Age UK Befriending service for the past 9 months. Age UK initially matched me to my mentee based on common interests and hobbies, and this has allowed me to relate to and build a strong relationship with them. I think that the Befriending service is an incredible scheme that allows disconnected people, usually elderly, to feel integrated into society again. I am in regular contact with my mentee and hugely enjoy meeting with him at coffee mornings and to go to the local park."
31/05/18	Weston Park Service	This has made such a difference to my mum she is no longer worrying about how she is going to pay for the support she needs.
	Triage	Thank you so much for your prompt and helpful reply.
24/05/18	Weston Park	"So Kind , Caring & Helpful"
23/05/18	Benefits at Home	"Many thanks for your help, I don't know about social services being very helpful but everyone having to deal with these scenarios should have an age concern allocated helper
22.05.18	I & A	"Age UK have been a great help"
21.05.18	At Home Service	Thank you so much for taking Mum out for lunch on her birthday ,you will never know how much your support means to us, it makes such a difference to her quality of life since she is unable to go out on her own anymore .It was the best decision ever when I contacted Age UK and you started supporting mum .Once again thank you so much you are doing a wonderful job
14.05.18	Benefits at Home	Just to let you know my Dad has got his DLA in full. Thank you so much for all you've done, we are both very grateful. Keep up the good work!
11.05.18	Weston Park Cancer	"Both people were very helpful really appreciated them coming".
09.05.18	Weston Park	" I think an hours and a half meeting is about right, very good"

	Cancer	
11.05.18	Aged Veterans	"Thank you so much for all the help we have received over the last few months. It has helped me as a carer hugely, to have your support".
11.05.18	Information & Advice	"They were helpful & explained well. I am not too good at remembering" Thank you
11.05.18	Information & Advice	"Excellent service made us feel better knowing we have more information about different supports. Thank you very friendly"
11.05.18	Information & Advice (Weston Park)	"You were so good to me and made me feel at ease".
09.04.18	Aged Veterans	I am writing to thank you for all the help & advice you have given my mother and I over the past few months. It has been very reassuring to be able to ring you for advice and to know you were just a telephone call away. I am very grateful for the information you sent and for returning the telephone calls.
27.04.18	Aged Veterans	"Mark just a note to say a big thank you for all the help you have given us, sorting out the Attendance Allowance, Council Tax and the Blue Badge.
26/04/18	Aged Veterans	"Thank you so much for all the help we have received over the last few months it has helped me as a carer to have your support".
09/04/18	Aged Veterans	Thank you for your help earlier this year. As a consequence of your help he has now received a Blue Badge for parking and we have received notice that he has qualified for the full Attendance Allowance. They have said they will let us know when it will be paid. Once again thank you for help and support.