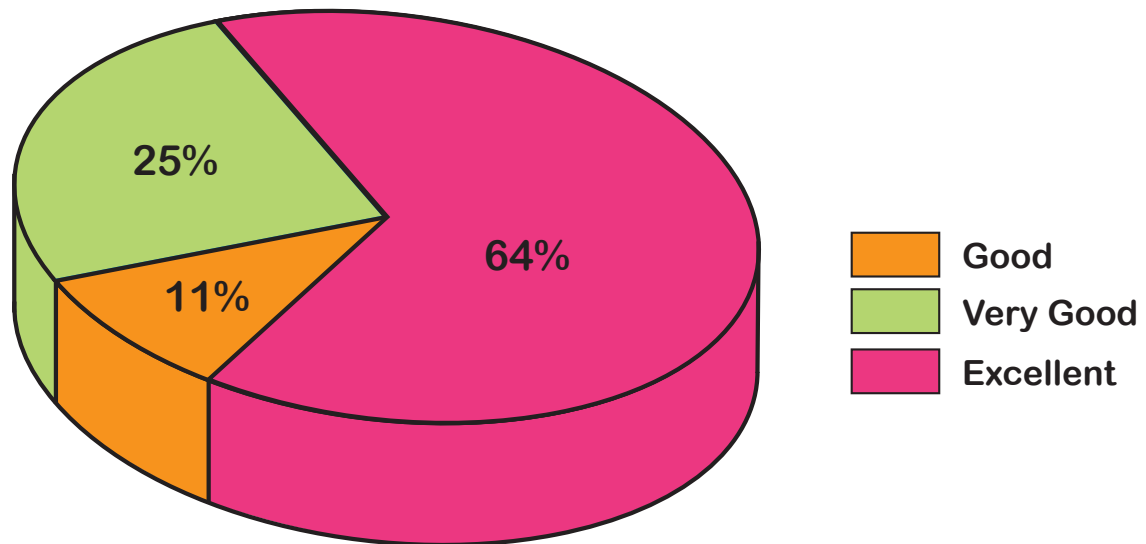




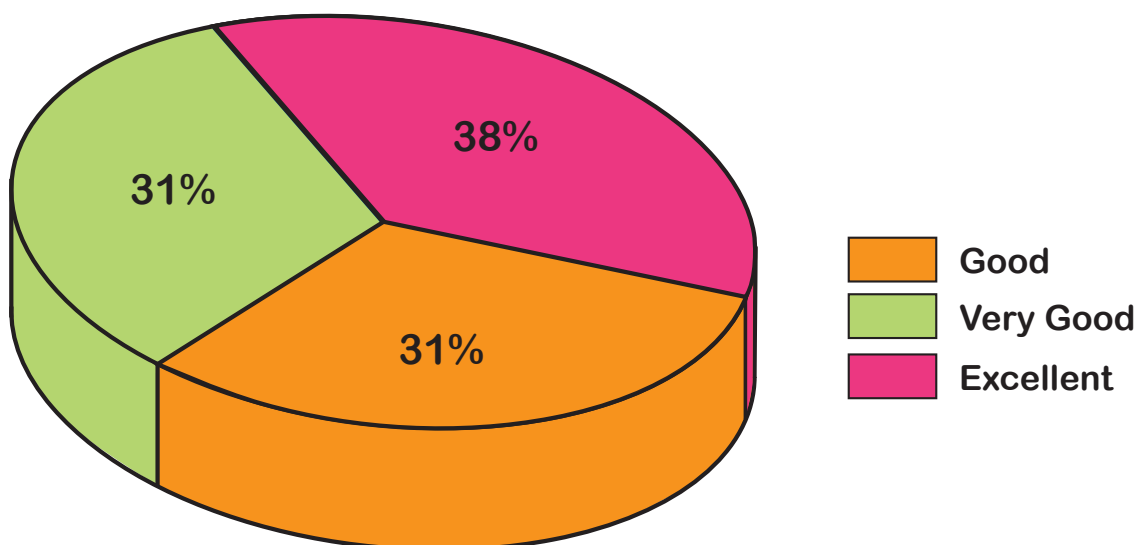
CARERS FEEDBACK
ON
BRIDGEND CARERS CENTRE

March 2019

How would you rate the information at Bridgend Carers Centre?



How would you rate the support you receive from the staff?



What else can the Carers Centre do to make a difference to your lives?

'The Carers Centre is a great place to find very helpful staff. Also a place to make friends and get lots of support.'

'Continue with real support for carers. You are there in good times and bad and having someone to talk to when we need it is so important. Knowing I can ring or call in and speak to staff is crucial.'

'The services provided by the Carers Centre are first rate. However, I have noticed the chiropodist gets fully booked. Also, parking can be difficult. Can probably only be rectified with further funding, which I appreciate is easier said than done.'

Just knowing that the centre is contactable and easy to access whenever I encounter an issue with my caring role. Sometimes it's been help and advice like the benefits officer, sometimes it's been moral support or a listening ear.

They are the most supportive of people and perhaps would be able to spend even more time with us, as and when required, if they had a little extra help and funding.

'Continue with the excellent services provided. Continue signposting and making referrals to specialist services.'

'They do the best they can and everyone makes you feel so welcome.'

'Without Carers I would have sunk into the depths of despair. I'm actually going through a very tough time currently and I know as soon as I feel able and am able to return to Carers, they will help me enormously. Personally they have helped me enormously, both as regards me caring for my 88 year old father and likewise when my husband suffered with heart problems and a TIA. Thank you enormously Bridgend Carers!'

I have previously had communication with and been supported by both Paul and Davina and they really were so willing to help and so friendly. which I appreciated enormously'

'You do a fantastic job. I hope you continue to do a good job marketing your services to ensure stakeholders are aware of the impact your services have on the population'

Carers Feedback on Bridgend Carers Centre



'Phil really enjoys Tai Chi every week and Paul was really supportive with obtaining the Attendance Allowance. The support staff also go out of their way to help us to the necessary support.'

'They do a wonderful work and help everyone they can. Thanks again for all you did for us.'

'All carers value the services of the caring, knowledgeable and friendly staff at the Bridgend Carers' Centre.'

'You can participate in lots of things that go on there like yoga and mindfulness classes.'

You can get medical advice and have your blood pressure taken - excellent service.'

'Continue to offer moral support, a sympathetic response to caring crisis, guidance, social interaction to reduce frustration and isolation, and where appropriate, signposting to specific specialist practical help either within the organisation or outside.'

'Helpful and needed service.'

'Thank you for all your information.'

'Thank all staff for being available when needed.'

'Continue to grow, continue to consult with carers and their families and deliver services consistent with carers needs.'

'I am very pleased with all 'The Carers' have to offer, life is certainly not dull when we all get together.'

The volunteers are excellent. Staff are very caring and good organisers.'

Sorry I have to miss school half term and holidays. I look after the grandchildren.'

Looking forward to our next days out.'

Thank you.'

Feedback on the Community Café

What made you come to the Community Café today?

'We really love the management and staff because they have made a difference to both our lives. They are - people.'

How would you rate the information at Bridgend Carers Centre? **Excellent**

How would you rate the support you receive from the staff? **Excellent**

What else can the Carers Centre do to make a difference to your life?

'We would like to do a karaoke night to raise funds.'

**'Carers Community
Café is excellent!
The best thing in Bridgend.
We love you carers!'**

What made you come to the Community Café today?

'I need help as it's there for me. I've been coming here a long time as my dad asked me to join - the best thing I've ever done.'

How would you rate the information at Bridgend Carers Centre? **Excellent**

How would you rate the support you receive from the staff? **Excellent**

What else can the Carers Centre do to make a difference to your life?

'I think they are wonderful. They are always there for you. I love them all. I wouldn't want to live without them.'

What made you come to the Community Café today?

'Family saying that I need to make friends when mum was ill and after mum| passing away for the support.'

How would you rate the information at Bridgend Carers Centre? **Very Good**

How would you rate the support you receive from the staff? **Very Good**

What else can the Carers Centre do to make a difference to your life?

'They do all I need and support.'

Any other comments?

'They have given me confidence to go forward and do more for myself.'

What made you come to the Community Café today?

'To be among like-minded people and to have 'time out''

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre do to to make a difference to your life?

'I attended the Musical Evening which was very entertaining and my husband attended with me. If ever possible, more evenings like this where we can bring our dependents with us, as, sometimes, this helps us to have an evening with them compared to finding someone to sit with them while we go out.

What made you come to the Community Café today?

'To get constructive information from staff. A break from caring duties. To be with friends we have made.'

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre do to to make a difference to your life?

'Can't think of anything, as the staff are always on hand to help and advise and I can't thank them enough.

Any other comments?

'I forgot to mention the jacket potatoes.'

What made you come to the Community Café today?

'For the good company and food and to socialise.'

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre to to make a difference to your life?

'It already does - I'd be at a loss without it.'

Any other comments?

'All the staff are fantastic - please keep up the good work.'

What made you come to the Community Café today?

'The staff are friendly and helpful and it is a nice place to come to. We enjoy the food, everyone is friendly and we enjoy the quizzes. We always have the health check as well.'

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre do to make a difference to your life?

'I am having help from Paul Daley with my claim for PIP benefit and when I have a letter I need help with I know I can always have help to sort it out. We would like more crafts and quizzes.'

What made you come to the Community Café today?

'To meet friends and for support. All staff at the Carers Centre there for me when I was caring for family.'

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre do to make a difference to your life?

'Give you support in lots of different things. Their knowledge is helpful. They show great support to all carers who need help and support as well as past carers.'

Any other comments?

'Keep up the good work. You are all hard working people.'

What made you come to the Community Café today?

'Been before and enjoyed company.'

How would you rate the information at Bridgend Carers Centre? Very Good

How would you rate the support you receive from the staff? Very Good

What else can the Carers Centre do to make a difference to your life?

'Keep doing what you do - especially with benefits forms and therapies.'

'Fantastic Centre and great help over the years.'

What made you come to the Community Café today?

'I enjoy coming to the Community Café. Lovely staff, lovely food, lovely service and mixing with carers and ex carers.'

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre to make a difference to your life?

'You make a huge difference if ever you need information or help Carers are always there, anytime. So Thank You Carers Centre.'

What made you come to the Community Café today?

'We've been before and enjoy the people we meet in the same circumstances as us.'

How would you rate the information at Bridgend Carers Centre? Very good

How would you rate the support you receive from the staff? Excellent

What else can the Carers Centre to make a difference to your life?

'We are very much contented and we are looked after.'

What made you come to the Community Café today?

'To meet a new friend. It was nice to have a chat and talk about some information on how to make my life changes.'

How would you rate the information at Bridgend Carers Centre? Excellent

How would you rate the support you receive from the staff? Excellent

'They offer me an activity to make my self relaxed when I'm in a depressed time. It's a really amazing feeling after, thank you so much. They are all excellent.'

What else can the Carers Centre to to make a difference to your life?