



# Feedback

tells us we have a positive impact when:

**We listen to people and take their views and wishes into account.**



**Our communication is clear and we keep in touch about what is happening.**



**There is continuity in the person who is providing the support.**



**Services are accessible and available when people need them.**



**Our staff are approachable, act with professionalism, and have the relevant expertise.**



**We consider their emotional as well as practical needs.**

