

Word of mouth

We asked delegates who attended our events to give us their thoughts on them. Here's what they had to say...

“ I left the workshop feeling much more positive - Dan Davies, Director, Integracare ”

“ Allows real in depth discussions to enable you to get a good understanding of what your organisation needs to be doing - Philip Carpenter, NORSA ”

“ Will be advising people at Regional Service Development Network to attend your future events - Jamie Anderson, Age Concern, Wirral ”

“ **Very informative and makes you want to change things quicker so people's lives improve** - Emma Daffey, Registered Manager, New Directions ”

“ As well as being informative and uncompromisingly positive, to listen to people and their life experiences was invaluable - Biba Boele, Rochdale Council ”

“ Gave me confidence to realise we're thinking along the right lines and that we won't get answers and how to, we just need to try things and be creative - Harriet Michael-Phillin, Service Manager, Support for Living ”

“ I attended your two day 'Helping Providers Change' event. I found it really informative and will impact on my practice in my role as a Contracts Manager - Lynn Mounfield, Contracts Manager (Adult Social Care), Brighton, Hove ”

“ **Thank you for a well structured, informative and exceptionally useful 2 days!** - Jamie Anderson, Age Concern, Wirral ”

“ Great to have Local Authority folk as well as providers. Good relaxed but informative presentation styles - Mandy Spray, Watford Mencap ”

“ Good handouts, consolidated and learnt new and previous knowledge - Nicky Banks, Home Manager, Outlook Care ”

“ Thanks for a great 2 days, really valuable and lots to think about - Neil Ternent, Area Manager, Mental Health Matters ”

“Great mix of formal and informal methods”

- Ruth Cartwright, Head of quality and improvement, Metropolitan Support Trust

“Good knowledge, knowledgeable trainers”
- Lydia Jones, Service Director, HAIL

“I think it would be very helpful for Independent Providers”
- Diane Chalmers, Senior Home Care Manager, Royal Borough of Kingston

“I would recommend any group that assists organisations to focus on personalisation, this group was very effective”
- Lee Elliot, Deputy Business Manager, Care UK

“Gives a good insight into Individual Budgets and how it works”

- Frank Steaples, Team Manager, KeyRing Living Support Networks

“It is a great way to explore fears and get answers to burning questions, plus some good suggestions”
- Anonymous

“Very informative, time to think things through, along with open discussions. Good learning”
- Tracy Sims, Deputy Head of Operations, IAS

“Very useful to focus thoughts and begin to plan a way forward”

- Jackie Carré, CARE (Cottage and Rural Enterprises Ltd), North Yorkshire

“Made good links and have come away with some good ideas”
- Lisa Cole, Mental Health Matters, Middlesbrough

“Really got me thinking about how direct payments could work in my organisation”
- Amy Redpath, Carer Relief Officer, North Tyneside Carers Centre

“All the information was very informative and literature was excellent in raising awareness”
- Anonymous

“Every aspect of the day was useful for me. It made all the background reading I have done re Individual Budgets more real to me”

- Nicola Barnes, Vitalise, Derby