

Word of mouth

self direct

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, NORACA ”

“ 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 ”