

APPENDIX 2 – EXAMPLES OF GRATITUDE DURING 2015/16

Ref	Short Description	Category	Unit / Team
GC/3046-15	Congratulations to Arfon Children's Team on winning the Positive Award at the Council at its Best Awards in March 2016.	Commendation	Arfon's Children's Team
GC/3048-15	Congratulations to Youth Justice Service on winning the Working as a Team Award at the Council at its Best Awards in March 2016.	Commendation	Youth Justice Service
GC/3047-15	Congratulations to David Owen, Senior Social Worker on winning the Respect Award at the Council at its Best Awards in March 2016.	Commendation	Team 16+
GC/3088-15	"Can I just let you know all the support workers have been lovely with XXXX and got him eating and drinking well Ceri has been fantastic! Thank you"	Gratitude	Derwen Service
GC/2410-15	"You're the best Social Worker we've ever had" (from a child with physical disability regarding his Social Worker who works for Derwen Service)	Gratitude	Derwen Service
GC/2586-15	"We enjoy a good working relationship with our Social Worker; the relationship is based on an open and honest communication"	Gratitude	Fostering Team
GC/2684-15	"Very happy with the support we get from our fostering team"	Gratitude	Fostering Team
GC/2355-15	"Dim ond gair sydyn i rannu efo chdi bod rhieni XXXX wedi canmol Shelby Hughes (gweithiwr cefnogol) i'r cymylau pan wnes I ymweld a hwy. Dywedsom fod Shelby yn wych efo XXXX ac yn deall ei ffordd a'i anghenion ac yn dda iawn hefyd o ran pethau fel disgyblaeth a'i gadw'n saff."	Gratitude	Derwen Service
GC/2473-15	"I feel I now have more energy and feel healthier physically and emotionally compared too previously. I have been given tips/support to deal with things better. I didn't know that any of these services existed. I am grateful for all the help I've received and wouldn't be scared to ask for help again. I find the support very insightful, helpful and reassuring."	Gratitude	Gyda'n Gilydd
GC/2474-15	"Perthynas gwell efo'r ferch hynaf. Dani'n chwarae lot a chael hwyl a dio ddim yn straen. Oni'n meddwl sŵn i byth yn ymdopi fy hun efo'r genod, ond erbyn wan dwi'n teimlo sense of achievement / proud o fy hun."	Gratitude	Gyda'n Gilydd
GC/2475-15	"Dwi wedi stryglo lot sut ydw'i, ond dwi wedi cael help rili da. Help a symud tŷ wedi gwneud lot o wahaniaeth. Diolch. Pawb ohonom ni yn teimlo'n well. Dani ar y ffordd i fedru copio ein hunain."	Gratitude	Gyda'n Gilydd
GC/2689-15	"I don't know what I would have done without XXXX she's like my guardian angel. I'd like similar help when I move so I can know what's out there to support me."	Gratitude	Gyda'n Gilydd
GC/2687-15	"We are very pleased with the support we receive from Cairn. He is very supportive	Gratitude	Fostering Team

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	and visits regularly. He has been very proactive in providing any support that we needed and sorting out courses etc. He has ensured we have kept up to date with all our fostering requirements”		
GC/2905-15	“I have always felt very supportive by the entire fostering team. I have never felt let down by any member, and always made to feel valued.”	Gratitude	Fostering Team
GC/3057-15	“Gennym berthynas waith arbennig o dda, rwyf bob amser yn teimlo hollol ffyddiog y gall droi ati unrhyw amser efo pryder bach neu mawr. Mae hi yn hynod o gefnogol ac yn cymryd diddordeb ynddon ni fel teulu a sut mae lleoliadau yn effeithio arnom ni. Gallaf ffonio unrhyw amser o'r dydd neu ei e-bostio a ddaw 'nôl ataf bob tro. Mae hyn yn wir am yr holl Dîm Maethu i gyd hefyd.”	Gratitude	Fostering Team
GC/2403-15	“To Gina, Mel and Sharron and all of Gwynedd Social Services, This has taken me far too long to write! And its recently been pointed out to me how many silly complaints departments such as yourselves receive, so we wanted to thank you for the years of support you gave our family. Without which I cannot imagine how we would have made it through as we did. Life doesn't always go as planned, but with all your help (especially so, you Gina) it made picking up the pieces and rebuild our lives together that much easier despite the stresses at the time. Thank you really is an understatement! We wish you all the best.”	Gratitude	Meirionnydd Children's Team
GC/2493-15	“Poppy, I would just like to say a big thank you for acknowledging the emails I sent ☺ I know social workers are really busy but just want you to know I really appreciate your reply, you always answer even if it's just to say thanks for the information ☺”	Gratitude	Arfon's Children's Team
GC/2678-15	Sianed H Jones, Heidi Rylance and Rachel Wood received commendation and a thank you from Gwynedd Council Chief Executive	Gratitude	Arfon's Children's Team
GC/2680-15	Children thanked their Social Worker Sarah Bradnick for all of the work she had done with them	Gratitude	Arfon's Children's Team
GC/3041-15	“I am so pleased about the outcome for XXXX. I just want to acknowledge all the efforts and commitments from you, the Edge of Care Team and the Health agencies who have worked solidly with the family to make this possible. I have felt throughout the course of these proceedings that everyone has been supportive and worked towards a better outcome for this family and not just allowed history to repeat itself. It's been great to observe and I do hope that the family are able to succeed the test of time. Many thanks it's been a pleasure working alongside you and all the others who became involved.”	Gratitude	Arfon's Childrens Team Edge of Care Team
GC/2380-15	Enablement Officer was thanked by a Service User for providing a full list of home care agencies	Gratitude	Arfon Older People's Team
GC/2394-15	Occupational Therapist received a letter of gratitude from a Service User who had a new shower installed following her intervention	Gratitude	Arfon Older People's Team (Occupational Therapy)
GC/2397-15	Service User praises the work of the home care team from the Provider Unit and notes that the staff go above and beyond what is stated on her care plan.	Gratitude	Provider Unit (Arfon)
GC/2487-15	Service User contacted the Customer Care Unit to express her gratitude for the support given by her Social Worker and the Occupational Therapist on her return home	Gratitude	Older People's Team (Dwyfor)

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	from hospital		
GC/2574-15	Service User expressed his gratitude for the service provided by the Council's Provider Unit staff. Especially happy to report that he could maintain his dignity at all times whilst receiving the service.	Gratitude	Provider Unit (Dwyfor)
GC/2609-15	Family member contacted the Customer Care Unit to express the family's gratitude for care provided to his late mother by the Provider Unit	Gratitude	Provider Unit (Meirionnydd)
GC/2726-15	<p>Annwyl Dilwyn,</p> <p>Hoffwn anfon nodyn sydyn atat i ddiolch o galon i ti a'r holl staff yng Nghanolfan y Gwystl am y gefnogaeth yr ydych wedi ei ddangos tuag at y myfyrwyr sydd wedi bod atoch ar brofiad gwaith yn ddiweddar.</p> <p>Mae rhai o'r bobl ifanc sydd yn mentro allan ar brofiadau gwaith, yn aml iaw yn ddi-hyder ac yn bryderuscyn mentro i leoliadau am y tro cyntaf. Mae'r gefnogaeth maent yn ei derbyn ganddo'ch yn werthfawr dros ben ac yn gam mawr ymlaen tuag at eu datblygiad personol a phroffesiynol.</p> <p>Cefais gyfle i wario amser yng nghwmni staff a defnyddwyr gwasanaeth y Gwystl wythnos yma ac yn wir, rydw i wedi mwynhau cael cymryd rhan yn y gweithgareddau a chael gweld y gwaith a'r gwasanaeth gwerthfawr yr ydych yn ei gynnig. Yn bwysicach, mae'r fyfyrwraig oedd yn eich gofal wedi elwa'n fawr iawn o'r profiad ac wedi datblygu'n sylweddol yn ei hamser gyda chi.</p> <p>Diolch yn fawr am dy amser ac ymroddiad Dilwyn. Gobeithiaf yn arw y cawn anfon mwy o fyfyrwyr i ranu profiadau yn y dyfodol</p> <p>Yn gywir,</p> <p>Cydlynnydd a Thiwtor Cwrs Diploma Estynedig Btec mewn Iechyd a Gofal Cymdeithasol</p>	Gratitude	Learning Disability Team (Dwyfor)
GC/2878-15	<p>"Hi Selwyn.</p> <p>Just a quick note to Thank you, xxx and xxxxx for the tremendous support you've all shown to us this year, Without you all we couldn't do our job!!!</p> <p>Please wish everyone a merry Christmas and a happy, safe and prosperous new year.</p> <p>Gary and all."</p>	Gratitude	Learning Disability Team (Meirionnydd)
GC/2933-15	Annwyl Aled	Gratitude	Provider Unit (Residential and Day Care)

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	<p>Hoffwn ichi gyfleu fy niolch i holl staff Plas Ogwen, a'r gofalwyr cartref sy'n gweithio yn fy ward, am eu gofal arbennig o henoed yr ardal drwy'r flwyddyn, ac, yn arbennig felly yn ystod y tywydd difrifol diweddar. Gwerthfawrogir eu gwaith yn fawr iawn gan bawb, a diolch amdanynt.</p> <p>Diolch yn fawr iawn, a blwyddyn newydd dda i chi a'r holl staff</p>		
GC/3021-15	<p>Pnawn da,</p> <p>Cysylltodd Miss XXXXX a mi dydd Llun i gyfleu ei gwerthfawrogiad o wasanaeth y mae yn ei dderbyn gan yr Uned Darparu. Y gair a ddefnyddiodd i'w ddisgrifio oedd 'excellent' ac roedd am enwi Olwen, Debbie a Jean yn benodol.</p> <p>Roedd Miss XXXXX am i chi gyfleu ei gwerthfawrogiad iddynt.</p> <p>Diolch</p>	Gratitude	Provider Unit (Arfon)
GC/3068-15	<p>I am writing on behalf of my parents [address redacted]</p> <p>My father has a muscle wasting disease, which means he is chair bound and only has the use of one hand, and my mother has dementia and Alzheimer's. As you can imagine, life is not easy for either of them.</p> <p>But their burden has been eased by the wonderful carers who visit them three times a day and look after them. My dad says: 'The carers are unfailingly helpful, cheerful, always with smiles on their faces, and optimistic. They have given me the will to live, when things were looking very bleak.</p> <p>"Our carers xxx, xxxx, xxx, xxxxx, xxxx, xxxx and xxxxxx are always very professional and nothing is too much trouble for them. They are like angels to myself and my wife.</p> <p>"I would like you to show this e-mail to the under managers, the carers and even the councillors of Gwynedd, you should be very proud of your wonderful staff, They are true heroes in our eyes and we would like to thank them from the bottom of our hearts for their fantastic care.'</p>	Gratitude	Provider Unit (Arfon)