

What our customers say...

The Clubhouse Network

The good things

- Good support
- Sport at Clubhouse
- The staff
- Opportunities for voluntary or paid work
- It has changed my life around, built my self esteem up, I am accepted in the Clubhouse
- It makes me think more positively about myself
- Good fun enjoyable
- Enjoy the days out
- Getting to know others
- Holidays
- Involving myself with things
- Feel safer
- It's a safe, comfy environment for people with various disabilities
- Meeting people, getting active and out of the house
- Clean place, made friends, no bad language
- Away from hospital
- Support when I need it
- Being a Brighter Futures' customer has decreased my A&E visits and has reduced my urge to self harm

The not so good things

- Not enough sport and gym
- We need more funding
- Have to wait a long time for things to happen
- Not enough days out
- More promotion on activities
- Could do with a Clubhouse in the Bucknall area
- Needs more lady only days, perhaps in Newcastle
- More support staff needed
- More facilities are required around Stoke-on-Trent

The Safe Spaces Network

The good things

- Very friendly staff, modern facilities
- Good hospitality and well presented facilities
- Being happy
- More supportive than any other service I have accessed. Thanks to the whole team!
- As informal but safe and reassuring as possible and has honestly saved my life several times over!
- Being safe, having people to talk to
- Meeting new people
- They helped me through very stressful times

The not so good things

- Smoking area could do with a heater
- Anxiety/guilt in self referral and leaving is always anxiety provoking
- Going home
- Can't get enough of their help it's so good
- Would have liked more crafts, really enjoyed what I did but more would have been good

Reconnect North Staffs

The good things

- Punctual, flexible, friendly, helpful
- The support and caring attitude of staff
- Meeting new people

The not so good things

Community housing

The good things

- My own independence
- The support for everything I need
- Help and moving on with my life
- Helping you fit back into the community
- The good quality of help and services
- Having somewhere to live
- Really good flat

The not so good things

- The area
- Just doing something with my heater that's not working
- Having to rely on support

base58

The good things

- Feeling better
- Getting help
- My support worker guides me and has taught me to treat people better
- My support worker makes me feel safe
- Groups, someone to talk to
- Feeling safe
- Learning how to keep safe
- I now have more awareness

The not so good things

Women's Services

The good things

- Knowing help is only a phone call away
- To see the same staff who I trust and help me
- Helpful staff
- I'm listened to
- Helpful friendly staff and sexual health advice
- A safe building

The not so good things

- Partners not allowed in the project
- No children allowed in the project

ECHO Group

The good things

- I am listened to, people understand and help me
- The staff are very helpful and informative
- Has supported me through difficulties with self harm
- Friendly environment, positive people

The not so good things

Hopwood House

The good things

- Structure, continuity, safe feeling, support
- Both the staff and customers
- Support from staff
- Back in work
- Support, groups, outings
- Flexible support available

The not so good things

- Communal living
- Lack of outings

Community Inclusion Team

The good things

- Being more independent, more confident

The not so good things

- Need more home visits

Art community

The good things

- Meeting new people and socialising
- A sense of community
- New friends
- Getting my confidence through art class
- I enjoy having a creative outlet for my emotions

The not so good things

- We need more funding for art stuff
- Disabled toilet in The Observatory only has cold water

smartmoves

The good things

- Don't need to worry about things as much, under less stress
- I can be open with my support worker, she is not judgemental
- My support worker has built up my confidence and I don't feel alone
- Putting me in contact with debt people, mental health and children services
- I have debt sorted and have made contact with in2work
- Have helped me to find out about other services
- I feel more able and independent since becoming involved with smartmoves
- My support worker makes me feel confident
- I have moved to a bungalow and feel safer
- I was being evicted and was helped to find a new home
- I'm using children centres now and attending groups
- Got DLA for my husband and helped sort things with school

The not so good things

Partnership Housing

The good things

- It helps people to live independently
- All good
- I don't have to worry about bills
- Trips out, support as needed
- They help with things I have problems with
- Reliable, honest, punctual
- No worries, properties are of a good standard and maintained well
- Superb support worker, user involvement, good staff, good accommodation, hassle free living!
- I can now live on my own independently
- I feel much happier now I have my own place - able to have control of my life
- Own flat and excellent support
- Feel more secure
- Confidence has grown
- Becoming myself again
- Helping me with housing and services
- It's like having a family, lovely homes
- Support, less isolation
- Calm atmosphere

The not so good things

- Would prefer to choose colour of paint
- You don't have enough accommodation
- Occasional noisy neighbours

90 Hope Street

The good things

- Maintaining my tenancy and the amenities at 90 Hope Street
- Food
- Cleanliness and amenities
- The staff and accommodation
- I like that people can't use drugs on the premises
- Re-housing. Talk to staff when got problems any time day or night. Plenty of security and food
- Support, advice, security
- Food, accessing other services, moving on structure, friendly atmosphere
- Kindness and understanding of people in authority
- I have been given access to a psychiatric nurse and safe accommodation

The not so good things

- No continuity in key workers
- Getting up too early
- Food menu
- No Sky tv
- Not a lot to do only computers and table tennis
- Room checks!
- Keep changing key workers after building a rapport with one

Safe and sound

The good things

- Help getting repairs and other jobs done
- Politeness, patience and concern for my well being
- Feel more supported and have received lots of help
- Knowing that there's someone to contact if things are bad
- Emotional stress reduced - a voice to speak out on my behalf
- Going to 'cook and eat' at The American
- Helped me move
- Feeling safer
- Support worker visiting gives me something to look forward to. I enjoy going to Happy Mondays
- Very thorough and very informative
- I feel I have more contacts than before
- For the first time in my life I'm getting some help
- Helped me with pension credits and with my rent
- Too numerous to write in this small box
- Someone to talk to other than family
- Learnt to believe in myself
- Looking brighter for me
- They have made a huge difference to my life
- They have shown me I can do things if I want to
- Opened my eyes to the world
- Being motivated and getting things done

The not so good things

- Too much paperwork
- More visits

Staffordshire Mental Health Helpline

The good things

- The availability of Helpline
- There's always someone on the end of the phone if needed
- Communication, listening, reassuring, very understanding
- Confidentiality, someone I can talk to
- Non judgemental, reassuring, supportive, friendly voices
- Someone to talk through my problems
- The dedication of weekly phone calls
- Staff are non judgemental, really listen and understand better than most about depression and anxiety, are supporting and caring

The not so good things

- The calls being restricted to 20 minutes
- Sometimes I wish I could speak to them longer than 20 minutes
- They could be open at night after 2am
- Not open mornings at weekends
- Time restriction
- Would like to talk for longer than 20 minutes - even half an hour would help