

Facts for Families: Sharing a compliment

We know that family and friends often compliment support workers and managers on the great job they do in supporting their relatives.

We also know that many of our colleagues feel uncomfortable about telling their team about the compliments they have received so they miss out on a chance to be recognised for their good work, and possibly win an award.

Every year Dimensions Group colleagues are nominated for Inspiring People awards and the starting point for these awards can be a simple compliment from the family and friends of people we support. It's not all about the awards though, a simple thank you can mean the world to the people who work tirelessly to support your loved one.

If you would like to pay a compliment you can:

- visit <https://dimensions-uk.org/contact/sharing-compliment/>,
- put it in writing to the Locality Manager
- or phone your locality manager and give the compliment verbally.

Make sure you say:

- Who the compliment is about.
- What they did.
- Why you think they deserve a compliment.



Ask Listen Do

We are part of NHS England's Ask Listen Do project, which aims to make it easier for people with a learning disability or autism and their families to give feedback, raise a concern or make a complaint about their health care, social care or education. This improves people's lives and the services they receive, and helps to keep people safe.

Ask Listen Do – what does this mean at Dimensions?

We will:

- **Ask** so you can raise a compliment, concern or make a complaint.
- Make it easy for you to tell us, in a way that works for you, what is good or bad about the support for your relative.
- **Listen** so we understand what needs to change
- Listen to what you are saying and thank you for telling us.
- **Do** so we can make the right changes and improve support for your relative and others.
- Do something about what you have told us.
- Tell you what we have done, in a way that works for you.

More information about Ask Listen Do can be found on the NHS website:
<https://www.england.nhs.uk/learning-disabilities/about/ask-listen-do/>

The families team are here to help.
You can contact them by
email: family.help@dimensions-uk.org
or by phone Monday – Friday 9.30am – 1.30pm
0300 303 9161

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