

UnitingCare ReGen

Formerly UnitingCare Moreland Hall

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Clients regularly provide feedback about our services. We will provide formal feedback through our newsletters but here are some of the issues raised by clients during April and our responses.

<p>One of the clients at our youth withdrawal service suggested a communal chill space other than the TV and outdoor smoking area.</p>	<p>There are several such communal spaces including the room with the games, books etc, the outdoor covered area in the back garden and the art room. Perhaps the problem is unlike the smoking area they are not signposted. Mario is going to organise the client art group to put signs up indicating what each space can be used for. Let's see if that helps.</p>
<p>A couple of youth clients have asked for a punching bag at Williams House.</p>	<p>We used to have a punching bag but after several clients injured themselves we went for a professionally led gym session and access to swimming. We try to do other types of exercise and stress relievers like yoga on site.</p>

Clients also often provide positive feedback about staff or services so here are some of the compliments received during March 2017.

<p>A young person who was recently in our youth withdrawal service described his stay as a "life changing experience for the better".</p>	<p>The process (intake, assessment to admission to withdrawal) was fast and helpful with no stress.</p>
<p>Lots of positive comments about the food at Curran Place this month.</p>	<p>Curran Place client – "Best detox I have done!"</p>

Donna Ribton-Turner

Director Clinical Services