

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 September 2016. There were less responses than usual probably because Curran Place has been closed for renovation.

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| <p>One young person from the youth withdrawal service wanted KFC!</p> | <p>Whilst treats in moderation are ok, we try to use the time at Williams House to help you feel better so good food and rest are important. That's why we have the nutritionist come in to do a weekly healthy eating session.</p> |
| <p>Someone suggested a pet dog for Williams House.</p> | <p>We've thought about this but unfortunately some people are allergic to dogs or are frightened of them so that can be a problem. Also as clients are only at Williams House for a week or so the care would fall to staff.</p> |

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

Quote from a young person who used our services at Williams House "I found something in myself while spending my time here, some form of self- worth and happiness I never thought I was capable of. I love the staff, they were beyond brilliant. Thank you so much".

Donna Ribton-Turner
Director Clinical Services