



Newsletter



Issue 49 March 2025

Contact Your Voice for Quality: Email yvfg@colebrooksw.org or telephone 01752 205210



Client of the month nominations in February

MHA was nominated for their hard work in keeping their room clean and tidy for over a month and a half. They have been taking great pride in their room and has been cleaning independently and on support.

One person was nominated because they always have great engagement with their room, taking responsibility and is working well with staff. Well done.

JA was nominated for cooking a meal independently when they had been struggling recently and this has really lifted them

TM was nominated because they have been taking initiative without being prompted with doing their dishes, bringing bins down and completing their laundry. They have also engaged well with being open to getting things in their room replaced. They have been proactive and asked for support to book a doctor's appointment which has been a support need for over 6 months.

MF was nominated because they have engaged well this month in taking support around impulsive spending and working on the difference between wants and needs. They have engaged in budgeting and kept to the budget and saved money.

Remember Anyone can nominate someone who has achieved something no matter how big or small. People who are nominated receive a certificate. On an annual basis there is a prize draw for those people who have been nominated throughout the year.



FOOD

Food poverty is a real concern for people at the moment. Here are some resources we are aware of. Ask your support worker for more information.



[Help with food costs | PLYM-OUTH.GOV.UK](#) Advice and links to other resources.



[Food Access | PFAN](#) Plymouth Food Aid Network. A map of food resources.



[Can you afford to buy food? - Food Plymouth](#) Details of where you can go and contact details.



[Get Help | Plymouth Foodbank](#) Information about how to get help, visiting a food bank and other information.



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YVfQ Annual Survey 2025

A very big thank you to everyone who took the time to complete this years survey. Seventy seven people completed the survey which was just one less than last year.

Colebrook managers will look carefully at the results and find ways to try and improve the service provided. When this work has been completed we will include a summary of any changes made in a future newsletter.

In the meantime here are some key points from this years survey.



Everyone thought staff were well mannered and treated them with respect.

More people than last year:

- Said staff arrived on time.
- Felt more independent.
- Felt staff listened to them and their ideas.
- Felt they managed their money well.
- Felt they took control of their life

- More people than last year said repairs were completed in a reasonable time and to a satisfactory standard.



A very small number people felt:

- Communication could be improved when there are changes to support arrangements.
- Repairs were not completed on time or to a reasonable standard.
- Did not feel safe where they lived.

91% of people felt the service was good or excellent.

We have had some feedback via our suggestion box!

Scan the test or follow the link to let us know your ideas or suggestions to improve services.



<https://forms.gle/rZ8tk1kxMQ4HvXtW8>

If you would like more information about Your Voice for Quality or have any comments or suggestions please email: yvfg@colebrooksw.org or use our suggestion box.