

Professionals Comments

"Excellent communication with other services and professionals"

"They have been great to work with, professional and yet compassionate, well done"

"They are good at liaising with the MDT and supporting the client as an individual to make the most of any opportunity"

Things Saracen do well are:

- **Communicate with service users and with professionals and families**
- **Respect the rights of the individual**
- **Try to match the workers to the individual**
- **Good crisis management**
- **Communication between managers and professionals**
- **Individual goals for each young person**
- **Overall Quality of Care**
- **MDT working**
- **Communication**
- **Collaboration**
- **Build good relationships and work collaboratively with Adult Social Care**
- **Professional conduct**
- **Treating people as individuals,**
- **Getting to know the people they support well**
- **Getting to know families well**
- **Analysis**
- **Staff are caring**
- **Provide a safe, warm environment**
- **Record keeping**
- **Reporting concerns**
- **Person centred support**
- **Protecting people**
- **Responsivity**
- **Leading by example**
- **Quick and timely responses**
- **Provide committed staff who genuinely care with enthusiasm**

"Management Team step in to work on the floor when it's needed"

"My experience of working with Saracen Care was excellent. I look forward to joint working with them again in the future"

"Communication with the house manager was very easy and positive. She got back to me quickly and communicated regularly".

(Feedback from Professionals)

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"They know their service users well"

I have experience of Saracen Supported Living developing independence and Saracen being willing to reduce Support Plans to reflect a person's greater independence. We don't have any battles with reducing support. Saracen are responsive and adaptable and can quickly make alternative arrangements when situations change. Really nice staff on the ground, delivering support.

It is very easy to reach managers of supported living schemes - they readily join meetings with parents, and ASC staff feel that we know the teams supporting our young people well. Suggestions are received both ways across organisations and we can agree / disagree equally amicably, and form plans together.

I was impressed when a manager of one of the supported living schemes alerted Adult Social Care to a parent being unusually quiet and not contactable. The parent was poorly and in hospital - it is valuable that Saracen staff not only concern themselves with the person they are supporting, but also know the patterns of family members well, and show concern for their well-being.

"They treat individuals with dignity and respect"

During COVID a family member struggled to understand changing government guidance. The Supported Living manager considered this and planned to make sure that the company contacted the family member to explain what changes meant to their relative and particular situation to try to avoid any misunderstandings.

They speak to Adult Social Care when something goes less well - think about what might be done better in future or what might have caused / contributed towards a problem.