

Testimonials

"This is the best organisation that I have ever lived in, I lived in the City Centre before this but the staff didn't understand how to care for me, you lot do"

"I have lots of problems but the staff here know when I'm upset, when I'm happy, when I need someone and when I need to be left alone, thank you for being there for me"

"It's is nice to be treated like an adult and not like a kid, I love my new home"

"For the first time in ages I have found somewhere that cares"

"Staff helped me find a place in a Charity Shop and now I'm doing things"

"When I'm upset I know I can call staff 24/7 and they will help"

"I'm really settled, not like before when I was scared to go to the toilet and kitchen in my old house; it was full of people in the hallways"

"The staff have helped me get onto the Princes Trust and I went on a residential trip- if they hadn't done this then I would be bored at home"

"I have helped a homeless charity and I bought them gloves and things from the money that I raised, I never thought I would do this"

"The staff have helped me a lot, I had problems with my family and things and they sorted it out with them, I had a really bad life before and the police had to find me and all the time my family were worried about me, but now I'm safe and happy"

"The Staff have told me that I can go to Leeds College of Art to study ceramics, my mum will never believe that I have done that, it's like a university"

"I don't know what you have done to my son but I've been trying for the last 21 years, what you have done in such a short time is amazing, it's a miracle what you've done, I just don't believe it"

(family member)

"Me and XXX both go to Rugby and the staff help us, I have been in the newspaper, I have done loads of new things here, I didn't get that in my old place"

"The staff know how to deal with me when I'm upset, once I wanted to kill myself but the staff helped me through a bad patch and now I'm ok"

“Sometimes I kick off and smash things and the staff calm me down, but I was worse with my mum and dad and the staff here know how to calm me”

“The staff help me in my house and we do cooking training and things, when I don’t want to do anything and I get upset they talk to me”

“I think what you have done for my son is above and beyond what I would expect, you keep me informed about his progress and I really value the way you have helped not only him but our wider family. THANK YOU FOR EVERYTHING.....” (Family Member)

***“We have been visiting XXXX for nearly 30 years as part of our Jewish Community Group and he’s been with you 6 months and what you have done is out of this world, he looks amazing and much happier than when he was in the previous nursing home; WELL DONE we’re so happy he’s with you, I think this is the first time his mental health has been as stable as never before”
(Agency Group Leader)***

***“As a social worker I’ve worked with a number of supported and residential providers over the years in London then in Bradford with CTLD and previously in the CMHT so have seen both good and bad services. It can be frustrating sometimes when we see poor practice and / or when we are working with individuals who because of their needs and backgrounds can be extremely vulnerable or cause a number of safeguarding issues. Providers can be loath to work with this client group sometimes because of the shared risk they then carry when a safeguarding incident happens.... I wanted to put something in writing to outline the specialised and very much needed approach from BSH. They accepted a very chaotic person and after an allegation have kept working with her in a caring way which is invaluable”
(Placing SW)***

***I’m really pleased with the way you help my son, your team has been a god send...you’ve been amazing and knowing that he is with you has helped me and my husband feel comfortable, we can continue with our lives happy in the knowledge that our son is safe, we constantly ring the manager who keeps us updated and every week when we see our son he looks happier than the previous week.. THANK YOU FOR ALL YOUR HARD WORK.....
(Family Member)***

“The Support Staff are excellent”

“I go to Leeds College of Music my Mum is proud of me, no one believed I could do it, but I showed them, thank you to the staff”

“I remember being taken to Dubai by staff I loved it and want to do it again this year, thank you”

"The staff support me every day and help me sort out my problems"

"The staff helped me meet new friends at a dating event, if it wasn't for them I wouldn't be able to find a partner like everyone else"

"I love my flat now that the kitchen has been re-done and it looks brand new"

"I smashed a guy in the face at lynfield mount and threw him through a glass door but haven't done that here, the staff keep me calm"

"I enjoy going shopping with staff and we have a coffee out"

"I get on with my mum now and I didn't before"

"I love going to rugby and football with the staff, it keeps me going"

"The staff saved my life, I don't know where I would be without them- probably drunk and dead"

"I never want things to change, this is my life and I'll live it happy"

"Staff treat me like an adult and sort out my problems when I get upset"

"My life is sorted now"

"The staff helped me when my child was born and the social workers took it from me, they helped me so much"

"I'm happy here"

"The Staff have helped a group of us from the houses to get together and we're going to do a Fine Dining Cookery Course at the Ministry of Food, I'm going to do a 'come-dine-with-me' night for the staff and the others"

"The staff tell me if my letters have come and they go through them with me, I'm getting higher rate DLA now"

"I was abused when I was little now I am not, I know I can call anyone to help me"

"I love my home and I love the staff, thank you for helping me"

"One night I was upset and the staff stayed with me till 3 in the morning, no staff would do this much for me"

"When I'm upset the staff talk to me and we go out for a drive and I calmed down"

"When I lived at home my mum and dad would beat me with a broom stick because they said my fits and seizures were an evil spirit inside me, the staff here helped me and supported me and now 8 years have passed and they even helped teach my parents how to properly support me, now I am safe"

"I am able to call the staff at any time of the day and they are there in 2 minutes"

"The support workers sit down with me and go through my bills and things, now I my social worker doesn't have to find me any new place because of not paying my bills"

"When I lived in a flat in Shipley, I went to the pub one day and some lads set fire to my wheelie bin, that doesn't happen around here, the staff keep me safe, they know everyone around here and they talk to them"

"I suffered from a head injury and if it wasn't for all the staff here then I don't know where I would be, they gave me a second chance in life and let me learn new skills at my own pace"

"I have made friends here with loads of people and we play in the football court together, I am treated properly"

"Staff helped me get cable TV in my room, I love it"

"I was supported to go to the Leeds College of Music, that is the first time I have done something like that"

"The Staff are brill, they let me listen to my music when I'm in the car with them"

"I love the staff their like my family"

"I have never been happier"

"The staff are like Brothers to me"

"All the staff come when I need them"

"I wish I had known staff when I was younger"

"All the staff have done more for me than any of my other homes"

"For the first time ever I have been able to learn how to cook"

"Thank you to all the staff, you have helped me a lot"

"Staff come to the hospital at midnight, no others did this for me before"

"Staff are the best and they treat me like an adult"

"Staff have helped me see my girlfriend and now I see her all the time, it's much better than where I was before"

"I'm so glad that the social worker found this place for my son, I was so worried, the managers do so much- thanks from the bottom of my heart"

"True to their word they have not let me down, I am impressed with the professional manner in which my son is dealt with"

"This is the best time of my life, I lived in a long stay hospital and the staff are great here, I wish I could have come when I was in my 20s"

"They are really good staff, I care about the staff so much, their like my family"

"Very helpful staff when they do my support"

"If I'm ever ill the staff are down like a shot to look after me and take me to hospital"

"The staff is great they don't get paid enough"

"I think the staff are first class, and the staff are great you won't get any better"

*"I lived in Lancashire and the staff supported me to move here,
The staff here are a lot better"*

"For the first time in my life I enjoy living, the staff have taught me so much I love them"

"When I was poorly and had cancer staff saved my life they made sure the doctors sorted me out"

"I feel positive in life and they have turned my life around"

"I like the staff they got me a course at college"

"I am so happy that I am safe now"

"The staff helped me buy a 50" Telly and I love it"

"We all went to Butlins in 2010, I had such a good time"

"The staff helped me fulfil my dream of attending music college, I love them, no one believed that I was capable, only the staff here said I was and they encouraged me all the way"

"I love the 1-2-1 sessions with my support worker"

"The staff are always there when I need them"

"The staff helped me when I got drunk and they got me home safe"

"The staff saved my life, if they hadn't phoned the ambulance then I would have been dead"

"I moved from a prison and a secure unit in Lancashire and now I'm much happier"

"If the staff hadn't picked me up from prison I would have stolen a car and just ended back there, they did so much for me"

"The staff helped me get all my food hygiene and Level 2 cooking qualifications and now they're looking for a job in a café for me, no one did that for me where I lived before"

"The staff treat me like an adult, I used to be locked in at a certain time when I lived at xxxx"

"The staff always pick me from hospital when I've had a seizure and they make sure I am safe"

"My Social Worker is so happy that I'm safe, I used to always fight with my boyfriend now I don't do it as much"

"The staff have got me a job and I love them"

"If I get upset and am about to hit someone the staff know how to calm me down"

"For the first time in my life I am happy"

Previous Comments from Relatives and Referring Agencies

"The service provides strong family values and is excellent for many unattached clients"

"The management and staff are committed to supporting service users-including intervention as needed during the night, this is done cheerfully without service users feeling a burden"

"There is a volatile mix of service users who can aggravate each other, this is because very few places could cope with these service users- this organisation provides excellent support to these difficult to place service users"

"The management team have learnt over the years to provide a specialised service and have done so single handily- I would be keen to see a more multi disciplinary approach to support the service managers so they continue providing a high quality service"

"The service provided is essential and the many difficult service users are generally happy and stable and this says a lot about the service"

"Staff go above and beyond in their approach with my client and I can't believe how well he has done, No other service within the whole of Bradford could cope- well done!"

"Compared to other services within Bradford this is the only one that provided the support and value for money that I needed"

"The organisation is at the forefront of Person Centered Supported Living and has been doing it well for many years- well before Person Centered work were the buzz words"

"A team that really does go the extra mile"

“An enabling and empowering ethos that has understandably enhanced the status of people with a learning disabilities”

“An organisation that really is prepared to work hard to ensure that clients rights are promoted”

“Positive and Progressive- an organisation based on values and principles”

“An example to all those that work with people with learning disabilities”

“There are so many so called care and support providers, none as good as this one”

“The organisation does what it says on the box”

“The only organisation to receive a chant from service users- this says it all!”

“An excellent example of how commissioners of service have got things right by responding to the experiences of these service users”

“A shining light in Supported Living”

“An organisation to approach for all future Supported Living within Bradford”

“An organisation that inspires confidence and has a reputation second to none”