

You said...

We did...

You said we need to improve the consistency of advice given to service users.

We have been working with the new independent Slough advice service to ensure that when advice is required it is consistent. Ongoing training and briefing sessions are also being held for all staff.

You said there was a lack of communication between the social worker and occupational therapist.

This will be raised in team meetings to improve communication between professionals when doing joint assessments.

You said social workers and staff could have communicated the safeguarding procedure better.

Staff attended further safeguarding training which incorporated the importance in communicating.