

**In June** we sent out surveys to you all. Many thanks to everyone who sent in replies, it is really helpful to get your views on our services.

The survey was very positive, the thing that you felt could be improved upon was us keeping you informed if care staff are running late. We have asked our staff to ensure they let us know of any delays so we can inform you quickly.

**You told us that:**

* You were satisfied with the service and rated the quality of care you are receiving as either very good/excellent
* The reasons for recommending SPDNS were:
* Polite, caring, consistently good
* Because of the excellent help
* Very caring and efficient
* Care and guidance from the carers, very satisfactory
* You found our Information Guide is easy to read and understand

**The survey told us that**:

* At assessment or at reviews we discussed your individual choices & preferences
* The care you receive is reliable & you have regular carers who you know and trust
* SPDNS carers are kind and compassionate and treat you with dignity and respect
* Our services are well-led / managed
* On the whole our care and support has helped your physical & mental well-being

We have updated our website with the latest results from this survey

[www.spdnshomecare.com](http://www.spdnshomecare.com)

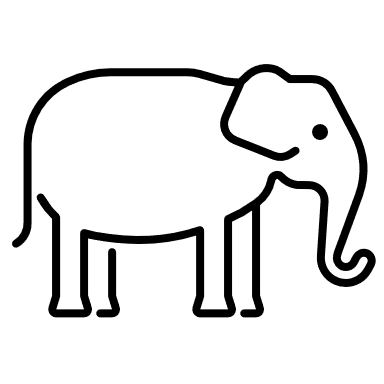
**Local news**

**Age Concern Southend** are a small, independent charity based in Westcliff on Sea providing support, advice and services to older people in Southend and the surrounding communities.

Theyhost a range of free or affordable events in Southend from [The Haven Community Hub](https://www.acsos.co.uk/the-haven-community-hub/) at 138-140 Hamlet Court Road, Westcliff-on-Sea, SS0 7LW, catering to young and old. For more information ring 01702 345373

**Havens Hospices have teamed up once again with Wild in Art in 2023, bringing public art to the City of Southend**

Up until 4th September, Southend, Shoeburyness and Leigh has been brought to life by a herd of beautifully decorated elephants.



Each unique, individually designed, elephant and baby elephant is part of a spectacular outdoor art trail. The large elephants, each sponsored by a business, will then be auctioned off to raise vital funds for Havens Hospices’ specialist palliative care. The art trail is completely free to follow and gives you the chance to become a tourist in your own city.

**Southend – climate change**

To find out everything Southend City Council are doing to tackle climate change in Southend and how you can play your part to reduce carbon emissions there is a useful website to visit: [www.southendclimateaction.co.uk](http://www.southendclimateaction.co.uk/).

**Leap (Local Energy Advice Partnership)** is a free of charge service.

It is there to help if you are struggling to pay your bills; find your home is cold in the winter or affecting your health. LEAP can provide small energy efficiency measures, advice and see if there is support for larger insulation measures. Call 0800 0607567 (Freephone) for more information.