



demelza

Voices heard, changes made

Information and activity day for parents and carers

"We need an **information day for parents and carers** to find out more about services (Demelza and external), meet other families and get involved with wellbeing activities."

The Families Exploration Day
was designed by Demelza and
families together.

We asked and included
families in the
programme for the day.

"We would like information about **adaptive clothing**, holidays and travel, back health and wellbeing. Having a **social hub**, a guide to Demelza's services and information from external providers would be helpful."

Your feedback



Scan the QR code to share your thoughts and suggestions

01795 845293
family.engagement@demelza.org.uk





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Voices heard, changes made

Your feedback from events

"The Festive Wishes grotto was great, but we need a **quieter option** with a sensory-considered atmosphere."

In 2023, we included a **quieter session time slot for families who requested it.**

At following events, we **mixed up the tables to allow for this.**

"At the **Extraordinary Conversations** feedback events, the conversations were limited to one table. This reduced the diversity of responses and connections that could be made."

Your feedback



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Voices heard, changes made

Children and young people's voices

"We need to include **the voice of children and young people** when making decisions about Demelza services."

Young people formed the
Young Voices group with the
tagline 'Be seen, be heard'.

Each seasonal event
programme includes
activities for all ages.

Listening to young people's voices through consultation:

"This event is **too young** for me."

Your feedback



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Voices heard, changes made

Activities for dads / male carers and wellbeing

"Can Demelza offer more **wellbeing activities** for parents and carers?"

We introduced Self-care

Saturdays, wellbeing

activities, a choir and more!

We introduced specific

events and social spaces

at other events.

"It would be great to have more opportunities specifically for **dads and male carers.**"

Your feedback



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Voices heard, changes made

Transitioning from child to adult services

"What we really need is more activities for families and **young people** who are transitioning from child to adult services."

We're running teen/18-24

weekends, roadshows and

there is a transition network.

Over 18s can book the

hydro pool and other

facilities for socialising.

"It would be great if young people over 18 could use more of **Demelza's facilities** like the hydro pool."

Including use of our new **Hill Farm** facilities!

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Families Voice (parent carer group)

Families Voice feedback and ideas:

- Wellbeing
- Self-care opportunities
- Family Fest ideas
- Information and activity day for families

Demelza are working closely

with the group to implement

ideas and feedback.

The group are regularly

invited to participate and

consult on projects.

Families Voice

participation and consultation involvement:

- Recruitment panels
- Family area (website)
- Events
- Possible family app
- Shaping services

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