

Service user feedback

Over the last 3 months a small service user study has been undertaken in the Newtownabbey area. So far 6 randomly selected parents have been interviewed about their experience of the Family Support Hub.

This information gathered will be used to inform the development of the Family Support Hubs in the Northern Trust area.

Below are some of the comments parents have made:

“Beforehand it was try this, try that, I was constantly on the phone - getting nowhere. This has worked so much better for me”. (Mother of 4 children, 1 of whom has ADHD)

The Family Support Hub worked for me because “just knowing there was someone outside the family who could give me help and advice when I needed it was a great relief. My advice to other parents - ask for help it worked for me.” (Mother of 3 children with a variety of health issues)

“With hindsight I would have done it sooner the services we got were very helpful and they didn't judge us” (Mother of 2 children 1 with behavioural difficulties)

“I was at my wits end, coping with everything was very stressful ...if I hadn't got the help I got a year ago I wouldn't be as strong as I am now”. (Mother of child with autism)