COMPLIMENTS FROM OUR CLIENTS MAY 2025 – JULY 2025

Oakdale Group

THEMIS KYRIAKIDOU

"WE'RE VERY GRATEFUL TO YOU…YOU HAVE BEEN ONE OF THE MOST HELPFUL PEOPLE WE'VE ENGAGED WITH DURING OUR COMPLICATED JOURNEY."

"THANK YOU FOR YOUR CARE AND UNWAVERING SUPPORT OVER THE PAST COUPLE OF DIFFICULT YEARS, YOU'VE MEANT AND MEAN SO MUCH TO ME."

"THANK YOU SO MUCH, I CAN'T EXPRESS ENOUGH HOW MUCH I APPRECIATE IT. THANK YOU AGAIN FOR EVERYTHING."

"THANK YOU SO MUCH FOR YOUR HELP…IT HAS BEEN INVALUABLE."

"IT WAS LOVELY TO MEET YOU. THANK YOU FOR YOUR TIME AND INSIGHT INTO HOW THE SUPPORT YOU PROVIDE CAN HELP TRANSFORM LIVES."

"THANK YOU FOR CARING"

"AS EVER, THANK YOU FOR YOUR HELP AND SUPPORT"

"THEMIS SUPPORTED US WITH OUR SON AND WAS INSTRUMENTAL IN HELPING US SECURE A PLACE AT A SPECIALIST SETTING. WE HAVE GREAT TRUST IN HER AND OUR SON ALSO IDENTIFIED WITH HER."

"I SPOKE TO THEMIS TODAY WHICH ALWAYS HELPS"

"YOU ARE SO SUPPORTIVE AND CAN'T THANK YOU ENOUGH FOR YOUR SUPPORT .I FELT EMPOWERED AFTER SEEING YOU TODAY AND I STUCK UP FOR MYSELF"

"SHE FELT VERY HAPPY THAT YOU HAD ENCOURAGED HER TO TALK A LITTLE MORE"

"[CHILD] IS DOING REALLY WELL IN YOUR SESSIONS"

SALLY ECCLES

A PARENT EXPLAINED THAT DURING A CALL WITH YOU WAS THE FIRST TIME SHE FELT 'HEARD' AND 'SUPPORTED'. SHE EXPLAINED THAT YOU 'SPOKE TO LISTEN' AND 'REALLY UNDERSTOOD BOTH THE CLIENT'S AND HER OWN DIFFICULTIES."

BRIONY OSBORNE

"I WOULD LIKE TO THANK BRIONY FOR HER KINDNESS. BRIONY WAS REALLY UNDERSTANDING AND VERY HELPFUL SO THANK YOU."

AMY BURGESS

A PARENT FED BACK THAT SHE WAS VERY PLEASED TO SEE HOW POSITIVE THEIR CHILD FELT AFTER THE FACE TO FACE SESSION WITH YOU. YOU MADE HER FEEL COMFORTABLE AND CONFIDENT DURING THE ASSESSMENT.

KHAZINA HUSSAIN

"THE FEEDBACK WAS DELIVERED IN A GREAT WAY WITH GREAT RECOMMENDATIONS WHICH WERE EXPLAINED APPROPRIATELY. THANK YOU SO MUCH FOR ALL YOUR HELP AND ADVICE."

"KHAZINA HAS BEEN FANTASTIC AND VERY HELPFUL IN THE FEEDBACK, SPECIFICALLY DISCUSSING AND BREAKING DOWN THE COMPREHENSIVE LIST OF RECOMMENDATIONS."

"THANK YOU FOR YOUR SUPPORT, EXPLANATION AND RECOMMENDATIONS"

"EXTRA SPECIAL THANKS TO KHAZINA FOR HER EXCELLENT AND EMPATHETIC APPROACH DURING OUR DAUGHTER'S ASD ASSESSMENT."

ND CYP ASSESSMENTS TEAM

"THOROUGH. WE WERE VERY HAPPY WITH THE SERVICE FROM START TO FINISH."

"THE ASSESSMENT PROCESS ALLOWED HER TO THINK ABOUT HERSELF AND HER NEEDS, AND SHE FOUND IT HELPFUL EVEN THOUGH SHE DIDN'T RECEIVE A DIAGNOSIS."

"THE ASSESSMENT AND CLINICAL TEAM WERE EXCELLENT."

"JUST BRILLIANT TO BE HONEST"

"REASSURING AND CARING"

"I HAVE BEEN REALLY IMPRESSED WITH THE APPROACH AND THE WAY ME AND MY SON HAVE BEEN TREATED THROUGH OUT THIS PROCESS THE INITIAL FIRST CONTACTS THE ASSESSMENTS AND EXPERIENCES FROM THE START TO THE DIAGNOSIS WITH EVERYONE I HAVE SPOKEN TO AND DEALT WITH. THEREFORE I WOULD RECOMMEND AND SPEAK HIGHLY OF THE OAKDALE CENTRE. THANK YOU."

"THANK YOU FOR ALL THE STAFF THAT INTERACTED WITH MYSELF AND [CHILD]. THE EXPERIENCE WE HAVE HAD WITH YOU HAS BEEN EASY AND VERY HELPFUL. I WOULD DEFINITELY RECOMMEND YOU TO ANYONE, I HAVE ALREADY MENTIONED YOU TO A FEW CLIENTS. I JUST WANTED TO FEEDBACK TO YOU HOW WE HAVE EXPERIENCED THE SERVICE. YOU ALL DO A REALLY GOOD JOB."

"EVERYONE WAS WELCOMING AND FELT NON-JUDGEMENTAL."

ND EY ASSESSMENTS TEAM

"I REALLY APPRECIATE THE TIME TAKEN TO COMPLETE THIS AND EVERYONE'S INPUT IN MY SON'S ASSESSMENT. REALLY HAPPY WITH THE HOW THE WHOLE PROCESS HAS BEEN. READING THE POSITIVE THINGS ABOUT HIM IN THE REPORT RESONATES WITH.

THANK YOU FOR INFORMING US OF THE VARIOUS ORGANISATIONS THAT CAN OFFER SUPPORT."

"EVERYTHING WENT EXCEPTIONALLY WELL"

"EXPERIENCE FOR US WAS WELCOMING AND REASSURING, WE FELT LISTENED TO AND FELT WE COULD PUT OUR CONFIDENCE IN THE STAFF TO HELP OUR DAUGHTER AND UNDERSTAND HER TO THE BEST ABILITY. OVERALL REALLY GOOD EXPERIENCE."

"THE TEAM WHO WORKED WITH US AS A FAMILY WAS VERY SUPPORTIVE AND POLITE WITH OUR DAUGHTER"

"EVERYBODY WAS PROFESSIONAL AND KIND AND WELCOMING. WE FELT SUPPORTED AND LISTENED TO THROUGHOUT THE WHOLE PROCESS AND ALL THE NEXT STEPS WERE EXPLAINED CLEARLY. BOTH THE ONLINE AND IN PERSON EXPERIENCE WAS GREAT AND I HAD COULD PUT ALL MY TRUST IN THE OAKDALE CENTRE. WOULD HIGHLY RECOMMEND."

"ALL OF YOU HAVE BEEN WONDERFUL AT OAKDALE AND WE CAN'T THANK YOU ALL ENOUGH FOR HOW GREAT YOU HAVE BEEN WITH HER AND WITH OURSELVES."

"GOOD EXPERIENCE"

ELLIS HOBSON

"[NAME] PARTICULARLY LIKED WORKING WITH ELLIS."

ADHD MEDICATION SERVICE

A PARENT SHARED THAT SHE COULDN'T BE HAPPIER WITH THE DIFFERENCE MEDICATION HAS HAD ON HER LITTLE BOY AND THE FAMILY AS A WHOLE. SHE FELT REALLY SUPPORTED AND LISTENED TO THROUGHOUT THE WHOLE PROCESS.

KIM PEMBERTON AND CATHERINE PEARCE

"I WOULD LIKE TO THANK KIM AND CATHERINE FOR THEIR TIE AND EXPERTISE. IT IS CATHARTIC. I AM HAPPY THAT I FINALLY GOT A DIAGNOSIS. I KNOW IT DOESN'T SEEM LIKE MUCH, BUT IT REALLY MEANS A LOT TO ME."

LEILA BALL / LOUISE BENNETT

"THE LADY WAS NICE AND MADE IT COMFORTABLE FOR MY SON TO BE ABLE TO FEEL AT HOME, GAVE HIM A COMFORT ZONE WHERE HE COULD SHOW HIS EMOTIONS OPENLY. IT WAS A SHORT MEETING BUT EVEN I HAVE LEARNT A FEW THINGS ABOUT MY SON'S CONDITION THAT ARE IMPORTANT TO KNOW AS A PARENT."

COMPLIMENTS FROM OUR CLIENTS MAY 2025 – JULY 2025 PART 2

Oakdale Group

YVONNE MOUNTFORD

"I CAN'T THANK YOU ENOUGH. YOU WERE SO KIND, PROFESSIONAL, SUPPORTIVE AND UNDERSTANDING. I'M SO GRATEFUL."

AMANDEEP KUMAR

"AMANDEEP MADE ME FEEL SAFE AND I COULD REALLY CONNECT WITH HER."

ADOPTION SUPPORT AND TRAUMA

"THE COMMUNICATION AT OAKDALE HAS BEEN REALLY CLEAR. WITH A PREVIOUS PROVIDER WE FELT AS THOUGH WE DIDN'T UNDERSTAND HOW THE FUNDING WOULD WORK AND WE DIDN'T FEEL LISTENED TO WHEN WE NEEDED TO MAKE CHANGES. ALREADY WE FEEL LIKE WE UNDERSTAND MORE AND THAT THERE IS MORE FLEXIBILITY."

"THE SUPPORT WE RECEIVE FROM OAKDALE AS A FAMILY IS FANTASTIC."

REBECCA PEARSON & AMY BURGESS

"[NAME] WANTED TO PASS ON HER THANKS TO REBECCA PEARSON, AMY BURGESS AND OTHER STAFF WHO HELPED IN THE ASSESSMENT PROCESS FOR HER DAUGHTER."

ND ADULTS

"FELT ACKNOWLEDGED AND SUPPORTED."

"GAVE ME THE CLARIFICATION NEEDED, THEY WERE ALL LOVELY."

"I FELT BOTH THE ASSESSORS WAS PROFESSIONAL, FRIENDLY AND ACTUALLY LISTENED. I DIDN'T FEEL LIKE I WAS BEEN TALKED OVER OR TALKED AT I ACTUALLY FELT HEARD. THEY WAS BOTH BRILLIANT WITH MY DAUGHTER WHO IS 3. I CAME AWAY FROM THE ASSESSMENT WITH MY DAUGHTER FEELING MORE KNOWLEDGABLE! OVERALL A GOOD EXPERIENCE FROM START TO FINISH,"

"FELT LIKE I COULD TALK FREELY AND DIDN'T FEEL JUDGED OR SILLY."

"HELPFUL, PATIENT, ACCURATE, WELCOMING, EFFICIENT

I HAD A GREAT EXPERIENCE AND THE PRACTITIONER MADE ME FEEL AT EASE, LISTENED TOO AND COMFORTABLE TO SHARE PERSONAL INFORMATION. PLEASE PASS MY THANK YOU ONTO HER AND THE WHOLE TEAM FOR THE ANXIOUS EXPERIENCE MADE COMFORTABLE."

"THE TEAM HAD CLEAR COMMUNICATION AND WERE THOROUGH."

"ASSESSORS WERE VERY WELCOMING AND FRIENDLY, WHOLE PROCESS WAS WELL MANAGED."

"I WAS REALLY HAPPY WITH THE QUESTIONNAIRES AND PHONE INTERVIEW, AND THE IN-PERSON INTERVIEW.
THANKYOU, I HAVE GAINED GREAT INSIGHT INTO MYSELF FROM THE DIAGNOSIS."

CLAIRE WRIGHT AND THE PRIVATE CLIENT SERVICE TEAM

ON A RECENT ESQ A CLIENT CONFIRMED THEY WOULD RECOMMEND OAKDALE, AND ALSO WROTE "CLAIRE WAS EXCELLENT. I REALLY VALUED AND BENEFITTED FROM THE WORK WE DID"

GABRIELLE MURPHY

"SHE ENJOYED THE ADOS APPOINTMENT WITH GABRIELLE, SHE LOVES GABRIELLE! THE APPOINTMENT ALLOWED HER TO TALK MORE ABOUT HERSELF AND HOW SHE IS FEELING. SINCE THE ASSESSMENTS, SHE HAS BEEN ABLE TO UNMASK MORE IS STARTING TO THINK MORE ABOUT HER NEEDS AND THE PERSON SHE WANTS TO BE."

HORSFORTH RECEPTION

"VERY NICE STAFF AND NICE AND CLEAN. I FEEL VERY WELCOMED"

"RECEPTIONIST AT HORSFORTH IS VERY WELCOMING AND PLEASANT."

GEORGIA GRIFFITHS AND MERINDA LEVI

"I WANTED TO TAKE A MINUTE TO ACKNOWLEDGE AND THANK YOU BOTH FOR YOUR HELP AND SUPPORT.
I WANTED TO SAY THAT YOUR SUPPORT THESE PAST 12 MONTHS HAVE REALLY HELPED, AND ALTHOUGH BELLA MOVING OUT IS LESS THAN IDEAL BUT AT LEAST NOW SHE SEEMS THE BE GETTING THE SUPPORT WE HAVE BEEN ASKING FOR! GEORGIA HOPEFULLY YOU CAN CONTINUE TO SUPPORT [CHILD] GOING FORWARD. AGAIN THANK YOU BOTH FOR EVERYTHING, AT A TIME WE FELT LET DOWN BY SERVICES THE STAFF AT OAKDALE HAVE ALWAYS BEEN THERE, LIKE A LIFELINE."

ND CYP ASSESSMENTS TEAM CONTINUED

"GLAD TO HAVE COMPLETED THE ASSESSMENT PROCESS."

"HAPPY WITH THE PROCESS AND OUTCOME."

"GOOD EXPERIENCE OF AUTISM AND ADHD ASSESSMENT HERE AT OAKDALE."

"AS A SEND PARENT, THE ASSESSMENT PROCESS AT OAKDALE HAS FELT VERY GOOD AND WORKED WELL. WE HAVEN'T HAD TO FIGHT THE SYSTEM WITH OAKDALE. IT FEELS GOOD THAT SOMEONE RECOGNISES WHAT WE SEE."

"THE PROCESS HAS BEEN EFFICIENT AND A REALLY POSITIVE EXPERIENCE."

"FABULOUS AND WE HAVE BEEN KEPT UP TO DATE WITH THE FEEDBACK AND CONTACT WITH US HAS BEEN GOOD."

ROSEMARY HARRIS

"A HUGE THANK YOU FOR COMPLETING THE ASSESSMENT AND TAKING THE TIME TO GIVE ME THE FEEDBACK. I REALLY APPRECIATE YOUR ADVICE AND RECOMMENDATIONS."