



1. Mr. Adams calls the office to let them know that Lucy, the main staff member who supports his mother, is doing a great job and even getting Mrs. Adams to eat proper meals and be more active around the house.
2. Staff at the office acknowledge the feedback and think it would be great to add to Lucy's upcoming appraisal, and also an opportunity for Lucy to share with staff what's working for her at the upcoming team meeting.
3. The office calls Mr. Adams to discuss the feedback, and he says that he would like for Lucy to support some of the newer staff to get to know his mum as well as she does.
4. Lucy's positive feedback is featured in her appraisal and brought up at the team meeting. She shares some of her strategies and also offers to help out any new staff working with Mrs. Adams in the future.
5. Lucy feels more empowered to ask Mrs. Adams and her family for feedback on how she's doing, so that she can learn more.
6. Mrs. Adams and her son feel more empowered to give feedback about the things that could be better with their support, and continue to do so.