

Please note: References to 'families' and 'relatives' should be taken to include significant others, e.g. a partner, carer, or the main person in somebody's life; someone who may not necessarily be a relative. We have produced this Charter so that if you are close to someone we support we can work together to provide the best support possible.

United Response understands that some families, who have a relative with a learning disability, mental health needs and physical disability, may have concerns when care and support responsibilities transfer to someone else. It may be that this is the first time that your relative has been cared for by somebody else. Whatever your circumstances we are committed to working with you through this potentially difficult time to provide the support you need.

United Response believes that every person we support has the right to the best quality of life. We respect each individual's likes and dislikes and their right to make choices about all areas of their life. Our staff are skilled in communication to ensure we can work with each person we support to enable them to express these choices.

United Response will:

- support every person's likes, dislikes and wishes and change our support to fit in with how they want to do things;
- listen to your relative to ensure that we understand their wishes and help them to make choices in their lives. We will do this by using the right method of communication so that we will know what your relative really wants;
- uphold your relative's right to privacy, choice and independence;
- ensure that staff are fully trained to provide the right support for your relative;
- support your relative's right to establish and maintain positive and constructive relationships with every person who is important to them, unless they do not wish this to happen;
- ensure you are welcomed and treated with respect by United Response staff;
- inform and reassure you about the support being given to your relative;
- highlight and manage any potential risks to your relative when supporting them to achieve the things that they want to do in a positive, reasonable and safe manner;
- ensure our services comply with the standards set by relevant external regulators and that we comply with contracts, e.g. Commission for Social Care Inspection;
- ensure we have your input into the compilation of detailed support plans;
- provide you with details of how to raise any comments, concerns or complaints you may have about the support your relative is receiving and try to resolve any differences through open and honest discussion;
- provide opportunities for meetings at convenient times with staff and your relative. These meetings will encourage openness and a safe and honest expression of views;
- give you feedback on any concerns raised.

We ask you to:

- provide us with any information you may have about your relative's life experience that would give us a clearer understanding of their support needs;
- respect the roles that others, including United Response staff, play in your relative's life e.g. social worker, friends and advocates;
- respect that your relative has a right to make their own choices;
- treat United Response staff with respect and courtesy

For your information:

If you do have any comments, concerns or complaints about the support your relative is being given, you can talk to the Service Manager or the Area Manager. If you still feel concerned you can contact the Divisional Director.

Our experience has shown us that in some circumstances it may be helpful for you to speak to someone else about the emotional effects of allowing somebody else to support your relative – particularly if this is for the first time in their life. This might be about adjusting to the separation issues associated with watching someone who has been dependent upon you become more independent. If you would like advice on this you can contact your local manager.

We are committed to working with you to enable your relative to live as full and as fulfilled a life as possible.

For more information on our work please visit www.unitedresponse.org.uk or contact your nearest office:

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