

Working with families

United Response is committed to achieving a partnership with you, the families of people we support – a partnership that respects everyone's roles, skills and responsibilities.

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.

About United Response

United Response is a charity, working across England and in Wales. We have been supporting children, young people and adults with learning disabilities or mental health needs to take control of their lives for over 40 years. Our vision is of a society where disabled people are equal participants and have access to the same rights and opportunities as everyone else.

We are community based working in over 250 locations throughout England and in Wales. Although all our services are developed and managed locally, with dedicated local staff teams, we also offer the reassurance of national expert backup in key areas such as health and safety, human resources and finance. This is so our local support can focus on what staff teams do best and people buying services from us have the peace of mind they need.

We believe it's vital to build close relationships with the families of the people we support. We know that supporting your son, daughter, sister, brother or close friend is the most important thing that you will ever ask us to do. We understand that you may have concerns about transferring their day to day support to someone else, perhaps for the first time in their lives. And we also understand that you will have concerns about what will happen when you are no longer able to be a part of that person's life.

That's why, whatever the challenges your relative faces in life, United Response will keep in contact with you, to give you the peace of mind about the level of individual care and the continuation of support that will be provided.



The support we provide:

We provide everything from 24 hour care to a few hours of support a week. We support people in all areas of their lives including:

- Personal care needs
- Domestic tasks
- Budgeting and money management
- Help with finding housing
- Training and skills development
- Community activities
- Healthcare needs
- Mental wellbeing
- Providing information and advice about different types of funding and support available, such as Direct Payments, the Independent Living Fund and other types of individualised funding.
- Offering help and assistance with relationships with housing partners for supported living tenancies.

Our expertise

Complex needs

We have particular expertise in supporting people with complex needs, profound learning and physical disabilities and sensory impairments. We also have expertise in supporting people who display behaviour which may put themselves or others at risk, or which may prevent the use of ordinary community facilities or a normal home life.

Dual diagnosis

We have expertise in supporting people with a dual diagnosis of learning disability and mental health need.

Transition

We understand the issues that are important to young people moving into adulthood and we work with them, and with you, to support them to fulfil their aspirations and live more independent lives in a safe environment. We understand the anxieties that you may have when your relative's care is transferred to someone else, so we maintain regular contact throughout the process to make sure you are kept well informed about each part of the move.

Circles of Support and Community Involvement

We encourage and help the people we support to build safe relationships with people they can trust. These people could be neighbours, people working in their local community or advocates. We provide opportunities for people we support to participate in community activities in order to prevent isolation and build their confidence.

Employment:

Many of the people we support want to work. We match what people tell us they want to do with real job opportunities. We make sure they are supported 100%. This can include help with completing application forms, using public transport to get to their place of work, or on-the-job support on work experience placements.

Non verbal communication:

Many of the people we support cannot speak and many have communication or sensory disabilities in addition to their learning disability. Our staff work creatively with each person to find out how they like to communicate, supported by our specialist inclusion team who are recognised leaders in this area. This communication can be through pictures, videos, signing and/or using objects of reference.

"When our son's care was transferred to United Response in 2005 he was desperately in need of 24 hour support to meet his needs. Our son now lives in his own flat and has his own tenancy with a local housing association and is extremely happy with his life.

Right from the start we were included in all the setting up arrangements of the package, so our views were taken into account.

He actually chose his staff, a dedicated staff team who are extremely well trained. The team gives excellent care and are very understanding of his needs and meet these fully. Communication with the family is excellent.

We feel we are able to move forward to a more positive future thanks to a very dedicated team from United Response."

Lily France

Our Values

United Response supports people with learning disabilities or mental health needs to take control of their lives and fulfil their individual needs, preferences and aspirations. We respect and promote the rights of every person we support.

We support people to achieve the family relationships they want. We will do all that we can to enable the people we support to maintain positive and constructive relationships with family members and others important to them.

Respect for family members

United Response knows that it is natural that you will have cares and concerns about your relative, and that you will wish to have a continuing role in that person's life. We value your knowledge and expertise and are committed to making this happen. We will listen to you and will do everything we can to ensure that you:

- feel involved and welcomed
- receive feedback on suggestions and that your concerns are taken seriously
- are kept up to date with accurate and factual information
- have the opportunity to discuss what your role will be in your relative's life
- have opportunities for visits at convenient times, with space and privacy
- feel comfortable about what might happen in the future, if and when family circumstances change.

Our highly trained staff will always aim to be professional, approachable and respectful.

Communication

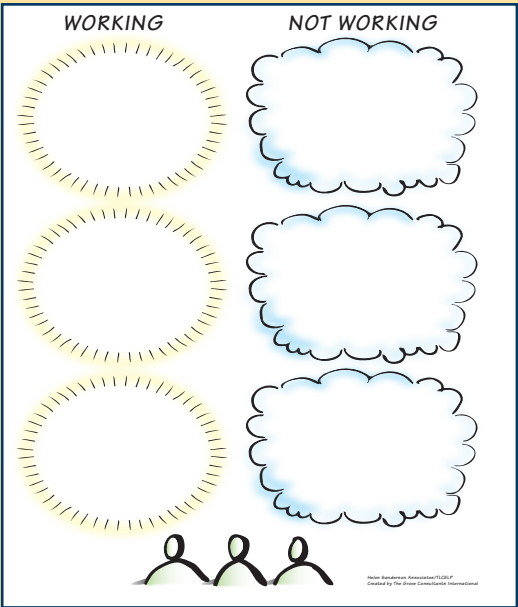
We provide regular and accurate information, in writing where possible, including:

- an explanation of what support we will provide
- contracts, agreements and standards
- details of how to make comments, suggestions or complaints
- details about the service itself and about the local area
- a Family Charter which will outline our responsibilities and yours.

We aim to work with you to:

- identify skills and opportunities
- provide a key point of contact
- agree roles and boundaries for all concerned.

United Response staff will not share confidential information about anyone we support without their agreement.







WORKING **NOT WORKING**

What's Working/Not Working provides a clear picture of how things are right now in a person's life and helps us to build on the positive aspects and see what needs to be improved or built on.





Comments, concerns and complaints

We want to provide the best possible support to your relative and we always want to hear comments, complaints and concerns if you have any. United Response has a Complaints Procedure and can be made available to everyone in a format that is meaningful to them. It provides many ways of raising any issues either locally or through the regional director. We also provide a dedicated “hotline” to our Chief Executive that you can access at any time.





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