

Family Charter

emh care & support provide support to a range of people, from individuals with a learning disability to older individuals. Enabling better and more independent lives is at the heart of everything we do.

We understand that every person is unique and will want individuals who they are close to, to be involved in their care and support, particularly when important decisions need to be made. Some people have the capacity to make many decisions about their life; others less so. Where the person chooses to involve their family, or where this is in their best interest, we will work in partnership with you as experts by experience. We also know that some individuals we support may not have any biological family and so we also include 'family of choice'.

Through consultation with people we support, their families and staff, we have come up with a set of guiding principles on how we as an organisation work with families in a positive and productive way.



What we will do:

- When we first meet your relative, we will ask them about their family and if there is anyone they would like to be involved in their care. We will record this in their 'about me' document and store this in their support plan folder. This can help our staff to know who to involve in decisions about your relative's care and support, and also who to contact in the case of an emergency.
- We are primarily here to support your relative, but we also play a part in supporting you as a family. We understand that you are a unique family and what works for another family may not work for you. We will always seek to listen and learn from you.
- Your relative will always be encouraged and supported to make decisions about how they live their life. Where they wish you to be involved, we will make sure this happens. If your relative does not have capacity to make a decision, we will involve you where this is in their best interest.
- We recognise that keeping families informed about their relative is really important, and the details of how and when we do this will be covered in their support plan. Where individuals have the capacity to choose who we share information with, we will always respect their wishes.
- We will treat everyone, including yourself and your relative with dignity and respect at all times.
- We will be available to you; contacts that are specific to you will be provided when emh care and support starts to support your relative and we'll always let you know when things change.
- We value your feedback at every level of the organisation; your ideas and experiences have a genuine influence over the direction of emh care & support. We will give you the opportunity to give feedback and contribute towards this through questionnaires, audits and stakeholder events; just to name a few.

What we want you to do:

- We would like to work in partnership with you so please be as open and honest as you can be about what you want and need from emh care & support. If we cannot provide what you want or need, we will always explain why.
- Actively provide us with feedback, whether you've had a positive experience or if you have an idea for improvement; this allows us to celebrate the good stuff and ensures that we are continually improving. You can contact us at:
centralhub@emhcareandsupport.org.uk or 0115 8508501
- Be realistic with your expectations of your relative's care and support. Some things are out of our control, whilst other things are not possible; this may be due to your relative's choice, financial barriers or clinical advice, for example.
- If your relative has chosen not to have you involved in their care and support, we have to respect this which means we will not be able to provide you with information regarding their care and support without their consent.
- It is never acceptable to treat emh care & support staff disrespectfully, for example, by swearing or shouting. Even during difficult times, we all need to ensure that communication is courteous.
- If you have any concerns, please speak with us straight away. By listening and working together, we can work to resolve any issues or concerns and continue with supporting your relative in the best possible way.