



**Family, Friend & Carer
Charter**



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Introduction

This charter is intended to provide a guide on what family, friends and carers can expect from the services we provide to the people we support and from the people that work for Ormerod.

Ormerod believes that family, friends and carers have an important part to play in the way services operate. We are committed to working in partnership with you for the benefit of the people we support.

We recognise that each person we support and their circumstances is different and so if elements of this charter need to be personalised to reflect this (for example around confidentiality, capacity, and consent) we will flex our approach as required to fit appropriately.

We strive to develop relationships based on respect for and valuing everyone's contribution, roles, skills, and responsibilities.

We will review this charter based on feedback received, if you do wish to provide feedback contact details can be found at the end of this document

We are open and honest with families and carers as much as is possible. As part of supporting people to make informed choices and take control of their own life this includes respecting individual choice regarding the kind of family relationship they want and the information they want to share. There may therefore be times where we cannot share confidential information without the person's agreement.

Involvement

Family, friends and carer involvement is an important part of our approach and you can expect to be treated as partners and stakeholders. You can get involved through our family forum, consultation exercises, training activities and information sharing exercises and events. Our Board of Trustees also has family member representation and we welcome new people to support its activities.

We value the knowledge and expertise of families, friends, and carers and we will listen to your views and try to ensure that people know:

- **People we support are being well looked after and encouraged to live their lives to the full.**
- **They feel respected, valued, and welcomed.**
 - **Their concerns are taken seriously.**
 - **Any complaints are fully investigated.**
 - **They are provided with up to date factual Information.**
- **They have opportunity to visit their relative / friend with enough space and privacy.**

- **That if we need to provide a service in a different way we will either do this or explain why it is not possible.**
- **We will support the involvement of advocacy.**
 - **They can participate in recruitment of staff.**
- **That staff are trained to provide the right support to the person they support.**
 - **If you pay for your service either directly or through an individual budget we will produce timely and accurate invoices and if queries arise we will respond to these effectively.**
- **If you have involvement in a financial aspect of the person's life e.g. Court Appointed Deputy or Appointee we will provide you with the financial detail necessary to allow you to do this.**
- **If you feel the support proposed as a result of a review to be insufficient to meet need we will work with you to look at this with the Local Authority or County Council.**
- **If your family member lives in shared accommodation and someone is moving in we will explain to you the impact on your family member'**

Communication

We will communicate with you regularly, providing accurate and relevant information. You will receive information about the person we support, the organisation generally and about wider issues.

We will explain what the service will provide, how to make comments, complaints and compliments, and information about any changes to be made regarding the person we support.

The person we support will have a named key worker within the service, whose role is to co-ordinate the support offered and be a key point of contact along with the Team Manager and Service Manager.

We recognise that as 'experts by experience' you remain a vital part of how we provide support to people, therefore we look forward to your guidance, information, and support to enable us to provide the best possible level of service.

Household budgeting

Where a person requires support we will keep full accounts of their household expenditure relating to the person and also any shared costs such as household bills if living in a shared property.

The household financial information will be available in a way that is understandable and auditable so that the person's income and expenditure is clear and transparent.

If there are any queries relating to income or expenditure we will provide an explanation of these and provide supporting information as required.

Health & Safety

We will support people to live in accommodation of their choosing that reflects their own personal preferences, choices, and wishes. Where there are concerns over how those preferences may impact on either the person's or our staff's health and safety and/or where we or parents, carers, or friends feel there is a duty of care issue we will take steps to address this. This may include, but would not be restricted to, accumulation of rubbish, trip hazards such as frayed carpets and trailing wires, damaged electric sockets, environmental damp, unclean property, pests and rodents:

Examples of how we will respond to issues may include:

- Immediate steps to make the environment safe if it presents a serious and immediate risk to safety. E.g. supporting the person to call a maintenance service.

- Explaining to the person the risk and ways either they or we can provide support to remedy this.
- Raising the concerns with a multi agency team to look at ways to solve the issue.
- Working through Best Interest meetings to ensure the person is safe and well.

Funding

In many cases the Local Authority or County Council will be responsible for funding the support for the person we support, either directly or through an individual budget. This means that we have to comply with specific requirements that are laid out in a 'care plan' written by the Social Worker. A review meeting will be held after three months and annually thereafter. Family, friends and carers are an important part of these meetings and we encourage their involvement to ensure the support we provide remains right for the person we support.

Where a family, friend or carer holds a direct budget or is a Court Appointed Deputy we will explain how money is spent and agree any changes to support and funding arrangements before they are implemented.

Planning

We plan around the individual needs and choices of people, supporting aspirations and opportunities to be fully involved in the local community. We try to make meetings with family, friends, and carers, including Person Centred Planning meetings, as productive and accessible as possible, so that everyone can contribute.

Regulation

Ormerod's supported living services are regulated by the Care Quality Commission (CQC), whose job it is to ensure that we maintain a high standard of care and support. We are required to meet rigorous standards, that are inspected approximately once a year followed by an inspection report which is publically available to read and can be accessed via our website in the 'Resources' section.

If you are unsure about why we have to take certain actions or follow particular procedures, it may be linked to CQC regulations (these can be found on www.cqc.org.uk or on the Ormerod web page) . If in doubt please get in touch with us via any of the means at the end of this document.

Complaints, comments, or compliments

There will be occasions when we do not always get things right and when this happens we want families, friends and carers to tell us so we can make things better. Sometimes these may be serious and require a formal complaint.

There will also be occasions where things go well and we want to hear about these so we can share that approach across other services, this also allows us to provide positive feedback to our staff.

We also recognise where there are occasions where an issue does not reach a threshold to be a complaint or a compliment but people do wish to make us aware of something. We call these comments and they are an important part of feedback on the services we provide.

If you wish to raise a complaint, comment or compliment then the first step will be to raise this with the Service Manager for the service. If this is not felt to be appropriate then it can be raised directly with the Operations Manager at our Head Office. If this is not felt to be appropriate it can be raised directly with the Chief Executive.

The contact details regarding where to send compliments, comments, or complaints are detailed at the end of this document.

How to get in touch

If you have any questions or comments about this document then please get in touch with us via any of the following ways



1. Complete an on line query form via:
www.ormerodtrust.org.uk/Get+in+touch



2. E-Mail us at: info@ormerodtrust.org.uk



3. Telephone us on: 01253 723513



4. Fax us on: 01253 723514



5. Write or visit us at: 2 Headroomgate Road, Lytham St Annes, Lancashire. FY8 3BD.



