

Brandon Trust supports people with learning disabilities to live free lives. We know that you, the family and friends of a person we support, play an integral role in their lives. We understand that every family is unique and we want to work with you in the best possible way so that you and your relative feel supported in a way that feels right to you.

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.

At Brandon Trust, we work both with children and adults in a range of environments from family homes, to supported living services, to registered care homes. Working with families in these different situations varies immensely. The principles that follow guide ways of working across the organisation, but are not an exhaustive list.



# What we will do:



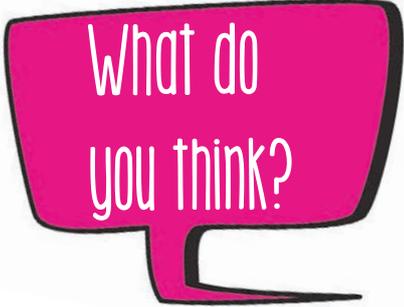
## 1 When we first meet you

- We will invite you to create your own family agreement with your relative and their support staff. This gives you the option to create a set of guidelines that works for your relative and you as a family. This information will form part of your relative's support plan and it can be updated at any time.
- If you choose to, you can complete a family profile. This information can help our staff understand what is important to your family, including what you value and how you like to be contacted and communicated with. You'll find a blank version to complete in the family section of our [website](#).
- 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.
- Where we support people in their family home we will adapt to 'your way' when we can. We know it's the little things that can make a difference, like sharing a cup of tea and cake or taking off our shoes when we enter the house.

## 2 When we are making decisions

- 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. Information about capacity and decision making can be found on the family page of our website.

## What we will do:



What do  
you think?

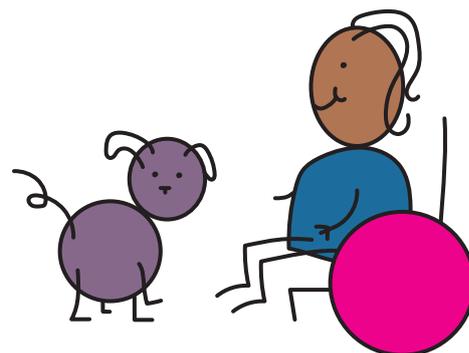
- We value your feedback at every level of the organisation – your ideas and experiences genuinely influence big decisions at Brandon. We will give you the opportunity to give feedback and be involved in strategic developments through questionnaires, focus groups and interviews.
- Where appropriate, we will look at ways that you can be involved in the recruitment of support staff for your relative, especially where people are supported in the family home.

### 3 When we are communicating with you

- 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 adults have the capacity to choose who we share information with, we will always respect their wishes.
- We will keep you up to date with the organisation through our Family and Friends newsletter as well as providing information on our website.
- We will be available to you; contacts that are specific to you will be provided when Brandon first starts to support your relative and we'll always let you know when things change.



# What we want you to do:



## General

- 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 Brandon Trust.
- Teach us how we can best support your relative and you as a family, especially in the case of working in a family home or with your child.
- Give us feedback and complete our surveys so we can continually improve.
- It is never acceptable to treat Brandon staff disrespectfully, for example, by swearing or shouting. Even during difficult times, we all need to ensure that communication is courteous.

## Issues or complaints

- Please tell us if something is wrong; we can only make it better if we know what the problem is. We love to hear what is going well too. We will make sure we respond quickly to your feedback.
- You can download our easy read complaint form from our website in [‘Information and Support’](#) under the [‘Feedback’](#) heading. You can email this form to [feedback@brandontrust.org](mailto:feedback@brandontrust.org).

## Training

- We see families as experts by experience. We are working to involve families in training at Brandon, both as participants and trainers. Please let us know if this is something you would like to be involved in by contacting one of our managers or through ‘feedback’ on our website.

[www.brandontrust.org/families](http://www.brandontrust.org/families)