

# Family Charter

## This is an easy read about the new Brandon Trust Family Charter



The Family Charter sets out the ways that we will work with you and your family.



We will only work with your family if this is your choice.

If you cannot decide for yourself, we will decide what is best for you. This is called a 'best interest' decision.



We talked to people we support, families and staff when we made the charter.



We came up with agreed ways that everyone will work to and wrote it in the charter.

## When we first meet you, we will:



Listen and learn from your family if you are happy for us to. They will have lots of experience.



Invite you and your family to tell us how you want to work and communicate with your support staff.



Give you and your family the choice to make a family profile to share with your staff.



Let you know that if we support you in your family home, we will make sure we fit in with your family's way of doing things.

## What we will do when we support you to make decisions:



We will always support you to make your own decisions where you can.



For big decisions, we will ask your family to help make a choice, if you want us to.



We will involve your family when you are not able to understand an important decision on your own. This is called a 'best interest' decision.



If you are not able to choose new staff, we might ask your family to help us choose.

## What we would like your family to do:



We want to work together with families and be able to talk freely.



We would like your family to share their stories and tell us how to give you good support.



Sometimes families help us train Brandon staff, as they have a lot of experience.



We ask that families always treat Brandon Trust staff with respect. That means always being polite to each other, even in difficult times.

## Keeping in touch:



We are always available to your family. We will let them know who they can get in touch with in Brandon.



We will ask your family to tell us what they think of the support Brandon gives you.

This could be through meetings, surveys or chats.



If your family think something is wrong, we want them to tell us straightaway. Then we can help to put it right quickly.



There is an easy read complaint form on our website in the 'Get in touch' section under 'How to feed back'.

You or your family can post this form or email it to [feedback@brandontrust.org](mailto:feedback@brandontrust.org)