



# Working together

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## Working together to give your family member the best support

We know how important it is that your family member has the right support and is given opportunities for happiness. We understand that working together helps everyone achieve this.

Choice support takes our role in your family member's life very seriously; we pride ourselves on our values and the support we provide. Choice Support understands you are important in your family member's life and are a valuable source of information and support.

Sometimes things may not go to plan, but working together and great communication means we can all quickly get back on track.

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## Communication

Communication is the key to good relationships. We will actively listen to what you have to say and value your feedback. It's important that everyone involved in your relative or friend's support feels comfortable communicating with each other; this means we can give great support and so small issues should not become big problems.

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### What we will do

- Make sure you have contact details for your relative's team.
- Communicate with respect and kindness.
- Use your preferred contact method.
- Make sure you feel comfortable and welcome.
- Tell you if something has not gone to plan.
- Respect your relative's choices around information sharing.
- Respect confidentiality.
- Ask (for feedback).
- Listen (to what you say).
- Do (something about it).

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### What you can do

- Tell us how you like to be contacted and give us your contact details.
- Communicate with respect and kindness.
- Speak to your relative's team straight away if you have any concerns.
- Tell us what we are doing well.
- Use our complaints policy when you need to.
- Let us know any information you think is important.
- Tell us if your contact details change.



## Getting to know you and your relative or friend

Each person we support is an individual, so getting to know them and the important people in their lives is key to providing great support. Good relationships help everyone work together to create opportunities for happiness for your family member.

We need to check that we can provide the right support for your family member, so there is a lot of information we may ask for. Everyone feels better if they know who they are talking to; this helps build trust and openness.

### What we will do

- Make sure you have all the contact details you need.
- Make sure you have the family partnership information you need.
- Carry out a comprehensive assessment for your relative.
- Ask what you expect from your friend's or relative's service.
- Tell you if we don't think we are the right people to support your friend or relative.
- Respect your relationship with your family member and your knowledge about them.
- Keep your family member at the centre of everything we do.
- Create a personalised support plan for your family member.

### What you can do

- Spend some time getting to know us.
- Let us have your contact details.
- Tell us about all the important people in your family member's or friend's life.
- Share information to help us provide great support.
- Ask any questions you may have.
- Be open about your expectations, so we can tell you if we can meet them.
- Get involved in your family member's or friend's support planning.
- Contact our family ambassador if you want impartial information about Choice Support.