



discovery

dimensions
Outreach  3Way

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Dimensions Family Charter
— our pledge to families

A photograph of a man and a woman walking together on a wooden boardwalk that winds through a lush green forest. The man is on the left, wearing a dark blue jacket over a red and white plaid shirt and dark blue trousers. The woman is on the right, wearing a dark blue jacket, a grey scarf, and light green trousers. They are both looking down at the ground as they walk. The boardwalk is made of light-colored wooden planks and is surrounded by dense trees and foliage. The scene is bright and sunny, with sunlight filtering through the leaves.

Our pledge to families

We believe everyone should enjoy their right to family life, a sense of belonging and feeling connected.

‘Family’ can mean different things to different people. We recognise it often includes wider family members – parents, grandparents, step parents, sisters and brothers, cousins etc. Not everyone we support has family involved in their lives. Some people may express a wish not to have family involvement but may have other significant people in their life whom they’d prefer to have involved. Some of the people we support use advocacy services because they do not have family who are able to support them. We include those with strong ties and advocates in this Pledge.



We have a team of family consultants (all family carers) and a **Family Helpline** for you to use if you have any questions or concerns that you haven't been able to raise with the locality manager.

Email: Family.helpline@dimensions-uk.org

Phone: 0300 303 9161 Monday – Friday 10am–12pm

More information, including our Facts for Families factsheets, are available on the families section of our website: www.dimensions-uk.org/families/

Our values and families

Good relationships are based on **respect**. We will treat you with respect and respect your relationship with your loved one and the years of knowledge and experience you have built up. We will **respect your family culture, faith and lifestyle**¹. Diversity matters to us.

We are **ambitious** for the people we support. For some, ambition is realised by keeping everything just the same, for others it could be learning how to fly. Ambition and a **positive approach to risk**² is always combined with a robust approach to keeping people safe. We use a model of support called Activate that ensures good, personalised support for everyone.

Partnership is key to supporting people well. We learn from families about how to support a person well. When it comes to supporting people to be independent in their decision making, we will always listen to the views of families but we might not always be able to do things quite the way you would like us to.

For family and friends who are interested and have the time to get involved, there are family meetings, information sessions and opportunities to meet the executive team, tell them what you think and contribute to setting priorities for the organisation.

The people we support, families and colleagues don't agree on everything, that's natural. How we handle our different views about how a person is supported to live well needs **integrity**. For us, this means keeping the human rights of the person we support at the centre of all actions, and using the decision making principles of the **Mental Capacity Act**³ to guide us. It also means setting aside personal differences to focus on the best outcomes for the people we support.

Integrity also means being honest enough to say that we won't always get it right. When we make **mistakes**⁴ we will have the **courage** to tell you, and to work with you to make sure we avoid future mistakes if at all possible. We will not shy away from difficult conversations and welcome the opportunity to listen to families and work towards solutions with you.

We recognise that many people will need our support to keep relationships with family and friends active. We will work with you to make this happen.

¹Facts for Families: Welcoming Diversity

²Facts for Families: Positive about risk

³Facts for Families: Mental Capacity Act

⁴Facts for Families: Keeping People Safe

Our pledge to families is that we will always do our best to:

- put the person we support at the centre of everything we do
- break down the barriers to family involvement
- value your experience and views and treat you with dignity and respect
- earn your trust by listening to, responding and acting on your concerns⁵
- tell you when things go wrong⁶ and ask for your views
- be open and honest about the decisions we make and why we made them
- try not to make promises we can't keep.

We will give families:

- contact details for the key people in Dimensions who manage your relative's support
- a local agreement (subject to consent of the person we support, Power of Attorney, Deputyship and legal restrictions) about:
 - how your relative's support team will stay in touch with you
 - the information they will share
 - how you can be involved with everyday life, health, finances, decision making and other relevant issues
 - how we can work together, e.g. introductions to new colleagues⁷; colleague performance appraisals⁸, new colleague recruitment and selection
- a regular letter from our chief executive to keep you in touch
- information on the website including factsheets about how we work and what the law and other guidance says we must do
- invitations to any local family events that may take place
- information about how to give a compliment⁹ or make a complaint⁶
- an opportunity to have a say through events and surveys.

⁵Facts for Families: Keeping people safe

⁶Facts for Families: When things go wrong
how to make a complaint

⁷Facts for Families: Recruiting staff for
your relative

⁸Facts for Families: Performance
management

⁹Facts for Families: Sharing a compliment

What we ask of you:

- keep us up to date with any changes to your contact details
- let us know if you have any concerns, however small, as soon as they arise and work with us to resolve them. The locality manager is your first point of contact for most issues
- if we aren't keeping to the pledge, let us know and work with us to help us understand how to do better
- if we get something wrong, use our complaints system; making it formal helps us to track our progress
- let us know when we do well; everyone likes to be appreciated. Acknowledgement of a job well done is motivating for everyone
- treat our colleagues with respect
- when circumstances beyond our control cause problems, work with us to find solutions.



Proving life can get better

Dimensions provides evidence-based, outcomes-focused support, including sector leading positive behaviour support, for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.



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Find us on social media @DimensionsUK

Dimensions

2nd Floor, Building 1430, Arlington Business
Park, Theale, Reading, RG7 4SA

Please note: We only share information with you that your relative has consented for us to share. To find out how their consent was sought, please contact your locality manager.