

## Facts for Families: Communicating with each other

Open, honest and regular communication is the key to building better relationships and stronger partnerships between Dimensions and family members. Our Family Charter explains in detail how we will do this, but here we have summarised the main points:



### **Courtesy & respect**

We expect our staff to be friendly and polite to families at all times. In return we ask that you show the same courtesy and respect to our staff.



### **Scheduled phone calls**

We offer you a scheduled phone call on a regular basis, or e-mail or a text message instead. Let us know how regularly you would like us to contact you.



### **Responding to your calls**

We promise to respond to your calls within two working days. If there is not a member of staff at your relative's home when you call, there will be a voice message providing you with an alternative number.



### **Tell you when a member of staff leaves**

Continuity within staff teams is important but in reality, staff changes are inevitable. We will let you know when this happens and we will invite you to be involved in recruiting new staff for your relative.



### **Other staff changes**

As stated in the Family Charter, we will discuss with you your preference for being notified of staff changes, including prolonged staff absence.

We will always inform you of any staff changes and where possible let you know why. We do have to respect the privacy of our staff, who, just like us, may not want everyone knowing their personal business.

## Keeping you updated about your relative's day to day life

It's nice to hear about the good things that happen in your relative's life, and not just when there are difficulties. Here are some of the ways we can do this:

- e-mail updates with photos
- group e-mails (if all the families agree) updating people on the house/service activities
- give you photos of your relative on a USB stick when you come to visit
- keep a scrap book so you can see the pictures when you come to visit.

Let us know if you have any other suggestions and tell your relative's service manager, which, if any, of the above, you'd like to sign up to.

## Supporting your relative to stay in touch

Family and friends are important to us all and we want to support people to keep in touch; to keep old friends and make new ones. Please tell us who the important people are in your relative's life. We can do this by using a person-centred thinking tool called a relationship circle. You can also let us know when family or friends birthdays are and share addresses so they can send cards.

A photograph of three women in a shop. The woman in the center, wearing a grey jacket and a patterned scarf, is gesturing with her hands and has an expressive, open-mouthed face. The woman on the left, wearing a black jacket and glasses, is looking towards the center woman. The woman on the right, also wearing a black jacket and glasses, is looking towards the center woman. The background shows shelves with various items in a shop setting.

**Proving life can get better**