

 dimensions

discovery

dimensions
Outreach  3Way

 dimensions cymru



Dimensions Family Charter
– our pledge to families

A man and a woman are walking together on a wooden boardwalk that winds through a lush green forest. The man is on the left, wearing a dark jacket and blue trousers, and the woman is on the right, wearing a dark jacket and light-colored trousers. They appear to be in conversation. The background is filled with tall trees and dense foliage, creating a serene and natural setting.

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 who 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 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 9.30am–1.30pm

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**. 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** 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 family views but we might not always be able to do things quite the way you would like us to.

For family and friends that 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 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** 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** 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.

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 [concerns](#).
- Tell you [when things go wrong](#) 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 staff](#); [staff performance appraisal](#), new staff recruitment and selection.
- A newsletter 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 compliment](#) or [make a complaint](#).
- An opportunity to have a say through events and surveys.

What we ask of you:

- Complete and return the [GDPR](#) form that gives us permission to contact 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.





discovery



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.



We have a team of Family Consultants 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 9.30am–1.30pm
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.