

Family Charter



Our family charter is designed to give clarity on what families and Ferring Country Centre (FCC) can expect from each other, enabling us to work together to provide the best support possible.

FCC understands that families who have a relative with a learning disability want to feel confident in the service their relative is receiving.

Ferring Country Centre will:

- Support individual's likes, dislikes, and wishes, applying changes to our support as needed.
- Support individuals to explore different opportunities to encourage personal growth by listening to them and by using the right method of communication to ensure we know what they really want.
- Provide a meaningful, enriching, safe and secure person-centred environment, that is welcoming and something to look forward to.
- Understand the importance of upholding your relatives right to confidentiality and privacy, whilst promoting personal choice and independence.
- Deliver support in a manner that encourages positive risk taking in line with support plans and personal risk assessments.
- Ensure that both you and your relative are involved in the development of support plans and personal risk assessments.
- Create an inclusive environment which allows your relative to build and maintain positive relationships.
- Provide opportunities for meetings at times that are convenient with your relative and staff ensuring that such meetings are held in a safe environment allowing for an open and honest exchange.
- Ensure that the FCC staff team is fully trained and regularly updated to provide great support to your relative.
- Ensure that our service complies with external regulators and commissioners.
- Ensure that you are treated with respect and welcomed by our staff.
- Inform you, through regular reviews and open communication, of the support being given to your relative.
- Provide you with details of how to raise any comments, concerns, or complaints you may have about the support your relative receives at our service. We will be open, honest, and transparent when seeking a resolution.
- Feedback to you on any concerns or questions you raise about your relative.

We ask you to:

- Provide us with any information that we need to help us to deliver great support on a day-to-day basis.
- Update us on any changes which could affect your relative's emotions or needs.
- Communicate with us openly, letting us know what has gone well, and what has not gone so well.
- Ensure your relative is prepared for the day ahead, equipped with suitable footwear, clothing, and food.
- Understand and respect that your relative has the right to make their own choices.
- Respect the roles that others, including friends and staff play in your relative's life.
- Treat everyone within our service and on our site with courtesy and respect.

Please note: references to 'families' and 'relatives' should be taken to include significant others, for example carers, partners or any other person who is key in somebody's life.