

# Family Charter

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The Family Charter is a promise from Achieve together about how we will:

- **Communicate** with,
- **Involve** and
- **Work with** families of people we support.



Working closely with families is very important to Achieve together.



We will always treat families with respect, kindness and compassion.



Ordinary lives  
Extraordinary people



We will always be honest with families, and apologise when we make mistakes.



We will ask for family opinion on how best to support a person, but only with that person's permission, or in their Best Interests.



We will learn about who is important in life of the person we support - including family, friends, professionals and pets.



We will learn about the person's life experiences, culture, beliefs, interests, and support needs.



We will listen to the person's hopes, goals, and dreams for the future.



Before moving in, we will explain the different types of support and homes available to the person and their family.



We will help families understand who pays for support, housing, and other living costs.



Together, we will create a clear plan for moving in and settling into a new home.



We will agree with families what type of contact and communication they want. This will always be with the agreement of your relative.



Each person will have a keyworker who gets to know them and supports them to achieve their goals. Keyworkers will keep in contact with families.



Support plans will be based on the person's wishes, needs, strengths, and choices.



Families can help with planning and reviews if the person agrees.



We will support people to stay active, learn new skills, and be part of their community.



We will promote good health, keep people safe, and always treat them with kindness and respect.



We welcome feedback from families – compliments, concerns, and ideas for improvements through [Your Home, Your Say](#)



If there are concerns, incidents or accidents, the manager will communicate with families in a timely way.



Families can choose to get regular updates from Achieve together by subscribing to our [Newsletter](#).



Family members are welcome to join the **Family Quality & Consultation Group** by contacting [michael.fullerton@achievetogether.co.uk](mailto:michael.fullerton@achievetogether.co.uk)