

Building good relationships

Working together

Choice Support is committed to creating opportunities for happiness for everyone we support. We are also committed to building positive relationships with people we support, their relatives and friends, and, at the same time promote the wellbeing of our staff and colleagues.

Because we work closely with people; complicated and emotive situations can happen, these can be challenging for everyone involved. Our aim is to work together in a way that leads to the best outcomes for the people we support.

The team supporting your relative is keen to work with you; they welcome your input and expertise. By following the Mental Capacity Act 2005 (MCA) our teams will also promote the rights of people they support.

Communication is vital to help build positive and strong relationships. We expect our colleagues to always communicate with respect and kindness and we ask that you uphold the same standards when communicating with them.



Family partnership

Choice Support has a family ambassador who shares your experience of having a relative who needs social care support. The family ambassador welcomes contact at any time from relatives who may want to chat more about this, or if you want to talk through an issue in confidence with someone independent.

<https://www.choicesupport.org.uk/about-us/who-we-are/about-choice-support/family-ambassador>

We can offer extra help to ensure your voice is heard, so we can work together towards finding positive solutions in an impartial and non-judgemental way.

External organisations

Sometimes, we may need extra support from an external organisation who are experts in their field. Choice Support can help signpost you to these other providers. Here are a few of the organisations we work with:

Learning Disability England (LDE) works to bring people and organisations together to create a movement for positive change, where people with learning disabilities, families, friends, and paid supporters come together on an equal basis.

<https://www.learningdisabilityengland.org.uk>

Supported Loving network – For people with learning disabilities, finding friends and love is often more than just chemistry – it can come down to getting the right support from your staff. Members of the Supported Loving network share their expertise and tools with everyone providing support, so individuals can access better support for their relationships.

<https://www.choicesupport.org.uk/about-us/what-we-do/supported-loving>

Access Social Care provides free legal advice to people with social care needs, helping to achieve a better quality of life.

<https://www.accesscharity.org.uk>

Respecting diversity

Choice Support is a diverse organisation: we respect the backgrounds of people we support, their friends and family, and our staff. We do not tolerate any behaviour that does not respect protected characteristics as defined under legislation.

Find out more about protected characteristics by following the link below:

<https://www.citizensadvice.org.uk/law-and-courts/discrimination>

<https://www.choicesupport.org.uk/contact-us/general-enquiries>