



FAMILY CHARTER



WELCOME MESSAGE



Holly Spiers
CEO

At Walsingham Support, we understand that you know your loved ones better than anyone else. Building strong relationships and fostering partnerships with families and carers is crucial to ensuring the happiness and well-being of everyone we support. We also recognise that your valuable feedback is essential in helping us continuously improve our services.

With that in mind, we have developed a Family Charter that outlines the commitments we expect from all Walsingham Support colleagues, as well as the expectations we have of you in return. Together, we can ensure that the best interests of the people we support remain at the heart of everything we do.

OUR COMMITMENT



We will always prioritise the best interests of the people we support in all our actions.

We will treat you with the utmost respect and dignity.

We will be open and honest, fostering transparent communication with you.

We will actively listen to your concerns and respond promptly.

We will only make promises that we can fulfil.

We will provide regular opportunities for you to provide feedback, ensuring your voice is heard.

We will respect your family's culture, faith, and lifestyle.



WHAT YOU CAN EXPECT FROM US

- Contact details of the key individuals responsible for managing your loved one's support. We will promptly communicate any changes in these details.
- Information on how your relative's support team will maintain regular communication with you.
- Regular updates on the support your loved one receives, with respect for their consent.
- A clear process to register complaints or give compliments.
- Information on how you can provide regular feedback on the quality of support we provide to your relative.
- Where you are a financial appointee, we will work with you proactively in the best interest of the people we support.



WHAT WE ASK OF YOU



1. Kindly keep us informed of any changes to your contact details.
 2. Let us know when you have feedback or concerns, whether informally or formally as a complaint.
 3. Share instances where you believe things have gone particularly well, or when an individual colleague has gone above and beyond, so we can recognise their achievements.
 4. Treat Walsingham Support colleagues with respect and understanding.
 5. Recognise and value the expertise and professional knowledge of our staff. Trust in their abilities to provide the best possible support for your loved ones.
- 

Our Vision, Mission and Values

VISION

- Walsingham Support will grow to become a leader in the sector to meet the evolving needs of people we support and the higher expectations they have around how they live
- We will reinforce the voices of all those with learning disabilities, autistic people and other complex needs to challenge the status quo, disrupt perceived limitations and influence sector wide change

MISSION

We see the person not the limitations. We work alongside adults with complex needs to fulfil their life aspirations.

We employ and develop exceptional people. We are agile, continuously learning as we respond to evolving needs

People Focused



Whether it is staff or the people we support, we strive for people to live their best lives

One Team

Achieving meaningful outcomes by coming together to create a friendly, proactive and inclusive culture



VALUES

Say it as it is



Every voice is heard and respected, we encourage open and transparent communication

Ambitious

Determined to be the best in everything we do



We believe that by upholding these commitments together, we can create an inclusive and supportive environment where everyone thrives. Your involvement is invaluable, and we are committed to working together in the best interests of the people we support.



THANK YOU

Walsingham Support

Contact us: enquiries@walsingham.com