

# Learning Disability Provider Charter.

This charter is a commitment from learning disability providers to the families of the people they support.

The charter is intended to provide a clear set of principles which all families can expect all providers to adhere to.

## **Principles**

We will ensure that the person with learning disabilities is at the centre of all we do.

We will work in partnership with families to support the person's choice and control over their own life.

We will endeavour to find ways of involving people and their families in the key decisions around the person's life and in the strategic direction of the services they receive.

We will ensure that each person will be encouraged to make decisions for their selves. We recognise the unique knowledge that families have about the person and will fully involve families in helping people to make decisions. When the person lacks mental capacity, we will follow 'best interests' guidance.

We will demonstrate a commitment to openness with families, to listening and to mutual learning.

We will develop a communication plan with the person's family when we start providing a new service. The plan will be consistent with the person's wishes and will state clearly what will be communicated, how it will be communicated and how often. A named worker will be identified who will be responsible for ensuring communication happens as planned.

We will endeavour to establish trust and mutual respect with families. Our communications will be honest and transparent with families and we will establish clearly at the outset what our mutual responsibilities are. This will include clear information about how the individual's personal budget is to be used. We will work within the budget provided by and for the purposes agreed with commissioners.

We will ensure that we develop with families a clear and shared understanding of our respective boundaries in relation to the life choices of the person with learning disabilities.

We will ensure that the individual's support workers are valued and listened to.

We will follow a person centred approach to ensuring support workers are trained to meet the individual's needs.

We will ensure that training for support workers includes an understanding of the continued importance of family in people's lives.

We will ensure that the individual and their family understand their right to shop around for alternative support if they choose to do so.

We may say that we are not the most suitable organisation to be supporting the individual and we will clearly convey this to the person, the family and commissioners.

We may not always be able to comply with the wishes of family members. This could be due to legal reasons, requests which are beyond the scope of the service we been commissioned to provide or because of conflicts with the right to choose of the person with learning disabilities.

This charter was co-produced by families of people with learning disabilities, supported living providers & commissioners.