



Family Charter

Beyond Limits Charter to Families

What is a Charter?

A **charter** sets how an organisation works.

This Charter is about how we work with families of people we support. It has been developed by staff and families as a platform from which to build great relationships, nurture well-being, help people we support to thrive and ensure each person reaches their full potential.

What we mean by family

When we refer to family we mean anyone in the life of a person we support that they call family and from whom they give and get love, support and understanding.

We respect and acknowledge that life long relationships and connections between people build knowledge, love, understanding and connection that no organisation or paid support can replace. Nor should we try.

Our job is to help build, nurture and strengthen connection and therefore the quality of our relationships with people's families' matters.

We call people who love someone family and when we are working side by side with them the whole group, both paid staff, family members and friends form one team with one common interest namely the person we support.





Families say they want to:

Be listened to, be involved and informed.

Know that staff who support the person I love are handpicked,
matched, care and that they click.

Feel reassured and be treated with openness and honesty.

Feel welcome, feel I matter and that I have a great
relationship with the support team.

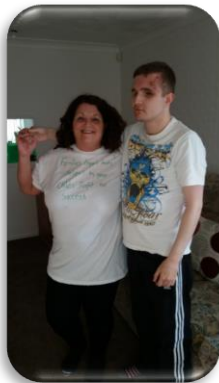
Have space, time & support to grow the relationship with the
person I love on my own terms.

Know the person I love has a team that cares.

Know my voice and opinion matters.

See his/her needs are being met and he/she has a full life.

Know and see and feel that the team cares.





Beyond Limits promises families we will:

Value you and treat you with unconditional positive regard and respect.

Work together with you and be your eyes, ears and voice.

Listen to you and be honest with you, even when it's tough.

Support you and represent your interests in the best interests of your family member.

Never give up.

Recognise we sometimes make mistakes. When we do we will work hard to make it right.



How we deliver our promises:

We spend time together and find **common interests**.

We **accept people** you and the person you love for who you are.

We **communicate** well, making sure you have answers to your questions, know everything you need to and are able to get and give feedback.

We focus on **solutions** not problems.

We work hard to **understand how you feel**.

We tell you and your family member the **hard stuff**. We never fudge the truth or hide behind red tape and we own up to mistakes, even when that's tough.

We stay **positive** when we work with you.

We **represent your view** even when we don't agree. When we don't we'll explain why.

We **deliver** what we say we will.

We **listen**, value and respect without judgment.

We work **supportively** and don't take over or ask you for too much.

We're always working to build **trust**.

We show generous **compassion**. We're open, not guarded or defensive.

We treat you as one of the **team**.



Family comments and feedback

"Thank you from our hearts". (Michelle, Jim and family)

"You're the best thing to happen to Lucy and the family, many thanks". (Zara)

"Being included and listened to is something very special. This Charter does what it says on the tin. Hands up to Beyond Limits for your far reaching views". (Trisha Searle)

"It's open and honest". (Elaine Weeks and Trisha Martin)

"This Charter is totally outside anything anyone else has done and it shows you have our best interests at heart". (Amanda London)

"This sounds too good to be true, but it's not. This is the way support should be given". (Jezz Sly)

"It's good as a family to have such recognition and respect". (Jo Sly)

"Gill and myself want to say that this is a way forward for all providers".
(Carole Parnell & Gill Evans)

"This is extremely well expressed, I hope, and am sure, that you'll live up to it". (Shirley Chubb Jeffrey).

"This is an important document and Company. This Charter is really important for new staff". (Emma Addy)

"H. has been with Beyond Limits for a few years now and this lives up to what it says it does. Thanks so much for changing all our lives, but mostly for H. She is unrecognisable now". (Sue Addy)

"This brings everything together". (Zara Richards)

I would love to stop saying it, but you have it so right, the relationships that have been developed with R and his family are simply amazing - you cannot educate people about how to achieve this, but you can show them. (Jon Anderson)

"Beyond Limits is breaking the mould and is brave for writing this Charter. The proof of the pudding is that it works. You have given my daughter her life back. Communication is key. Thank you". (Michelle Beattie)