



Style Acre Family Promise

Style Acre will:

- Pilot one page profiles to develop better understanding of each other
- Ensure annual reviews are held and families involved / invited where appropriate
- Develop Family Handbook, including section on welcome/induction
- Treat family members with respect and courtesy

- Communicate information in agreed format in a timely open and transparent manner
- Develop family page on website to include opportunity to register skills, resource library and list of what is going on
- Ensure family handbook kept updated
- Apologise when we get it wrong

- Involve families in recruitment when practical and meaningful, in supported living. Develop pool of interested people.
- Pilot 360° feedback on staff performance
- Include families wherever possible and appropriate in people's circle of support and use their expertise to enhance our support (develop case studies and examples)

Supporting Each other

Communication

Involvement

Families will:

- If possible support events when invited
- Get involved if possible when asked (i.e. recruitment)
- Complete one page profiles so staff can understand how best to work with family members
- Treat staff with respect and courtesy

- Provide details and information when asked and let Style Acre know of any relevant change of circumstance and return required information requests
- Provide Style Acre with details of relevant skills, experience, contacts for work experience and volunteers you are able to offer
- Ensure issues are communicated when people have been back to visit family

- Provide feedback when asked i.e. staff performance, surveys etc.
- Contribute to our family database of things you can do to help 'your offer', if you are willing to do so.
- Volunteer if possible, even if it is only for an odd hour of driving.