

Commitment to Partnership: Hft staff's promise to you and your family



An easy read booklet for people with learning disabilities

What these words mean



Commitment to Partnership.
A promise to try to work together.



Operational Standards
One way Hft tells staff how to support people.



Best Interests decision
If you are not able to make a big decision yourself other people, who know you really well, make the decision for you.

Before this someone has to check properly that you cannot make the decision yourself.



Health Action Plan
A Health Action Plan says what you need and want to do to stay healthy.



Commitment to Partnership: Hft's promise to you and your family



Hft staff want to work together with families to support people well.



Hft has made a list of how staff will try to do this.

Hft has called this a [Commitment to Partnership](#).



There are some things we promise to do for all families.

But there are other things we will only promise your family if you want us to.



This booklet has two parts.

The first part tells you what Hft staff want to do for **all** families.

Pages in this section have **green** at the top.



The second part is about other things staff will only do if you agree.

It is about Hft and your family

Pages in this section have **orange** at the top.



You might want your family to know lots of things about your life.



You might not want your family to know all, or some, things about you.



What Hft staff will do for all families



Staff will ask your family what support they think you need.



Staff will ask your family to tell us about other important people in your life, like friends, aunts and uncles.

This is so staff can support you to stay in touch if you want to



Staff will tell your family about the support Hft is paid to give you.



Staff will tell your family how to contact staff.



Staff will ask your family to tell us how to contact them.

Staff will ask your family to tell us if there are any big changes in their life, for example if they move house



Staff will give your family information about Hft.

Staff will send your family regular newsletters about things going on in Hft, if they want us to.



Hft staff will tell families they can read Hft's [Operational Standards](#) about how staff must support you.



Staff will tell your family if the support you need changes a lot.



Staff will tell your family if something goes very wrong with your support.



Staff will ask your family to tell us straight away if they think something is wrong.



Staff will ask your family to tell us what they think we can do better.



Staff will tell your family if there are local meetings for families.

Staff will ask if they want to be members of Hft so they can vote at the Annual General Meetings.



Staff will ask your family to tell us what they think about your support.

The law says we must do this.



If you can't make a very important decision staff will usually ask your family to help make a **Best Interests decision**.



Staff will tell your family that they ask you to decide how you want your family to be part of your life.



Staff will put what you decide into your own agreement about partnership with your family.

Staff will tell your family about your agreement.



You can change your mind about anything you put in your agreement.



My agreement.

How I want Hft staff to involve my family in the way I am supported



You can choose what you want in your agreement.



You decide how much or how little staff tell your family and friends about your life.



We have some questions for you.

Your answers will help us do things the way you want us to. .



Communicating with family

My name is

..... is/are helping me with this part of my agreement.

We began on

And finished it on



Hft staff want to support you to see or speak to your family as much or as little as you like.



Do you want your family to know about activities you do?

What would be good

What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, would you like staff to help you tell them? If so, how? (eg keep a diary to remind me about what I did, take pictures to show my family, speak for me)

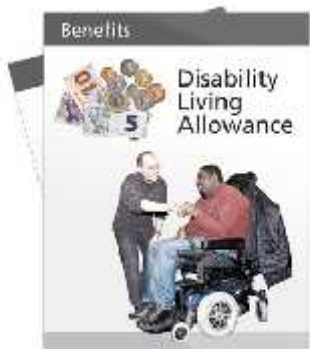
Are there any other important things for staff to remember? (eg things I would NOT like staff to tell my family)

Staff signature

Date

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Do you want your family to know about the benefits you receive?

Do not ask if a relative is the Appointee for benefits

What would be good

What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, would you like staff to help you? If so, how? (eg get answers to my relative's questions, explain the different benefits to them)

Are there any important things for staff to remember? (eg I don't mind them knowing my benefits but I would NOT like staff to tell my family how I spend them)

Staff signature

Date

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Do you want your family to know about money you have in the bank?

Do not ask if a relative is Deputy for Property and Financial Affairs or has Power of Attorney

What would be good

What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, would you like staff to help you? If so, how? (eg show my Mum my bank statements, tell my brother how much money I have in my account, say how much money I get and spend each month)?

Are there any important things for staff to remember? (eg details I would NOT like staff to tell my family)

Staff signature

Date

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My support

My name is

..... is/are helping me with this part of my agreement.

We began on

And finished it on



You decide which family members, if any, get involved in meetings and planning your support.



Do you want your family to help you and your staff to make your support plan and keep it up-to-date?

What would be good

What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, would you like staff to help? If so, how? (eg invite them to join in my support plan meetings, give them a copy of my support plan, before a meeting ask them over the phone what they think needs to change)

Are there any important things for staff to remember? (eg details I would NOT like staff to tell my family)

Staff signature

Date

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Do you want your family to help staff make a Health Action Plan with you?

If a relative is Deputy (or has Power of Attorney) for Health and Welfare this may indicate the part they will play in Health Action Plans, emergencies & routine appts.

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What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, how? (eg ask them to talk about this at my support plan meetings, give them a copy of my Health Action Plan)

Are there any important things for staff to remember? (eg details I would NOT like staff to tell my family)

Staff signature

Date

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Do you want staff to tell your family quickly if you have an accident or are suddenly very ill?

See note about Health Action Plans above

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What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, how? (eg my parents will worry so please tell my sister so she can share information with them)

Are there any important things for staff to remember? (eg details I would NOT like staff to tell my family)

Staff signature

Date

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Do you want your family to know about your health appointments?

See note about Health Action Plans above

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What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, how can staff help? (eg tell them after I have been, try to tell them before appointments so they can suggest things to mention about past treatments, ask them to come to some appointments)

Are there any important things for staff to remember? (eg details I would NOT like staff to tell my family)

Staff signature

Date



Making Decisions

My name is

..... is/are helping me with this part of my agreement.

We began on

And finished it on



You decide which family members, if any, help you to make decisions.



Do you want staff to ask your family how they think staff can support you to make your own decisions?

What would be good

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What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, how? (eg ask my family how I make choices for myself; ask my sister how she helped me choose a holiday)

Are there any important things for staff to remember? (eg don't ask my aunt, she always tells me what to do)

Staff signature

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Date

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Do you want your family to help support you to make big decisions, for example, moving house, having an expensive holiday?

What would be good

What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, how can staff help? (eg staff should help me chat to my family about the options I have so I can make decisions, staff should remind my family it is my choice in the end)

Are there any important things for staff to remember? (eg my Dad worries so it will be good if you also tell my sister about the decisions then she can help me talk to him)

Staff signature

Date

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Do you want your family to help you to make other decisions?

... about spending money,
... college courses, ... your next hair style,... keeping safe in your flat ... ?

Give examples that fit the situation, think about the sorts of things the person shares naturally with their family.

If you need more sheets to record decisions to share with family see the last page, which can be copied.

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What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, which decisions and how can staff help you share them with your family? (eg holidays – ring my cousin because he can tell you what I love to do on holiday; hair-cuts – skype my brother, his friend is a cool barber)

Are there any important things for staff to remember? (eg I really like checking stuff out with relatives who are my age)

Staff signature

Date

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What next



Once you and your support staff have filled in this form, your service manager will give you a copy and keep a copy with your support plan.



We will tell your family what you have said staff can share with them.



You can ask the manager of your service about the Commitment to Partnership.

Remember, you can change anything you have written here at any time.



Do you want your family to help you to make other decisions?

Extra sheet:to think about the sorts of things the person shares naturally with their family.

... about spending money,
... college courses, ... your next hair style,... keeping safe in your flat ... ?

What would be good

What would not be good

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Make a note here if an assessment of capacity needed + result; if lack of capacity give result of BI decision re questions below

If yes, which decisions and how can staff help you share them with your family? (eg holidays – ring my cousin because he can tell you what I love to do on holiday; hair-cuts – skype my brother, his friend is a cool barber)

Are there any important things for staff to remember? (eg I really like checking stuff out with relatives who are my age)

Staff signature

Date

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To be completed by support staff:

Name of person we support:

I worked with the individual named above to complete this form on:
(indicate date form started and date form completed and number of sessions taken to complete the form)

What methods did you use to help the person you are supporting to understand and complete this form?

Staff signature

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Date

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