

# Care and support

Friendship helps people live fuller lives. Our homes and support meet individual needs and create better neighbourhoods to live in.

Our Care and Support services are an essential part of this, and are individual to you in a way agreed with you.

These are our promises when we provide Care and Support.

## We will ALWAYS

- ✓ show you a photo identity card and ask if we can come in when we visit you
- ✓ treat you individually, talk to you politely and show respect to you, your family and your home
- ✓ ensure our staff are properly trained and checked for criminal records
- ✓ follow your support plan and risk assessment and help you explore and make your own options, choices and decisions
- ✓ keep your information confidential unless there is a risk to personal safety
- ✓ challenge and report dangerous, abusive, discriminatory or exploitative behaviour

## We will NEVER

- ✗ smoke in your home or use your home for lunch or tea breaks
- ✗ enter your home if unsupervised children under 16 are there
- ✗ use your toilet or washing facilities without your permission or use or ask to use your telephone
- ✗ make personal calls whilst supporting you, except in emergencies
- ✗ use a radio or personal stereo in your home
- ✗ touch or move any of your things without permission
- ✗ accept gifts or loans from you
- ✗ make decisions about you without asking you (unless it is an emergency)

# How to contact us...

## *West Midlands*

50 Newhall Hill,  
Birmingham  
B1 3JN

### *Telephone*

0121 506 2800

### *Fax*

0121 236 9953

## *East Midlands*

5 The Triangle,  
Enterprise Way,  
Nottingham  
NG2 1AE

### *Telephone*

0845 608 8110

### *Fax*

0115 986 0050

## *Internet*

enquiries@fch.org.uk

www.fch.org.uk

## *Repairs hotline*

0800 279 2101

For a different language or format, please contact us.

如果您需要其他语言或格式的帮助，请联系我们

В случае необходимости получить информацию на другом языке или в другом формате просим связаться с нами.

Pour tout autre langue ou format, veuillez nous contacter.

ہر ہر زمانہ کی تر بیان ہر شیوز کی تر، تکایہ بہیوہندیمان بیوہ بکہ

विसे वी उर बाह्य सां रूप लही विरपा वरवे माहे ताल संपुत्र वर।

Haddii loo baahdo luqad kaleema qaab kale loo sameeyo, fadlan nala soo xiriir.

অন্য ভাষা অথবা তর্জমার জন্য আমাদের সঙ্গে যোগাযোগ করুন

لای لغة أو صيغة أخرى برجاء الاتصال بنا

کسی دیگر زبان یا شکل کے لیے براۓ مہربانی ہم سے رابطہ کیجیے

Our promises to you