

When we visit you

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

Many of our services are provided to people in their own homes. We want to offer you an excellent service when we visit and we want you to feel comfortable with us when we visit you.

All of our staff have agreed to these promises. If we do not keep to them, please tell us. Our details are on the other side of this leaflet.

These are our promises when we visit you at home.

We will ALWAYS

- ✓ show you a photo identity card and ask if we can come in
- ✓ show respect to you, your family and your home
- ✓ talk to you politely
- ✓ do our best to keep to appointments and tell you in advance if we might be late

We will NEVER

- ✗ smoke in your home
- ✗ enter your home if unsupervised children under 16 are there
- ✗ use your toilet or washing facilities without your permission
- ✗ use your home for lunch or tea breaks
- ✗ use or ask to use your telephone
- ✗ use a radio or personal stereo in your home
- ✗ touch or move any of your things without permission

Our promises to you

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.

پڻ ھمڙا ٽيڪنيڪل ٿر ٻان ھمڙا شينون ٿي ٿر، تڪاڻي ٻي ٻيو ٺھڻي ٻيو ٻيو ٻيو

बिसे वी उर बाह्य सां रूप लटी विरपा वरवे माझे ठरु मीपरव 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

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