

About NCHA

At NCHA we deliver social care and social housing to people across the East Midlands. We deliver around one million hours of care and support each year, and more than 20,000 people live in our 10,000+ homes.

Our care and support services work with adults with learning disabilities and long-term mental ill health, vulnerable young people and older people, people experiencing homelessness and survivors of domestic abuse; whether they need a place to live or support in their own home.

Our mission is **'Homes and support by people who care'** which we aim to deliver through our CLEAR values: Caring, Learning, Enthusiastic, Accountable and Resilient.

Feedback and involvement

It's important to us that we listen to the views of our customers, and we have a range of ways that customers can give us their feedback. Our customers, family and friends can talk to our Customer Voice group who will present their views.

We recognise the importance of family relationships and involvement in our customers' lives, and we want to ensure that we work together to provide the best service we can. This Family Charter aims to describe how we will do that.

Capacity and Consent

At NCHA we abide by the Mental Capacity Act. This is a vital piece of legislation designed to make a real difference to the lives of people who lack the ability to make their own decisions. It empowers people to make decisions for themselves where possible and provides a flexible framework putting them at the heart of the decision-making process.

The five principles of the Mental Capacity Act are:

- We must assume that people have capacity, unless we have reason to believe otherwise
- People must be helped to make decisions
- Unwise decisions do not necessarily mean lack of capacity (but we must consider this for individuals on a case-by-case basis)
- Decisions taken on behalf of someone who lacks capacity must be in their best interests
- Best interests decisions must enable people to have as much freedom as possible.

Where a person lacks capacity to make their own choices, the Mental Capacity Act provides for family members to be involved in decision-making. If you have Power of Attorney, we will ask you for a copy.

Where our customers have capacity to give consent, we will always seek their permission before sharing information with family members.



Our Family Charter incorporates our values and the principles of the Mental Capacity Act.

How we want to work with you

We are committed to doing our best for each person we support.

This will include working with families:

From the start

- We care about establishing honest and open communication with you right from the start
- We want to listen to you and learn from your experiences, as we hope you do with us
- We'll agree your preferred methods and frequency of contact
- We'll make sure you know how to contact us and who your loved one's key contact is
- We'll aim to align our expectations.

Throughout their time with us

- We will talk to customers and family members, with kindness and respect
- We're enthusiastic about helping customers live the life they choose to live
- Our resilience means we won't give up; even in tough times we're determined to do the best we can.

Regular reviews


- We're accountable so we learn from any mistakes and work to make things better
- We welcome new ideas, praise or criticism, and opportunities to improve
- When things need to change, we'll keep you informed and work together to make the best decisions for our customers.

We're committed to working with you throughout your loved one's time with us to ensure they have the best experience they can. In return we ask to be treated with respect and consideration. Our colleagues should be able to do their jobs free from harassment or abuse of any kind.

We will ask you for your views on our services each year in a survey.

Please talk to one of the team to find out more.

Contact details

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