



Revitalise Families Charter

Introduction

Revitalise recognises the strength and importance of the relationships that exist between disabled people and their families, who so often arrange or provide direct care and support to their family member every day.

Our accessible holiday centres provide disabled people and their families and carers with the respite break that they need. As a charity operating across two holiday centres, we work with a broad and diverse range of adults. Our approach is always centred around the guest, their needs and desires for their holiday and we seek to create an environment that affords each person choice, dignity and autonomy.

Where a guest is unwilling for important information about their health or well-being to be shared with their family during their stay, we will respect the guest's choice. If it is deemed that this may be detrimental to the welfare of a guest, we will exercise our Duty of Care and explain any necessary exceptions openly and constructively.

Where a guest has a difficulty in expressing their own choices or there are limits on their ability to make decisions about their own care needs, we will always work within the principles of the Mental Capacity Act, and we will always seek to work in the best interests of the guest in our care in collaboration with their family or named representative.

We know that many people rely on the knowledge and insights that their families have about their needs and who they are as a person, and we therefore aim to work positively and constructively with families in planning and delivering our short breaks and holidays.

The Revitalise Families Charter sets out our commitments towards the families of our guests and the essential guiding principles for our teams. The Charter also describes the things that we need from the families of our guests.

In the rare event that there are restrictions placed by a statutory or legal authority on a guest's family to be involved in the planning of or delivery of care, Revitalise cannot adhere to the requirements of this Charter and will work within agreed protocols.

Revitalise Families Charter

We are committed to working with you to ensure that your family member has a great holiday experience, with the best possible care and support, so that you in turn can have confidence and trust in us.

Our commitments to you

- To talk with you as part of our assessment process and explain how we will develop your family member's care and support plan

- To be respectful towards you and recognise the importance you have in the life of your family member
- To value and respect the knowledge, insight and experience you have about your family member and use this to plan and provide their care and support
- To help your family member as needed to maintain contact with you during their stay
- To value and support both the physical and emotional needs of your family member, recognising the equal importance of both
- To agree how we contact you in the event of any concern or emergency
- To inform you of any changes to, or concerns about your family member's health and well-being without delay and certainly within 24 hours
- To inform you about any incident that affects your family member's safety, health and well-being without delay and certainly within 24 hours
- To inform you about any changes that happen in the centre that affect the care and support arrangements for your family member
- To tell you about our compliments and complaints process so that you can tell us when things are working well or raise any concerns you may have quickly
- To take any concern you raise with us seriously and to address these under our complaints process
- Hold your contact details in accordance with data protection requirements as detailed on our website

The commitments we need from you

- Tell us how you can be contacted and any changes in your family that may affect your family member
- Provide all requested information accurately, so we correctly identify your family member's needs
- Help us to develop and update your family member's care plan
- Tell us how your family member communicates emotions, anxiety and ill health and share with us any techniques or aids that they need or find helpful
- Tell us quickly if you don't agree with any aspect of our care and support of your family member so that we can discuss this, agree any changes
- Tell us quickly about any concerns you may have about any aspect of the service so that we can put this right quickly
- To treat and speak to our team members with respect

Revitalise

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