

COMMUNICATION FOR FAMILIES

Having a positive and respectful relationship between families and Choice colleagues makes a real difference to your loved one's experience. When communication is open and respectful, families feel informed, listened to, and reassured, while services benefit from the unique knowledge families provide.

This shared understanding helps us deliver truly joined-up, person-centred care. This guide offers simple tips and suggestions to help families and staff stay connected, communicate clearly, and resolve any concerns calmly and respectfully, always keeping the wellbeing of your relative at the heart of everything.

To help everyone stay connected and informed, we find it useful to talk together about how best to communicate and work as a team. This might include:



Choosing the most convenient way to keep in touch, whether by phone, email, or face-to-face meetings.



Encouraging respectful, honest, and understanding communication from everyone involved.



Agreeing how often you'd like to hear from us and what kind of updates you'd find helpful.



Sharing if you'd like to be involved in review meetings or care planning discussions.



Letting us know if there are specific events, like medical appointments, that you'd like to be notified about.



Being open to talking about any concerns calmly and kindly, so we can work together to find the best solutions.

These shared understandings help create a positive and trusting environment where everyone feels valued and involved. We hope that by working in this way, families feel listened to and reassured. If you do have any concerns, please refer to our Concerns and Compliments guide for information on how to raise them with us.