



- Has a CTR/CETR taken place?
  - If not, see [Survival Guide](#)
- Is our loved one safe?
- Are they getting good care now?
- Is their care person-centred?
- Are their health needs known and met?
- What are their care plans for the future?
- How are they involved in the community?
- Do they have choice and/or control?
- Are their rights upheld?
- Do they have a crisis plan in place /up to date?
- How are we involved?

*For more information on CTRs, please see*  
[Bringing Us Together's CTR Survival Guide](#)

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Bringing Us Together  
 (a parent led organisation)

A place for parent carers to come  
 together, to share stories, feel  
 confident and find solutions

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BRINGING US TOGETHER  
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TOP TIPS FOR  
 FAMILIES



Tips for families  
 to build relationships with  
 Providers and Agencies  
 supporting their loved one.



- Keep a diary of appointments, meetings and decisions made
  - Prepare a list of questions before a meeting so you don't forget them
  - Prepare a list of current medications, their action and any side effects
  - Maintain an up to date list of all active contacts and keep it to hand
  - Raise issues about care or support promptly (see **Ask Listen Do**)
  - Prepare a list of what has helped your family now and in the past and what you think could help them in the future
  - Prepare a Communication Passport
  - Prepare a Hospital Passport in case of admission
- Most importantly**
- Don't forget to look after your own needs too.



- How do you involve families and listen to their wishes?
- Do you involve families in recruitment?
- Are you happy spending time in conversation with us?
- What training do your staff receive?
- How can we ensure that my son/daughter's rights to a good life, doing things they want to do, are not compromised by what is available?
- How do you motivate young people to get involved??
- How are you promoting independence?
- How do you decide what level of support is appropriate?
- How is person centred practice delivered within your setting?
- How do you reduce help when it is no longer needed?
- How do you ensure all elements are met within their package?

- It is vital that we try to avoid a crisis situation as this often leads to an admission to hospital.
- NICE Quality standard [QS14] says that a crisis plan should contain:
- Possible early warning signs of a crisis and coping strategies;
  - Support available to help prevent hospitalisation;
  - Where the person would like to be admitted in the event of hospitalisation;
  - The practical needs of the service user if they are admitted to hospital (for example, childcare or the care of other dependants, including pets);
  - Details of advance statements and advance decisions;
  - Whether, and the degree to which, families or carers are involved;
  - Information about 24-hour access to services; and
  - Named contacts.