



The CLDS Promise



We will do our best to



- put you in control



- listen to what you want and help you make it happen



- help you make choices



- help you take part in the things that matter to you



- help you to learn from your mistakes



- help you take responsibility if things go wrong



We will do our best to make sure that your support

- helps you with things you find hard



- does not take over



We will do our best to make sure

- you work with staff who you know well and feel safe with



- you work with the same CLDS staff every time if possible



- you can choose who gives you your care and support



- all staff who work with you will have the training they need to do a good job



We will do our best to make sure that

- you feel safe to talk about your feelings
- you can ask for help if you are scared or worried



We will listen to you and take your views seriously



We will always support you to make your own decisions wherever possible

We will explain **why** if we have to make decisions for you



If you cannot tell people what you want, we and other service providers will always work with the people who know you best who can help explain what you want and what is important to you



You can tell us what you think about CLDS or your support and know that we will take your views seriously



You can feel confident to make complaints about CLDS or other services

You can be sure that

- we will take your complaint seriously
- you will not be in trouble for making a complaint



We and other support services will learn from our mistakes and say sorry if we get things wrong



We will help you understand when we will keep your information confidential and when we will have to share that information (for example to keep you or other people safe)