

CHSW Family Charter

This Family Charter outlines the values, expectations and commitments we share to ensure a safe, respectful and compassionate environment for you, your child and your family.

It serves as a framework to promote collaboration, safety and mutual respect between families and the Hospice Team. It is intended to help you as a family to understand what you can expect from us, and your responsibilities, while ensuring the hospice remains a safe and supportive environment for all.

What you can expect from us

At our hospices, we are committed to providing high-quality care that is respectful, kind and tailored to your child's needs. We strive to provide:

Compassionate care: We will provide support for your child and family with dignity, respect and kindness, ensuring they receive the best care possible in a safe and nurturing environment.

Clear communication: We will communicate openly and regularly with you, ensuring you are informed and involved in all aspects of your child's care. We will listen to you and involve you in decisions affecting the care of your child/children.

Privacy: Your privacy, and that of your family, will be respected. The CHSW privacy policy can be read here [chsw.org.uk/privacy](https://www.chsw.org.uk/privacy)

Emotional support: We will provide emotional and psychological support to your child and your family members.

Personalised experience: We will tailor care to your child's individual needs, ensuring that their physical, emotional and mental health, and spiritual wellbeing is supported.

Respect for choices: We will respect your family's values, beliefs and decisions, and we will work collaboratively with you to ensure care plans align with your wishes.

Whole family support: We recognise the holistic needs of the whole family. With agreement, where possible, and within reason, our Sibling Support Team will be able to offer support to siblings.

Commitment to wellbeing: We aim to foster an environment where your child and your family can feel safe, supported and respected. If you ever feel that your expectations or needs are not being met, please speak with a member of the Management Team. We are here to listen, provide guidance and work together to resolve any issues.



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What we expect from families

Working in partnership helps us provide the best care for your child. We ask families to:

Share important information: Keep us up to date about your child's medical, nursing, care and wellbeing needs. Tell us about changes in family circumstances that may affect care, support, safety or other families in the hospice, including new health diagnoses, relationship changes, support needs or safeguarding concerns.

Show respect for others and the environment: Treat other families and CHSW staff with dignity and respect. Verbal abuse, physical abuse and sexual harassment will not be tolerated.

Respect the privacy, confidentiality, belongings and designated spaces of others. Sign in and out of the hospice/grounds as required for fire safety.

Follow infection control guidance and tell us immediately if a family member becomes unwell during your stay.

Be open and honest: Share any concerns, feedback or suggestions with the Hospice Team so we can address them promptly.

Retain parental or guardian responsibility during hospice visits (day/stay): You remain responsible for all children in your care at all times, including if your child is transferred to hospital, and you may be asked to support your child's care when needed.

You are responsible for your visitors and for the appropriate use of CHSW equipment, internet, IT and WiFi. You are responsible for access to online content, including films, games, and websites, ensuring use is respectful and age-appropriate.

CHSW staff are not responsible for medical consultations or medication for other family members, except in emergencies such as prescribed epinephrine.

Use digital media respectfully: Please let staff know if you wish to record consultations or your child's care. Respect the privacy of staff and other families by not photographing, filming, video calling or sharing images on social media without permission.

Respect our stance on illegal substance use: Illegal substances are not permitted in the hospice or in the grounds.

Support an inclusive environment: CHSW is inclusive, and discrimination of any kind will not be tolerated.

