



Developing good relationships

Mencap is committed to providing high quality support to people with learning disabilities and their families, whilst also caring about the wellbeing of our colleagues.

Our work is with people and, as in all aspects of life, complicated and difficult situations may arise that can be emotive for everyone involved. These situations can have a significant impact on the people we support, their families, friends, and our colleagues. It is always our intention to ensure that this impact is minimised, and the valuable relationships we have with families and friends are preserved and continually improved.

To create and maintain good, positive relationships, we are committed to ensuring our communications and interactions are courteous at all times. We hope this leads to mutually respectful relationships which enable us to work effectively together.

We will not tolerate communication from our colleagues that falls below this expected standard and we ask that you uphold this same standard when communicating with them.

Family Networks Managers

When situations arise and additional support is required, we work with our Family Networks Managers as well as any local agencies who may be involved, to ensure your voice is heard and listened to so we can work towards achieving good outcomes wherever possible.

The Family Networks Managers are non-operational colleagues, who act within a neutral framework to listen to concerns raised by families, friends and teams with a view to seeking positive solutions in an impartial and non-judgemental manner.