

# Care for families

A clear, supportive guide for people close to someone receiving support.

## You do not have to work it out alone.

When someone close to you is facing difficulties, it can be hard to know what to do next. RDF Care CIC offers clear, respectful information about accommodation, care and practical support for adults and families.

### UNDERSTANDING THE OPTIONS

#### Start with a conversation.

We can explain the services available and help you understand which next step may be appropriate.

### WORKING WITH PROFESSIONALS

#### Referrals are professional-led.

Admission is through Social Services and other professional bodies or organisations. We can explain what information is needed.

### HOW FAMILIES CAN HELP

- Share what helps the person feel safe and understood.
- Listen to their wishes, goals and preferred way of communicating.
- Help keep communication clear between the person, family and professionals.
- Respect privacy, consent and healthy boundaries.

### KEEPING PEOPLE AT THE CENTRE

#### Support should feel clear and human.

Families often have valuable insight into what helps. We will communicate with care, dignity and respect while keeping the individual's choices and wellbeing at the centre.

### A USEFUL NEXT STEP

#### Write down your questions.

Bring them to a conversation with our team or the professional making the referral.

### TALK TO RDF CARE CIC

**management@rdfcarecic.com** 07778 764044

Monday to Friday, 9:00am–5:00pm

### Accommodation & Support [rdfcarecic.com](https://rdfcarecic.com)

For urgent concerns outside these hours, contact emergency services or the relevant out-of-hours professional service.