



North Wales **Together**
Gogledd Cymru **Gyda'n Gilydd**

Seamless services for people with Learning Disabilities
Gwasanaethau ddi-dor i bobl ag Anableddau Dysgu

TREAT ME WELL



Everyone is an individual and should be treated with dignity and respect

“respecting me includes respecting my space, my things, my decisions and my relationships”

“listen to me and take the time to get to know me!”

“Be kind”

TOP TIPS

- Communicate in an open, accurate and straightforward way
- Don't use jargon
- Protect and respect peoples confidential and personal information
- Use humour appropriately
- Check how people want to be addressed
- Be on time and do what you say you will do

LET ME BE IN CHARGE OF MY OWN LIFE



Voice, choice, control and independence is at the heart of everything we do

We embrace coproduction

“I want to have choice about where I live and who I live with”

“support me to do what I want to do and listen to me”

“I want to feel important and be able to make my own decisions”

TOP TIPS

- Empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions.
- Support individuals to maximise their decision making and have control over their own lives

HELP ME BE THE BEST I CAN BE



We deliver person centred care, putting the person at the heart of everything we do and helping them achieve their potential

“learn from me and recognize what I am good at”

“help me learn new things”

“give me just enough support”

TOP TIPS

- Be prepared to take positive risks, clearly explaining the consequences to others
- Look at tackling new and emerging problems creatively.
- Don't see mistakes as a bad thing, see them as an opportunity to learn and grow
- Be warm, kind, empathetic, reliable and compassionate in your actions

ALWAYS BE HONEST



We are always honest and transparent and not afraid to say when something goes wrong

We are self-aware and regularly reflect on the work we do, how we do it and the impact we have on those being supported.

“I want people to just be honest with me and tell the truth”

TOP TIPS

- We learn from others and share knowledge and best practice
- Seek, reflect on and learn from feedback from colleagues, individuals and families
- Have the courage to speak up and challenge others when you have concerns about the quality or safety of care being provided