



Feedback From Family Engagement Sessions

Dear Family Representative,

I wanted to write to you all again today to firstly thank those of you who attended our recent Family Engagement sessions on Zoom and secondly to share the feedback from these meetings - and highlight the steps we will take as a result of this - with you all.

The sessions were extremely useful for me personally, and indeed for Inspire as an organisation, and I know that all of those family members present have said the same - either at the time or in subsequent correspondence I have received.

The two over-arching themes which came out of the sessions were a desire from family members to have the opportunity for more regular dialogue with Inspire and a need, understandably, for further clarification regarding visiting guidelines - particularly in relation to Christmas.

To deal with the latter point first, at this stage, whilst we want all of the people we support to be able to have a family Christmas, we simply cannot say at the moment what will be permitted in terms of visiting, or what compromises may need to be agreed, as we are at the mercy of both the Coronavirus and the decisions the Scottish Government takes in the coming weeks. We will, however, continue to work on putting in place the necessary risk assessments, policies and procedures to cover all eventualities and ensure that we keep the lines of communication with you open and regularly update you via a number of sources, which I will further outline later in this letter.

With regards to communication with families to date I apologise to anyone who feels Inspire could have done better in this regard during the Coronavirus pandemic. As an organisation we pride ourselves on being open and transparent and would never wish anyone to feel they have not received an appropriate response to any query or question they have posed.

One of the main pieces of feedback received at the engagement sessions was how useful it had been for family members to be able to share their experiences with each other and speak directly to members of the Inspire Leadership Team to gain a greater insight into why certain decisions had been taken.

Going forward, we therefore plan to repeat these Zoom engagement sessions on a monthly basis and would welcome any interested family member to attend. The first of these will be held on **Monday, December 21st at 2.30pm and 6pm**, with further sessions planned in the New Year on **Tuesday, February 2nd and Thursday, March 4th - again with two options available at 2.30pm and 6pm.**

Inspire

Beach Boulevard, Aberdeen, AB24 5HP

T: 01224 280 005 **E:** info@inspiremail.org.uk

www.inspireptl.org.uk

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Other initiatives which will be implemented before the end of the year to ensure more regular communication with families are the addition of a dedicated information page for families on Inspire's existing website - www.inspireptl.org.uk - and the creation of a monthly families' newsletter.

To ensure that we comply with GDPR regulations we would request anyone who wishes to receive this newsletter "opts-in" in writing by e-mailing Andrew Reid on andrew.reid@inspiremail.org.uk to this effect. Places at the forthcoming engagement session on December 21st can also be booked by e-mailing Andrew or calling him on 07779108894.

I hope that going forward these additions will help you all as families feel better connected to Inspire and have a greater understanding of the many different challenges we as an organisation are balancing to ensure your loved one continues to receive the highest standard of support that keeps them safe whilst allowing them to lead a full and independent life.

I look forward to hopefully seeing you at an engagement event in the coming weeks or months but if you have any questions in the meantime then please contact us on the newly created families@inspiremail.org.uk e-mail address.

Yours sincerely,

Linda Gray

CEO, Inspire PTL (Partnership Through Life)

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