

# Think Family

## – what can I do?

Anyone may suffer neglect at some time in their life. It is the responsibility of all staff across all services to address the vulnerabilities of everyone living in a household.

This Think Family charter outlines how we use our professional experience and five key reminders **S.E.N.S.E** to help us change lives and support families:

- I will be **sure** I am considering the needs of the whole family and be responsive to those needs.
- I will consider all the factors of **everyone** in the home, and frequent visitors, including things like poverty, use of drugs, alcohol, domestic abuse, and mental ill health, which may impact upon all the family.
- I will think about the family's **needs** and all staff involved with the family so we can work together.
- Sharing information can save lives – I will make sure information is **shared** appropriately according to the level of risk and the need for people to understand any problems.
- I will **escalate** my concerns to all levels of line management if I am not being listened to or heard.

Remember **S.E.N.S.E** when you **Think Family**.