



Caring Charter



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At Psicon, caring means more than delivering assessments and treatment, it means treating every person with kindness, dignity, and respect, and supporting families, clients and staff with understanding and compassion.

Our Commitment

We will:

- Listen to every patient, carer or staff member, valuing their voice and experiences.
- Treat people as individuals, respecting their preferences, needs, and circumstances.
- Create accessible, inclusive environments where neurodivergent people feel safe and understood.
- Go beyond diagnosis, offering information, guidance, and groups that empower people and families. Our team are always on hand to support and guide before, during and after an assessment.
- Involve patients and carers in shaping the way our services are delivered.

How We Will Achieve This

- **Neuroinclusive network:** Recognising and supporting the unique and individual ways in which people may think, learn and communicate. It will focus on recognising their strengths and perspectives whilst allowing them to embrace their neurodivergence.
- **Family & carer support:** Families are invited to participate, give feedback, and access post-diagnosis resources.
- **Waiting well:** Patients on waiting lists are supported with signposting, reassurance, and wellbeing initiatives.
- **Post-diagnosis groups:** We run psychoeducation sessions to help patients and families understand neurodiversity.
- **Co-production:** People with lived experience help us design letters, resources, and service improvements.
- **Commitment to learning and development:** All front-line staff will be trained in Level 1 part 1 and 2 in Learning Disability and Autism awareness (Oliver McGowan), with further ability for clinical staff to participate in level 2 learning.

Measuring Our Impact

- Friends & Family-style surveys track whether people feel listened to, respected, and cared for.
- Feedback including complaints, concerns, compliments, reviews, and carer feedback are regularly reviewed and acted upon.
- Patient involvement is documented through "You said, we did."



- Staff recognition celebrates team members who go above and beyond for patients through our annual client service award.

Patient Voice

“I have felt unheard and misunderstood most of my life. I’ve tried most avenues - the easy routes to shutting off the internal dialogue. Luckily my daughter never gave up on me, and I contacted this life changing organisation. They listened and took me seriously; for once in my life, I finally felt understood.”

“Kind and caring professionals that listen. I can’t begin to explain how much it means to have a professional and friendly team that actually listens to both the child and parents. The positive impact this has had is amazing.”

“My recent experience with Psicon was fantastic. The processes were explained to me well, and the staff that I spoke to were kind and courteous.”

Our Vision

To be recognised as a provider where kindness and compassion is embedded in culture, and where patients, families and staff feel safe, respected, and supported throughout their journey with us.