



CAMP HILL
MILTON KEYNES

Family Charter

www.camphillmk.co.uk



Welcome



We know that placing a loved one into supported living is a significant and often emotional step. This Charter is here to help you understand how we work, what you can expect from us, and how we can work together to support your relative to live a full and meaningful life

Our residents are at the centre of everything we do. They inform the workshops we deliver, the day's structure, the decisions we make, and the staff we appoint.

By putting our residents first, we have built a community that is uniquely connected, passionate and focused on supporting each other.

As we look to the future and Camphill MK's growth, new accessible accommodation and workshops are being built to support our current residents as they grow older and their needs change and offer opportunities to support even more people with disabilities.



About Camphill MK

Camphill MK is a community of more than 80 adults with learning disabilities and autism who are encouraged and supported to maximise their potential through the experience of living, learning and working in the community with others.

We provide a strong, supportive environment where residents gain self-confidence and personal independence within an enabling environment.

Our community lives in houses across the northern part of Milton Keynes, with two main sites in Willen Park and Pennyland.



Our Services



Homes

We provide homes individuals within a community environment.



Workshops

We deliver 4,000 workshops yearly in theatre, food, craft & gardening.



Nutritious Food

Our bread is freshly baked, and fruit & veg grown on site without pesticides or preservatives.



Social Activities

We regularly run discos, fitness groups, local events, shared meals and celebrations.



Fleet of Vehicles

Our cars, vans and minibus ensure our residents can get around.



Sensory Spaces

We have a designated sensory area to relax and find calm.



Caring Staff

In 2024, 100% of our staff reported that they look forward to coming to work.



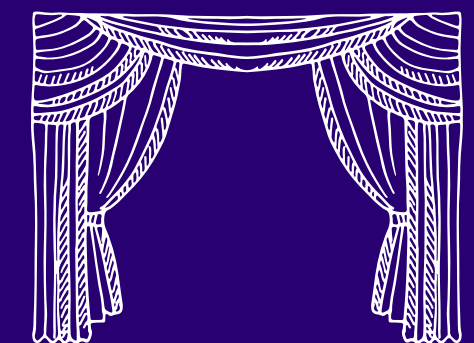
Outdoor Spaces

We have designed spaces, surrounding our sites, to work the land & connect with nature



Trips

We regularly visit festivals, theatres, tourist attractions, galleries, and historic sites.



Purpose-Built

Our facilities include homes, onsite theatre, allotments, cafe and workshops.



Our Vision



We envision a world where everyone is appreciated and accepted for their unique abilities.

A place where people with additional needs are encouraged and supported to reach their potential through the experience of living, learning, working and celebrating in the community with others.

At Camphill Milton Keynes, we strive to create a supportive and empowering community for all.

**Creating communities where people live,
learn, work and celebrate together.**

Meet Our Care Team



Tom Bridle
Registered Care Manager

Tom became the Registered Manager at Camphill MK in 2018 after starting as a volunteer and advancing through roles in supported living, dementia care, and as a CQC inspector. He is passionate about person-centered care, quality, and innovation, and enjoys coordinating community events and developing staff skills. Tom believes in the potential of every individual and that progressive social care allows them to thrive.



Rachel Gethin
Care & Support Quality Manager

Rachel has been part of CMKC since 2018, progressing through a range of roles into management. Rachel's focus is on ensuring high-quality, person-centred care and support for residents.

Rachel leads on governance, auditing, safeguarding, and quality assurance, supporting staff development, care planning, risk management, and continuous service improvement.



Csilla Leszl
Care & Support Development Manager

Csilla is part of the Care Management Team, supporting resident wellbeing, staff development, referrals, and admissions. She leads on Positive Behaviour Support (PBS) and provides staff training, while supporting teams with behavioural approaches and person-centred care. Since joining CMKC as a volunteer in 2010, she has progressed through roles including support worker, house coordinator, and PBS Lead

House Coordinator

Every house has their own House Coordinator who plays a key leadership role in running a supported living home for residents. They oversee day-to-day care, lead and develop staff teams, manage rotas and health and safety, and ensure high-quality, person-centred support. The role also promotes a positive, inclusive environment where residents are supported to live independently and thrive within the community

Senior Support Worker

Alongside supporting residents with daily living, health, finances and social activities, they take responsibility for care planning, risk assessments and ensuring accurate records are maintained.

Senior Support Workers promote independence, safeguard wellbeing, and act as key workers for residents. They also supervise and support colleagues, contribute to rota planning, and step in to manage the house in the absence of the House Coordinator.

Support Worker

This role involves supporting personal care, managing health needs, assisting with finances, and encouraging participation in social, educational, and community activities.

They also contribute to person-centred care planning, accurate record-keeping, and safeguarding. By building trusting relationships, Support Workers empower residents to develop life skills, maintain connections with family and friends, and lead meaningful, fulfilling lives.

Meet Our Leadership Team



Tim Davies
CEO

Tim has 25 years of experience in health and social care, including roles in local authorities and national charities. He led Camphill College in East Sussex for three years and has been CEO of Camphill Milton Keynes Communities since 2013. Tim represents the voluntary sector in Milton Keynes at the Health and Wellbeing partnership board and supports Camphill settings across England and Wales as an AoCC representative. He is passionate about building relationships with beneficiaries.



Julia Funge
Day Opportunities Manager

Julia joined Camphill in 2007 as the café workshop leader after supporting young children and families in her community. With 15 years of experience as a chef and roles as a SEN support worker and school board representative, she completed qualifications in hotel and catering management. Under her leadership, the café's reputation improved, leading to her promotion in 2018 to manage the charity's day opportunities provision.



Maria Tudor
HR & Training Manager

Marija joined Camphill Milton Keynes as a live-in volunteer in 2002 and progressed to house coordinator and HR & Training Manager. Previously, she was a journalist in Croatia. Marija holds a BS in Philosophy, Ethics, and Religious Sciences, a BS in Theology, and an MSc in Anthropological Bioethics. She also studied Psychotherapy and Counselling in London and has qualifications in Education, Training, and Health and Social Care.



Lucy Davies
Head of Development

Lucy brings 20 years of experience from the arts sector, supporting artists and organizations in Milton Keynes. She has secured approximately £12 million for the city's creative industries and was previously Executive Director for The Stables and IF, focusing on business plans, partnerships, and funding. As Head of Development, she now leads fundraising and relationship-building for capital projects at Camphill MK sites.



Bryan Crow
Facilities Manager

Bryan Crow DipSM MIIRSM is an experienced facilities and health & safety professional. With a strong background in risk management and property environments, he has worked across commercial and community settings. Bryan is committed to maintaining safe, compliant environments and supporting teams through practical, people-focused safety leadership.



Maria Minett
Head of Finance

Maria joined Camphill in 2024 as a chartered accountant. She trained as an auditor for various sectors, including charities, before becoming a Group Financial Accountant at a design and manufacturing company, focusing on consolidated management accounts and budgets. After a break for motherhood, she worked as a Finance Manager for arts charities, helping develop finance systems and supporting fundraising efforts.



What Families Can Expect From Camphill MK

- Safe, high-quality care aligned with CQC standards
- Respect for each resident's rights, choices and dignity
- Open and honest communication
- Opportunities to stay involved (where appropriate)
- A commitment to continuous improvement

The Role of Families

Families remain an essential part of each resident's life. Our aim is to build a partnership based on trust, communication and shared understanding—where the resident's voice is always central.

Families have been a significant part of Camphill's provision for the last 40 years and play a crucial role in ensuring the holistic welfare of our residents by working in partnership with the community to ensure a joined-up approach to our support.

What family partnerships look like:

- Sharing important life history and preferences
- Being part of reviews where appropriate
- Supporting independence rather than replacing it
- Raising questions early and openly

Visiting

Families are welcome to visit the community at any time. It is helpful to some notice of intention to visit or collect a resident so we can plan accordingly and ensure readiness. Our café is open to the public from 10am – 4pm Monday – Friday and available for families to use as a meeting space if desired. We can also make other spaces available across the community with some advanced notice.





Health & Welfare LPA

Use this LPA to give an attorney the power to make decisions such as :

1. Daily routine, for example washing, dressing or eating
2. Medical care
3. Moving into a care home
4. Life-sustaining treatment



Property & Financial Affairs LPA

Use this LPA to give an attorney the power to make decisions such as :

1. Managing a bank or building society account
2. Paying bills
3. Collecting benefits or a pension
4. Selling your home

The Role of Families

Reviews

We aim to hold annual reviews of the care and support that we provide to our residents, which are usually a valuable opportunity to involve family in discussions around the resident's needs, wishes and goals. You will be invited to these routinely by the Care and Support Coordinator and the House Coordinator, key worker and the Registered Manager/Deputy Manager.

Finances

Some residents may need extra support with managing their money. There are a few different ways families can help, depending on the person's needs and capacity.

There are several ways families can support decision-making, depending on a person's ability and legal status:

Lasting Power of Attorney (LPA) - planning ahead while the person has capacity

Families can apply for a Lasting Power of Attorney, which allows them to make decisions on someone's behalf if they lose mental capacity in the future. The resident must have capacity and give consent at the time the LPA is set up.

There are two types of LPA: one for health and care decisions and one for financial decisions. Applications are made through the Office of the Public Guardian.

The Role of Families

Deputyship - for when someone already lacks capacity

If someone already lacks capacity to make certain decisions, you can apply to become their deputy.

A deputy can be appointed for health or finances, depending on what support is needed.

The application process also goes through the Office of the Public Guardian.

Appointeeship - for managing benefits only

If a resident cannot manage their benefits, you can apply to act as their appointee.

An appointee is responsible for dealing with benefits on behalf of the person through the Department for Work and Pensions (DWP).

Only one appointee can act for a person. In some cases, the local authority may take on this role.

Informal Arrangements

Some residents may choose to let a family member help manage their finances informally.

This is only possible if the resident has the capacity to agree and understands the arrangement.

Residents can change their mind at any time. If capacity is lost in the future, a formal legal arrangement would be needed.



Decision Making & Governance

To support this partnership, it is important to understand the legal and regulatory framework that guides our work

Camphill MK is regulated by the Care Quality Commission (CQC), which inspects services across England to make sure people are safe and supported properly.

We are also regularly audited by the local authority we work with, and we have strong internal systems to check the quality of our work.

Most residents are assumed to have the mental capacity to make their own decisions, as protected by the Mental Capacity Act. This means they have the right to choose how they live their lives. Our role is to offer care, guidance and encouragement, helping people to live well and take part in their community — not to control their choices.

We will always explain the legal framework we work within and support families to understand how decisions are made. Where there are differences of view, we will always aim to have open and respectful conversations. Sometimes what families feel is “best” can differ from what the law allows us to do. We cannot override a person’s right to independence unless there are clear and lawful reasons to do so.

There are rare situations where someone lacks capacity, but the legal threshold for this is high. This also means residents have a right to privacy, and we cannot always share information if they have asked us not to.

Our aim is always to work in partnership with residents and families. However, we cannot make decisions on someone’s behalf without legal authority, nor act as a substitute for family relationships. These conversations are often easier when everyone understands the legal responsibilities that guide our work.



Electronic Care Planning System

We use an online care planning system called Nourish instead of paper files. It is the main way we record information about the people we support.

With the person's consent, families can access parts (or all) of this information through a secure family portal.

If you would like access, please let the Care and Support Coordinator know. You will need a valid email address.

Care and support plans are usually written together with the resident, with family involved where helpful. Each resident has a nominated key worker responsible for ensuring that their support plan is kept up to date.





Queries & Complaints

Even in strong partnerships, concerns can arise. When they do, we want to resolve them quickly and fairly.

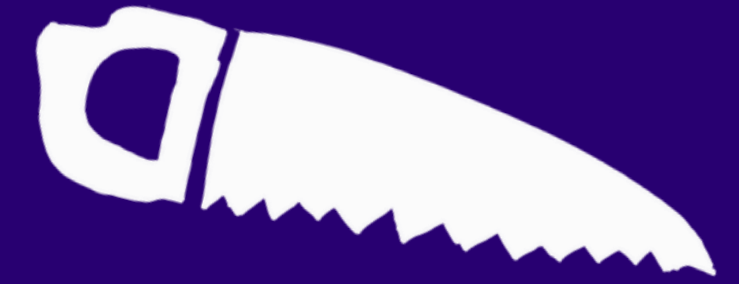
To raise a complaint or concern, please talk to the Key Worker or House Coordinator for your relative in the first instance to see if the issue can be resolved informally.

If you are unable to successfully resolve your query, please email complaints@camphillmk.co.uk with your concern and contact information.

Community Events



 [Sign up to the monthly newsletter](#)



We often hold a number of community events over the year including plays, barbecues, family meetings, open days and other opportunities for families and friends to get involved.

Each year, in November, we hold our Handmade Craft & Food Fair which is open to the public. As part of the event, an annual Families Meeting is held in the meeting room (The Crypt), under the theatre.

Family drop-in sessions are occasionally organised to discuss specific topics relating to the work we undertake with residents and give families the opportunity for an insight into how we work with specific conditions, keep up with changes in legislation and meet other family members of loved ones living at Camphill.

We share details of upcoming events in a quarterly families newsletter.



Donations

Camphill MK is a charity and we rely on the generosity of our supporters to help us make our special projects happen. This might be new equipment for a workshop, modernising technology, or building new homes.

If you would like to support us, please consider donating a minimum of £10 a month and become a friend of Camphill MK or keep an eye out in our newsletters of special fundraising projects that are taking place.

 [Become a Friend of Camphill MK](#)



[Click to Support
Camphill MK](#)



Thank you for being part of the Camphill MK community. By working together, we can help each person live with dignity, purpose and connection



CAMPBILL
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