

POLICY ON SERVICE USERS' RIGHTS (CHARTER OF RIGHTS)

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It is the Policy at (----- **name of Home** -----) to respect the right of each service user to lead as independent and fulfilling a life as possible. In this respect the following policy elements will be observed by all Care Staff, as a documented Service User's Charter of Rights which will always be readily available for inspection by service users, advocates and visitors to the Home:

Service Users in our Home shall have the right:

1. To retain their personal dignity and independence irrespective of their severity of their physical or mental infirmity.
2. To have their social, emotional, religious, cultural and political needs accepted and respected.
3. To have skilled, sensitive and understanding care to enable them to achieve the highest possible quality of life.
4. To have their personal privacy respected.
5. To be consulted about daily living arrangements in the Home, and to participate in discussions about proposed changes to these arrangements.
6. To be involved in, and be kept informed about, their individual assessment of need.
7. To have a regular review of their individual circumstances, and to have the right to be present at any review meetings.
8. To make informed choices about their Care Plans.
9. To be kept informed of all the services offered by the Home.
10. To choose their own Medical Practitioner and Dentist, and to consult them in private.
11. To manage their own personal affairs, including finances.
12. Not to be moved without prior consultation.
13. To have access to a formal complaints procedure.
14. To be given the opportunity to vote in local and general elections.

This can involve the service user's advocate (ref Policy No 311) as appropriate to the needs of the service user.

The only restrictions will be the legal and regulatory requirements necessary to protect the health and safety of service users, relatives, visitors and staff, and to ensure that the proper level of care is provided.