

RESIDENTS CHARTER OF RIGHTS

1. To retain their personal dignity and independence notwithstanding the severity of their physical or mental infirmity.
2. To have skilled, sensitive care to enable them to achieve the highest possible quality of life.
3. To have their social, emotional, religious, cultural, political, and sexual needs accepted and respected.
4. To have their personal privacy respected.
5. To have their views taken into consideration about daily living arrangements in the home, and to participate in discussions about proposed changes to those arrangements.
6. To be involved in and fully informed about their individual assessment of need
7. To be involved in, and make informed choices about their future personal care plans.
8. To have regular review of individual circumstances at which they have a right to be present.
9. To be fully informed about the services provided by the home.
10. To choose their own medical practitioner and dentist and to consult with them in private.
11. To be encouraged to administer their own medication provided the medical practitioner feels they are able to do so.
12. To manage their own financial and personal affairs.
13. To have the same access to facilities and services in the community as any other citizen.
14. To be consulted about proposed moves or changes in their accommodation.
15. To have access to a formal complaints procedure and to be represented by a friend and advisor if they so wish.

These rights should not be restricted except where necessary to provide the level of care needed by the residents and staff to ensure the health & safety of the individual resident, staff and visitors in the home.