

CHARTER OF SERVICE USER RIGHTS



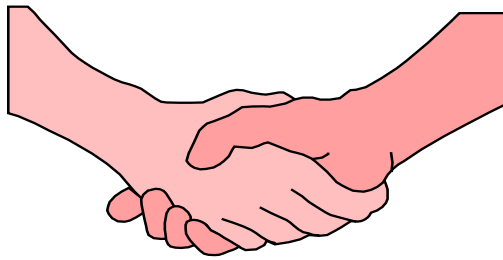
Our Services at Lanrick House are based upon the belief that each person is an individual and that society should respect that individual and their fundamental rights as a citizen.

This means: -

- **The right to be treated with dignity at all times and to be treated as an individual regardless of disabilities one may have.**
- **The right to pursue independence, responsibilities and choice where they do not infringe the rights of others.**
- **The right to have one's cultural and religious needs respected and accepted.**
- **The right to privacy.**
- **The right to have one's physical, sexual and emotional needs accepted and respected.**
- **The right to care for oneself as far as possible and have the appropriate assistance if required.**
- **The right to be informed of new procedures, and have these made explicit; the right to comment and have ones expressed views and opinions heard and listened to.**
- **The right to have assistance where necessary and practicable to access facilities available within the wider community, medical, social, educational, leisure and other services.**

- The right to have free and clear access to complaints procedures.
- The right to confidentiality in relation to medical and personal information on file.
- The right to a personal advocate (representative) to safeguard one's interests if required.
- The right to take appropriate risks in relation to the exercising of one's rights.

Main principles of Care and Support



DIGNITY

The right to be treated with dignity and respect at all times and the right to enjoy a full range of social relationships.

PRIVACY

The right to have my privacy and property respected at all times and to receive the time, space and facilities to live a fulfilling life.

CHOICE

The right to have information about the range of choices available and the appropriate assistance to understand my choices and those of other people.

SAFETY

The right to feel safe and secure in all aspects of my life and be free from exploitation and abuse.

REALISING POTENTIAL

The right to have opportunities to achieve all that I can in making the most of my life.

EQUALITY and DIVERSITY

The right to live an independent life, to be treated as an individual, be valued for my personal background, culture and faith and be able to complain without fear of victimisation.

I HAVE THE RIGHT TO:

- Get support to look after my health.
- To say who I want at meetings about ME.
- To have people listen to what I have to say.
- To be treated fairly and as an individual.
- To have my privacy respected.
- To have friendships and a partner if I wish.
- To get support to be part of my local community.
- To do ordinary things and be in control of my life.

- To take part in all decisions about my life.
- To feel safe.
- To have my faith, culture and religion respected.
- To have a friend or an advocate speak up for me.
- To see everything that is written about me and has support to understand it.
- To try new things safely.
- To know whom I can tell if I am unhappy about anything.



To get support to look after my health
I have the right:

To have the choice to eat healthy food



To have the opportunity to keep fit



To have support to go to the doctor and be visited by a community



nurse





To have support to take my medication

To say who I want at meetings about me



At meetings I have the right:



To invite who I wish to attend my meeting

To have support and time to say what I would like to happen in my life



To talk and be listened to





Understand all the decisions that are agreed

To be treated fairly and as an individual

I have the right:

To talk in private if I wish



To do things by myself



To be spoken to in a way I understand and to be addressed in the manner I wish

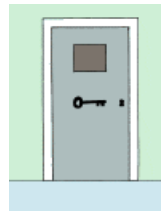
To get support with my personal care in private



To have my privacy respected

I have the right:

To a key to my room and have it locked



To have somewhere safe to keep my things



To expect people to knock on my door before coming in and to wait for a response as appropriate





To spend time alone when I want to

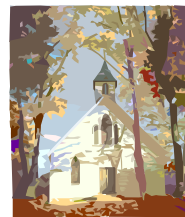
To get support to be part of my Local Community

I have the right:

To go to the same places as everyone else



To follow the religion of my choice



To have hobbies



To have friends, relationships and a partner if I wish



To do ordinary things and be in control of my life

I have the right:

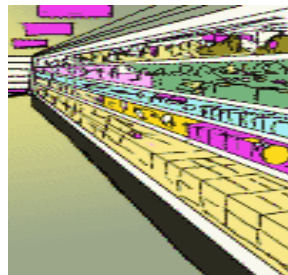
To do leisure activities in my home



To choose what I wear



To choose what I eat





To plan what I want to do

To take part in decisions about my life

I have the right:



To decide where I live



To decide who I live with



To decide what to do with my time



To say what I want to happen in the future

To be Safe:

I have the right:



To feel safe



To be respected



Not to be called names



To know my property and belongings are secure



Not be kicked, hit or punched



Not be touched in a way I do not like

To tell someone I trust if I do not feel safe:

- Key Worker



- Staff Member

- Family Member



- Advocate

- Friend



- Police
- Care Quality Commission (CQC)
- The Manager
- Local Government Ombudsman
- Company Director

To have my faith and religion respected

I have the right:



To choose a religion if I wish

To choose where to worship



To have my culture respected



To have a friend or advocate speak up for me

I have the right:



To have a friend or advocate who will help me if I have a problem telling people what I want or need



This does not mean I will always get what I want



It will mean that I am listened to

To see everything that is written about me and support to understand it

I have the right:



To see everything that is written about me

To have someone to read to me, explain and help me understand



everything that is written about me

Support to complain if I am unhappy about anything that is written about me



To try out new things safely

I have the right:

To try new things if I want to

Things like:

Help making a meal



Travelling by myself



Making new friends



If I am unhappy about anything or have a problem

I have the right:

To speak to staff or the Manager





To tell a friend or advocate

Help to write or telephone:

My social worker, friends or family, a Director of the company, the Local Government Ombudsman or the Care Quality Commission.

