

CLIFF HOUSE NURSING AND RESIDENTIAL HOME

STANDARD 17

RIGHTS

This policy is intended to set out the values, principles and policies underpinning this home's approach to the rights of its service users.

It is the moral responsibility of anybody working at Cliff House to respect the rights of individual service users at all times.

Understanding of Rights

All service users at Cliff House, have the following rights:-

1. Right to respect and dignity.
2. Protection from abuse or maltreatment.
3. Right to choose how they want to be addressed.
4. To be treated as an individual.
5. To have access to a range of statutory and specialist services.
6. To choose what they want to eat or drink and where they want to eat or drink it.
7. To have access to an advocate if they are unable to express themselves.
8. To privacy in their own room.
9. To have any changes in their living arrangements discussed with them and agreed first.
10. To be able to suggest improvements.
11. To have visitors of their own choice.
12. To have a clear and fair residency agreement.
13. To register and vote in elections.
14. To manage their own money.
15. To mix with the local community.
16. To choose their own GP and dentist.
17. To be independent without unnecessary or unjust restriction on movement.
18. To choose to take risks that they consider acceptable.
19. To have their cultural and religious views, beliefs and needs respected.

All staff are expected to protect and uphold the above rights of service users at all times or to facilitate access to any available advocacy services wherever service users wish for representation but lack the capacity to seek it for themselves.

Signed

Date