

STATEMENT TO SERVICE USERS

1 General

You are entitled:-

- 1) To have an individual plan based on an assessment of your need and which reflects your individual circumstances in terms of race/culture, gender, age and religion.
- 2) To receive positive help to overcome disability.
- 3) To have confidentiality respected at all times.
- 4) To be communicated with in ways which recognise the nature of your disability.
- 5) To enjoy the full legal, civil and personal rights and entitlements given to you by law.
- 6) Not to be discriminated against on any grounds, eg race, culture, gender and religion.
- 7) Not to have your movements restricted unless part of an agreed individual plan.
- 8) Not to be excluded from any service without a full case conference involving you and your representative.
- 9) Not to be prevented from taking part in any activity unless part of an agreed individual plan.
- 10) To have opportunities for development .and recreation.

2 Physical Wellbeing

You are entitled:-

- 1) To be helped to enjoy a healthy lifestyle. This includes:-
 - a good nutritious, balanced diet
 - exercise
 - medical assistance
 - dental care

- 2) Not to be exposed to unreasonable risk and to have the level of any potential risk assessed to ensure the correct balance of protection versus opportunity.
- 3) To reasonable protection from injury.
- 4) Not to be ill-treated physically.
- 5) To be free from pharmacological abuse or misuse.
- 6) To have medical needs and medications properly and regularly reviewed.
- 7) To have your personal needs met in terms of hygiene and comfort.
- 8) Not to be abused sexually by any person.

3 Emotional Wellbeing

You are entitled :-

- 1) To be enabled and encouraged to participate in a range of interesting and fulfilling pastimes.
- 2) To be treated at all times with courtesy and respect.
- 3) Not to be demeaned or abused by any person.
- 4) To be treated fairly and as an adult.
- 5) To have access to a wide range of opportunities and experiences.
- 6) Not to be ill-treated emotionally by any person.
- 7) To be assisted to maintain levels of personal cleanliness and appearance to enable acceptance by others.
- 8) Not to be stigmatised by the service or others.

4 Material Wellbeing

You are entitled :-

- 1) To have your own possessions.
- 2) To have your own comfortable clothes which are appropriate to your age and within reason accord with your own preference.
- 3) To have access to transport.
- 4) To have a secure, comfortable, clean and safe home.

5 Social Wellbeing

You are entitled :-

- 1) To be helped to be accepted by others.
- 2) To have opportunities for meeting a wide range of people.
- 3)
- 3) To be free to practice the religion of your choice.
- 4) To be free to express your cultural preferences and customs.
- 5) To be represented in any forum where decisions are made about you.
- 6) To meet any member of your family or person of your choosing in private.
- 7) To be free to develop satisfactory relationships of your choosing.
- 8) To, where appropriate, be represented by an independent advocate or other suitable person who will safeguard your interests.
- 9) To have access to confidential advice and support in all personal matters.
- 10) To have your privacy and possessions respected at all times.

If you are dissatisfied with any aspect of your care or are worried about anything you should contact:-

- Any member of staff
- A friend/advocate/member of your family .
- Your social worker
- The Registration Officer of the local authority.

Specific members
of staff are available to help you or your adviser discuss complaints/concerns or worries. See Appendix I