

NursingDirect

POLICY NUMBER: **43**

POLICY TITLE: **SERVICE USERS CHARTER OF RIGHTS**

WHO MUST ABIDE BY THIS POLICY? **ALL NURSING DIRECT WORKERS**



AUDIT INSPECTION

THE PURPOSE OF THIS POLICY

To explain the policy that the employment business follows on reviewing the standard and effectiveness of the care service that it provides.

CHARTER OF SERVICE USERS RIGHTS

We place the rights of our service users at the forefront of our mission statement and philosophy of care and support in order that we advance these rights in all aspects of the environment and the services we provide. The Charter of Service User Rights listed serves as guidance and it is neither exhaustive nor prescriptive, we therefore encourage and support our service users to exercise their rights in their entirety.

Privacy

We recognise that living in a communal setting, your own home or shared accommodation and the need to accept assistance with personal care are inherently invasive of a service users ability to enjoy the pleasure that they independent. Therefore we strive to promote as much privacy as possible for our service users in the following ways:

- Providing assistance with intimate situations as discreetly as possible.
- Ensuring service users' privacy and choice when using the telephone, opening and reading post and communicating with friends, relatives or advisors.
- Ensuring the confidentiality of information held by the organisation about the service users.
- Your room is your own private space and should only be entered with your consent.

Dignity

We support individuals with restricted ability to perform activities by encouraging the preservation of their intrinsic values in the following ways:

- Treating each service user as a unique, valued individual by recognizing diverse needs.
- Ensuring that service user's personal appearance reflects their personal preference.
- Offering support to service users to participate in a range of activities which will enable each service user to express themselves as a unique individual.
- Challenge any stigmatization associated with age, disability, status and sexual orientation.
- Support and empower our service users in dealing with the effects of any disability relating to communication, physical functioning, mobility or appearance by adopting a user friendly Charter of Rights and adapting our care delivery according to specific individual needs.
- Ensure that service user's spiritual needs, rights and rituals are observed during life and during the process of death and dying.

Independence

We recognise that some service users, in making a lifestyle choice to live within own their or shared accommodation, relinquish a certain degree of their personal space. Hence the importance of fostering the opportunities they have to exercise their independence and enhance their quality of life in the following manner:

- Providing as tactfully as possible human or technical support when it is needed.
- Enable and promote service users to self-care where possible with support and prompting.
- Supporting service users in their choice where possible to take reasonable assessed risks.
- Promoting and assisting service users to network and become involved within the community outside the home if possible.
- Ensure that any form of restraint is only implemented as a last resort in situations of urgency when it is essential for the service users own safety or the safety of others and in accordance with the Mental Capacity Act and Deprivation of Liberties.
- Encouraging and support service users to participate in developing a person-centered care plan and ensure they are aware that they have the right to access records relating their care.
- Maintaining an effective risk management system and auditing procedures that identify risks, prevent adverse events and promote an ethos of promoting independence.

Security

We employ staff that are committed to maximizing service user's choices, control and inclusion which responds to their need for security in the following ways:

- By offering assistance with tasks and in situations that would otherwise be perilous for service users.
- Empower service users and staff to identify report and respond appropriately to suspected or actual abuse through the provision of clear procedures and ensure that the perpetrator where they are also a vulnerable adult are safeguarded.
- Work collaboratively and transparently with all relevant services to safeguard and protect the welfare of our service users.
- Providing readily accessible channels for dealing with complaints by service users.
- Creating an atmosphere when providing care and support which service users experience as open, positive and inclusive.

Civil Rights

We strive to maintain our service users place in society as fully participative citizens as far as reasonable possible in the following ways:

- Support service users to vote in elections and to ensure they have access to information in order that they can exercise their democratic options.
- Ensuring that service users have full and equal access to the National Health Service as required.
- Assist in referring service users or notifying on their behalf the appropriate social services departments in order that that they may claim all relevant welfare benefits as appropriate.
- Support service users' access to public services such as libraries, further education and lifelong learning of their choice.
- Facilitating and supporting service users in contributing to society through volunteering, helping each other and taking on roles involving responsibility within and beyond the home.
- Encourage our service users to become involved in the management of their own home by supporting through enablement to acquire and regain skills e.g. cooking, cleaning washing and ironing.
- Protecting our service user's right to choice, respect, dignity, confidentiality and privacy.
- By providing care in the best interest at all times of service users that do not have capacity, taking into account the provision of the MCA DoLS when making decisions on their behalf.

Choice

We promote our service users rights to exercise choice and provide opportunities for them to select from a range of options in all aspects of their lives in the following ways:

- Listen to the views of our service users in order that informed choices can be made about their care, treatment and support in all their activities of daily living.
- Supporting service users to prepare or go out into the community to enjoy meals which enables them as far as possible to decide for themselves where, when and with whom they consume food and drink of their choice.
- Supporting service users to source a wide range of leisure activities from which to choose in and outdoors which encourage community, social interaction to bring about a varied healthy lifestyle.
- Enabling service users to manage their own time and not be dictated to by set timetables.
- Avoiding wherever possible treating service users as a homogeneous group.
- Respecting individual, unusual or eccentric behavior in service users.
- Retaining maximum flexibility in the routines of their daily life and respecting their choices.

Fulfilment

Promote and support our service users to realise their personal aspirations and abilities in all aspects of their lives, by assisting them in the following ways:

- Develop a personal profile to inform staff about each service user's individual life-history, past lifestyle and characteristics.
- Provide a range of leisure and recreational activities to suit the preferences and abilities of all service users, and to stimulate participation.
- Responding appropriately to the personal, intellectual, artistic and spiritual values and practices of every resident.
- Respecting our service users' religious, ethnic and cultural diversity.
- Support service users to maintain existing social contacts and to develop new friendships, and personal or sexual relationships as appropriate.
- Promote communication with a focus on listening and attending promptly to our service users needs and providing the appropriate support to channel their communication at all levels within or externally of the organisation by providing access to relevant appropriate information.

Diversity

We welcome and celebrate the diversity of people who use our services by demonstrating this in the following ways:

- Promote and create awareness among service users and staff that their diverse backgrounds enhance the life of their communities and society as a whole.
- Respect and provide opportunities for our service users to practice and celebrate their ethnic, cultural and religious practices.
- Eliminate unlawful discrimination against race, disability, age, gender, sex discrimination and harassment, including discrimination and harassment on the basis of gender reassignment.
- Promote equality of opportunity, recovery, independence and support the chosen lifestyle of disabled people and others through positive attitudes and by encouraging them to participate actively in all activities within their communities without discrimination.
- Champion equality, diversity and human rights as defining values of society and in the manner we conduct our services and by giving every individual the chance to achieve their potential, free from prejudice and discrimination.

Quality

We will strive continuously to provide the highest quality of care in the following way:

- By focussing on monitoring the quality of the services we provide through continuous audit which will identify potential risks to people who use, work or visit the service.
- Ensure we improve our service by learning from adverse events, incidents, errors and near misses, comments and complaints, and being alert to the advice from other expert bodies and members of the public on areas of our service we can improve.
- By having management systems in place that provide evidence of accountability and responsibility for decision-making within the organization and evidence of service user involvement.
- The service will identify individuals/organizations/agencies that may be approached for advice to facilitate improving operational, human resource and quality management as appropriate.
- Creating a company climate and culture of learning within which clinical excellence can flourish.
- Providing support and opportunities for learning continued professional development and empowerment of staff to acquire additional skills and qualifications relevant to their working environment.
- Ensure that there are a sufficient number of suitable qualified staff on duty at all times that hold the appropriate qualifications, experience and skill mix to deliver consistent and continuous care and support to our service users as appropriate.
- Ensure that effective, safe, person centred care and support is provided to our service users which is based on assessment according to individual diverse needs; with our focus being on continuous involvement of our service users and in collaboration with other providers.
- Focus on enablement, recovery and independence through planning, flexible, research based and adjustable care and support which is service user lead.