

Care Charter

RESIDENTS CHARTER OF RIGHTS

INTRODUCTION

It is the policy of Highborder Lodge that our residential Home, will seek to provide quality personal care which recognises the rights of an individual to:

- Privacy
- Dignity
- Freedom of choice; and;
- To have as much control over their life as possible.

Staff will therefore work closely with all residents so that their choice in any given situation is:

- informed and understood;
- made freely; and;
- exercised as a right;

Our charter of residents' rights is set out below. If you have any queries or if you think that there is something, which should be added to the charter, please speak to one of our senior staff.

CHARTER OF RIGHTS

If you are a resident of Highborder Lodge you have the right to:

- bring into the Home any possessions and/or furniture within the limits of the space available in the building
- choose how and with whom you spend your day
- have access to your own rooms when you wish
- entertain any visitors in your room and to invite people to visit you whenever you wish. If, however, you share a room you may have to ask the other occupant
- rise and go to bed as you please
- manage your own finances and hold your own pension book, or ask staff to do this for you
- use the Home's designated facilities for preparing snacks and beverages

- take part in any social or recreational activities of your choosing
- have access to any written material directly concerning your held by the Management
- have the right to expect that any information imparted to a member of staff will be treated with respect and confidentiality
- be involved in any discussions about your care
- go our and about as much as you wish and are able
- take part in religious meetings or services arranged in the Home, or to attend Church, Temple, or other Religious Meeting Place of your choice
- have access to physiotherapy, a district nurse or other services provided b y the District Health Authority
- have the right to expect that staff in the Home will arrange transport for you to attend hospital appointments etc. within the limits of the service
- eat when you wish during specified meal-times
- select your meals from a choice on the menu
- choose your bathing/washing times and who, if anyone helps you
- purchase and wear the clothes you wish
- use the pay-phone at any time
- contribute to the running of the Home by attending resident’s committee meetings
- have access to a social worker and any other service provided by the Social Services Department and to consult a solicitor or any other individual or agency whenever you wish
- be able to complain without fear of reprisal using the complaints procedure as outlined
- be called the name of your choice
- have the right to express your sexual needs in privacy and without causing offence to other residents.