

BIELD HOUSING ASSOCIATION
HOUSING SERVICES AND CARE SERVICES
POLICIES PROCEDURES AND GUIDELINES

VALUES AND OBJECTIVES

3.5 CHARTER OF RIGHTS FOR SERVICE USERS

Introduction

Many older people feel that, by living in a supported housing or care setting or by using a care service, they lose many of the rights they had whilst living independently in their own home in the community. A common perception people have is that they will no longer have the right to make choices about what they want to do or how they want to live and must conform to rules established by the provider of the support or care. Requiring support or care can imply acceptance by the older person that they must surrender their basic human rights. This negative view, evidenced by research, requires the Association through the actions taken by staff at scheme/project level to take positive measures to counteract this perceived position.

The Charter of Rights detailed below reinforces the rights all people have in society are equally assigned to older people living in or using Bield facilities.

Charter of Rights

Service providers can sometimes undermine people's control over their lives by the way in which help and daily tasks are performed or provided.

Bield's philosophy is, by taking a person centred approach, to create an enabling environment where individuals are supported at every opportunity to exercise their rights and freedoms while recognising that there may be limitations, limitations which apply to all members of society, to the individual's ability to exercise these rights.

The National Care Standards (service specific) highlight the rights to privacy, dignity, respect, choice, independence, rights, fulfilment and safety which all service users have.

The Scottish Social Services Council Code of Practice details the expectations service users can have of staff working in the care sector to provide appropriate care and support which enables service users to exercise their rights and make choices.

The Bield Charter of Rights for Service Users is based on the values detailed in the above documents and has been reinforced by the introduction of the Human Rights Act (1998).

Bield staff should be given a copy of the Charter of Rights on commencing employment. The Charter of Rights reinforces that each person is unique with individual needs and is an important document in the approach Bield takes to the management of quality in all its service provision.

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CHARTER OF RIGHTS

Bield is committed to ensuring that all service users are treated as individuals and that they continue to retain all or are supported to retain all rights while in receipt of Bield services.

These include the right to:

- Maintain all the entitlements associated with being a citizen
- Be treated with respect and dignity at all times
- Pursue independence and choice where this does not negatively infringe on the rights of others
- Take appropriate risks in relation to exercising one's rights
- Privacy in relation to personal space and belongings, financial and personal affairs
- Have cultural and religious needs accepted and respected
- Maintain and develop social contacts and pursue hobbies and activities
- Access facilities within the wider community
- Feel safe within an environment which is itself secure
- Feel safe and free from ill treatment or abuse from staff or other service users
- Security of access to Bield's services through a contractual agreement detailing the rights and responsibilities of all parties
- Access to care and support services as agreed in any care/support plan
- Have access to personal information on file and to know on what basis this information is shared with others
- Be heard through personal representation or by using an advocate
- Be included and/or represented in any formal review of any service provided
- Terminate any service within the agreed timescales
- Have free and clear access to the complaints procedures without any recrimination