

Policy No: 03-3100	Authorised: Zainab Yasin	Date: 1st April 2015
POLICY ON SERVICE USERS' RIGHTS (SERVICE USERS' CHARTER OF RIGHTS)		

It is the Policy at Annie's Healthcare Services CIC to respect the right of each service user to lead as independent and fulfilling a life as possible. In this respect the following policy elements will be observed by all Care Staff:

1. It is the right of each service user to make informed choices and to take risks; there is a certain amount of risk associated with each aspect of our lives.
2. Each service user is an individual with individual needs, wants and desires. This individuality will be recognised and respected to ensure promotion and maintenance of the service user's dignity and self-worth
3. Each service user, as an individual, has the right to fulfil his / her potential for personal choice of lifestyle and opportunities.
4. Each service user has the right to a Care Service that does not discriminate on the basis of race or ethnic origin, creed, colour, religion, political affiliation, disability or impairments, marital status, parenthood, sexual gender or sexual orientation.
5. Each service user has the right to refuse anybody entry to their home. This will include the Care Worker where the service user feels an element of incompatibility as he / she perceives it.
6. Each service user has the right of access to their personal Care Records, and to annotate them accordingly. He / she has the right to be consulted with respect to the Care Services provided and to be involved in on-going reviews of the same. Where, for reasons of mental frailty, the service user is unable to make his / her wishes known directly, an appointed advocate may fulfil this purpose.
7. Each service user has the right to details of the Contract with respect to the Care Services offered, including the costs involved.
8. Each service user has the right to be assured that no personal or confidential information concerning their affairs will be disclosed to a third party without their express permission.
9. Each service user has the right to complain about any element of the Care Service, and to do so without fear of any intimidation, recrimination or reprisals.
10. Each service user has the right to be informed in advance of any changes in hours of duty by the Care Worker, or even a change in the Care Worker, as a result of emergencies. Reference clause 5. above the service user retains the right not to accept substitute Care Workers into their home, though they will be informed of the implications of this with respect to the Organisation being unable to provide continuity of care.