

# Resident Charter

“The people who look after me have taken the time to find out who I really am.”

This Charter is a declaration of my rights as a resident here. I know you will protect my rights and work hard to provide special experiences for me.

## Providing the right care for me I can trust you to:

- Continuously monitor my health and wellbeing and deliver the right care for me
- Understand how I want to be cared for and if you have to make decisions for me, you strive to include me in doing what is best for me
- Help me to remain as active as possible for as long as possible
- Care for me with team members who are caring and compassionate and who have the right skills to look after me and understand me as a person
- Support me to continue the hobbies and social activities that I enjoy
- Support me to keep links with my friends and community networks

## Making it work for me You commit to:

- Understand how I best communicate and explain things clearly to me
- Call me by the name I know and prefer
- Take time to get to know me and my family
- Use what you learn about me to improve how you support me
- Help me to continue to make choices about my life
- Support me and my family and friends when times get hard

## Keeping me informed You commit to:

- Explain any changes in my health and wellbeing
- Involve me in any decisions about my care and social life
- Help me to communicate with others
- Ensure my family or advocate is kept informed about my care and is involved with what's best for me if required
- Say sorry and put it right if you don't get it right for me

## Respecting my rights You commit to:

- Listen to my wishes, preferences and concerns and support me to have my say
- Treat me as an individual and respect my Human Rights
- Not discriminate against me because of age, disability, race, sexual orientation, gender, religion or social status
- Ensure the information I tell you about me is respected and kept confidential
- Provide me with access to relevant health, legal and advocacy professionals to help me live well during all stages of my life



## My end of life care I can trust you to:

- Ensure my choices and wishes are understood and do your best to make sure that these happen
- Ensure my religious and spiritual beliefs are known.
- Provide guidance to my family and friends on making appropriate arrangements
- Support my family and friends during their time of sadness and grief