



## **SERVICE USER'S CHARTER OF RIGHTS**

The information below contains the basis behind the philosophy of Home Care. In every aspect we will maintain and support all our service users:

- To live a fulfilling life.
- To be treated with dignity and respect as an individual.
- To have personal privacy for yourself, your belongings and your affairs whilst remaining in a safe environment.
- To do things at your pace.
- To be supported in any activity you feel capable of doing.
- To have your cultural, religious, social and sexual orientation respected.
- To be involved in decisions affecting your daily living and the right to complain.
- To take any risks implied by those rights without being unnecessarily restricted.
- To be consulted and involved in your personal care and to be given the daily care appropriate to your assessed need.
- To have your confidentiality respected.