

06 CARE LIMITED
Charter of Rights



For customers of 06 Care Limited

1. The right to remain in your own home.
2. The right to retain your chosen life style.
3. The right to have your personal dignity respected, irrespective of your physical or mental disability.
4. The right to be treated as an individual in your own right, whatever your physical or mental disability.
5. The right to personal independence and choice, and personal responsibility for your actions, including acceptance of reasonable risks which are part of ordinary life.
6. The right to personal privacy for yourself, your belongings and your affairs.
7. The right to have your cultural, religious, sexual and emotional needs accepted and respected.
8. The right to participate as fully as possible in the formulating of your own individual care/support plan.
9. The right to be fully informed about the services provided by 06 Care Limited, and of any decisions that may affect your personal well-being.
10. The right to have care appropriate to your needs from suitably trained and experienced staff.
11. The right to have and to participate in regular reviews of your individual circumstances and to have a friend/carer/relative/other representative present if you want to.
12. The right to access your personal records.
13. The right to be told about formal complaints procedures and to be represented by a friend/carer/relative/other representative if you wish.
14. The right to be represented by an advocate, or are unable to make personal representation because of your mental incapacity.