



Richardson Care  
Caring is in our DNA

### Service User Charter – Statement of Rights

1. To be treated with respect, retain their independence, personal dignity and privacy irrespective of any physical or mental infirmity.
2. To have their social, emotional, religious, cultural and political needs accepted and respected.
3. To be safeguarded from discrimination on any grounds, whether it is age, disability, sex, race, language or religion.
4. To manage their own personal affairs, including finances.
5. To be consulted and informed about their specific care needs.
6. To have the opportunity to access external medical and non-medical professionals of their choice.
7. To be cared for by competent trained staff in a sensitive and understanding manner.
8. Each service user will have their individual circumstances reviewed on a regular basis and have the right to be present at the review meeting.
9. If the service user is to be moved, it will be done with their full co-operation after consultation, where possible.
10. To be given every assistance to vote in the local and general elections.
11. To have access to a complaints procedure and to be informed of the progress and outcome of the investigation.
12. To have their interests dealt with confidentially.
13. To be addressed as they wish.
14. To be encouraged and assisted to use the facilities and services both within the home and the wider community.
15. To have the right to privately consult an advocate or representative, when necessary, to put forward their own point of view.
16. To be provided with homely, safe and clean accommodation of a high standard.
17. To have access to a telephone that is placed in a position of privacy.
18. To be provided with a choice of high quality appetising and nourishing food, appropriate to the individual's dietary needs and personal wishes.
19. To be encouraged to participate in recreational activities and to be given the opportunity to develop new hobbies and pastimes.

Note: UK Government, European Parliament Legislation and Regulatory requirements take precedent over the rights specified in the above statement.

I confirm that I have read and understood the above document.

Service User's Name:

Service User's Signature:

Date:

Witness Name:

Witness Signature:

Procedure No: JMMCHAR

Date Implemented: 02/05/02

Reviewed & Revised: 02/10/19

The Richardson Mews, Kingsland Gardens, Northampton NN2 7PW

Telephone: 01604 791266 | [www.richardsoncares.co.uk](http://www.richardsoncares.co.uk) | [welcome@richardsoncares.co.uk](mailto:welcome@richardsoncares.co.uk)

Richardson Care Holdings Limited, registered in England & Wales: 12432902 | Registered office: Peterbridge House, 3 The Lakes, Northampton NN4 7HB