

Residents Charter

Residents of St Omer Residential Home shall have the right:

1. To retain their personal dignity and independence to the full extent of their capabilities.
2. To have skilled, sensitive care to enable them to achieve the highest possible quality of life.
3. To have their social, emotional, religious, cultural, political and sexual needs accepted and respected.
4. To have their dignity respected.
5. To be consulted about their daily living arrangements and be involved in discussions about any proposed changes to those arrangements.
6. To be fully involved and informed about their individual assessment of need.
7. To make informed choices about their future personal care plans.
8. To have a regular view of their individual circumstances to which they and/or their next of kin or representative will be invited.
9. To be fully informed about the services provided by the Home and the services available from other agencies.
10. To choose their own General Practitioner (GP) and Dentist and to consult them in private.ⁱ
11. To have the same access to facilities and services in the community as any other member of the community.
12. To make informed choices for their own medication and make decisions about their medical treatment whenever possible.
13. To manage their own financial and personal affairs whenever possible.ⁱⁱ
14. Not to be moved from one room to another without consultation.
15. To have access to a formal complaints procedure and to be represented by a friend, relative or advocate if they so wish.

** The only restriction to the above are those legal ones necessary to provide the level of care residents need and where necessary to protect the Health and Safety of the Resident and other Residents.

ⁱ Choice of GP and/or Dentist may be influenced or restricted by the NHS or Care Trust, which is outside the control of St Omer Residential Home.

ⁱⁱ If this is not possible then by a relative, Solicitor, Accountant or independent advocate.