



Resident Rights Charter — Poster and Signed Copy

Ten rights of a person living in a care home. On the wall, in the welcome pack, signed by the home and given to every resident

LIVING HERE, I HAVE THE RIGHT TO

	Right
1	Be treated with dignity and called by the name I choose.
2	Privacy — in my room, in my care, in my correspondence and calls.
3	Make my own choices: when I get up, what I wear, what I eat, how I spend my day.
4	Keep my own possessions and have them respected.
5	Receive visitors when I wish, and go out.
6	Take part in decisions about my care, and be told about my health in words I understand.
7	Activity, company and contact with the community — and to refuse it.
8	Be free from restraint, except as a last resort to keep me safe, for the shortest time, with a doctor's order (see the restraint policy).
9	Complain, to the home or to an independent body, without fear — and be answered.
10	Have my wishes for the end of my life asked, written down and respected.

This home commits to these rights. Manager: _____ Date: _____	Received by resident / representative: _____ Date: _____
--	--

Independent complaint: scan the Patient Voice code in the entrance or call the ASF hotline. You may remain anonymous.

ASF standards: LTC Standard 1 — resident rights (charter displayed and signed); Universal Floor — non-discrimination; Patient Voice