

The Charter of rights forms a basis for our philosophy of residential care and describes what you can expect whilst residing with us.

1. You have the right to personal independence, personal choice and personal responsibility for your own actions — wherever possible.
2. You have the right to care for yourself as far as you are able to have assistance if it is required.
3. You have the right to have your dignity respected by others in every way possible and to be treated, whatever your disabilities or frailties, as an individual in your own right.
4. You have the right to privacy, for yourself, your belongings and your affairs.
5. You have the right to be consulted about any proposed changes in daily living arrangements and to make suggestions.
6. You have the same right to facilities and services in the surrounding community as any other citizen, including registration with a medical practitioner and dentist of your choice, or appropriate specialist help when necessary.
7. You have the right to mix with other people in the community, whether by going out or by inviting other people in.
8. You have the right to have cultural, religious, sexual, emotional and other needs accepted and respected.
9. You have the right to expect management and staff to accept the degree of risk involved in these principles and not to have personal independence unnecessarily or unreasonably restricted for fear of such risk.
10. You have the right to be protected from undesirable actions by other individuals in the home.
11. You have the right to have any complaints heard by the Director of Nursing and, if satisfaction is not obtained you may submit your complaint in writing to the Health Information and Quality Authority.
12. You have the right to confidentiality, access to information held on file and to know on what basis any information, may be shared by others.
13. You have the right to have a personal representative (advocate) to look after your interest.
14. You have the right to leave the Home at any time, should you need help to move to another living situation this will be available to you.



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