



Residents Charter of Rights

Residents in Falcon House Retirement Home:-

- § To retain personal dignity and independence notwithstanding the severity of physical or mental infirmity.
- § To have skilled sensitive care to enable you to achieve the highest possible quality of life and dignity.
- § To have social, emotional, religious, cultural, political and sexual needs accepted and respected.
- § To have personal views taken into consideration with regards to daily living arrangements in the home, and to participate in discussions about proposed changes to those arrangements.
- § To be involved in and fully informed about their individual assessment of needs.
- § To be involved in and make informed choices about future personal care plans and be treated as an individual.
- § To have regular reviews of individual circumstances at which you have the right to be present and have access to personal files.
- § To be fully informed about the services provided by the home.
- § To choose your own Medical Practitioner, Dentist, Chiropodist or any other health care service.
- § To make informed decisions about own medical treatment in the light of sound medical advice given by medical attendants.
- § To manage your own financial and person affairs.
- § Within the limitations of clinical condition, to have the same access to facilities and services in the community as any other citizen.
- § To be consulted about proposed changes within the home.
- § To have access to formal complaints procedure.
 - ✓ To be represented by a friend and adviser if they so wish.
 - ✓ To contact the registration team if wished.
- § The right to make a choice even if there may be an element of risk involved.
- § These rights should not be restricted unless where necessary to ensure the health and safety of the individual and the other residents in the home.