

Silva Care Ltd

Human rights policy

Understanding of Rights

The service understands that all service users have, among others, the following rights:

1. Right to dignity and respect.
2. Protection from abuse or maltreatment.
3. Right to choose how they want to be addressed.
4. To be treated as an individual.
5. To have access to a range of statutory and specialist services.
6. To choose what they want to eat or drink and where they want to eat or drink it.
7. To have access to an advocate if they are unable to express themselves.
8. To privacy in their own accommodation.
9. To have any changes in their living arrangements discussed with them and agreed first.
10. To be able to suggest improvements.
11. To have visitors of their own choice.
12. To have a clear and fair service agreement.
13. To register and vote in elections.
14. To manage their own money.
15. To mix with the local community.
16. To choose their own GP and dentist.
17. To be independent without unnecessary or unjust restriction on movement.
18. To choose to take risks that they consider acceptable.
19. To have their cultural and religious views, beliefs and needs respected.



All staff are expected to protect and uphold the above rights of service users at all times or to facilitate access to any available advocacy services wherever service users wish for representation but lack the capacity to seek representation for themselves.

Confidentiality

The care service furthermore believes that the right to confidentiality is a key principle in modern health and social care and should be respected at all times. The care service expects all staff to refrain from voluntary disclosure of any information, learned directly or indirectly, about a service user to a third party unless given permission for disclosure by the service user.

Training

All staff are trained to recognise and uphold service users' rights and to understand the issues around confidentiality in their induction.

Date Reviewed:	Signature	Next Renewal Date
06/08/2014	 Sharon Moore	06/08/2015
06/08/2015	 Sharon Moore	06/08/2016