

## **Service User rights and Responsibilities Procedure**

### **Expected Outcome**

Service Users are the focus of operations and it is important that their rights are acknowledged and promoted at every opportunity. Service Users also have responsibilities of which they should be aware.

### **Training Requirements**

All Team Members

### **Procedure**

#### **Service Users Rights**

- Every Service User has the right to receive a service that encourages and fosters their independence.
- Every Service User and/or (with the Service User's permission) their carer, has access to all information about themselves held by the Service.
- In cases where a Service User has a legal guardian or advocate appointed to act on their behalf, the rights of the guardian or advocate are to be acknowledged and respected to the extent stipulated in the guardianship or advocacy arrangements.
- Service Users and/or (with the Service User's permission) their carers, will be involved in decisions about their assessment. They will be made aware of all the options available and any fees to be charged.
- Service Users will be made aware of the standard of service which they can expect. Services will be provided in a safe manner which respects the dignity and independence of the Service Users, is responsive to the social, cultural and physical needs of the Service Users and the needs of the carer.
- Service Users' access to services will be decided only on the basis of need and the capacity of the Service to meet that need.
- Service Users have the right to refuse a service and refusal will not prejudice their future access to services.
- Service Users have a right to complain about the Service they are receiving without fear of retribution.
- Complaints by Service Users will be dealt with fairly, promptly and without retribution. The Service User may involve an advocate of their choice to represent his/her interests.
- Service Users' views will be taken into account in the planning and evaluation of the Service.
- Service Users can nominate an Advocate to speak on their behalf.
- Service Users' rights to privacy and confidentiality will be respected.

#### **Service Users Responsibilities**

- A Service User should let the agency know if he/she is not going to be at home when Team Members are due to visit.

- Service Users should act in a way which respects the rights of other Service Users and Team Members.
- Service Users need to take responsibility for the results of any decisions they make including the choice not to make a decision.
- Service Users must utilise seatbelts and other vehicle safety devices as directed by authorised Team Members.
- Service User should respect the confidentiality of information about other Service Users and Team Members which they may obtain whilst using services.
- Service Users are to play their part in helping our Team Members to provide them with services.
- Service Users should inform the Service of any significant change in their circumstances.
- All effort will be made to ensure that a Service User, family member or Carer does understand their Rights and Responsibilities. Where needed contracts will be developed to ensure a clear understanding. If a Service User continually refuses to abide by their responsibilities they may be exited from the Service.

(Note R & R = Rights and Responsibilities)

<b>Steps</b>	<b>Action/Evidence</b>	<b>Who does it</b>	<b>When</b>
1	Service User R & R to be promoted to all service uses	All Team Members	At all appropriate occasions
2.	Service User Information Handbook contains R & R Information	Manager	Reviewed annually
3.	Newsletters remind Service Users of their R & R	Manager ensures	At least once annually
4.	Annual Plans/Strategic Plans incorporate Service User input	Manager	At least annually
5.	Service User Files record: Assessment Reassessment Referrals Appointment of Advocate Service Action Access to Information Consent forms	Assessor	Whenever appropriate

### **Documents to be completed and/or related to this procedure**

- Service User Information Handbook
- Guidelines for Advocates
- Notification of Appointment/ Change of Advocate
- Complaint Record Form
- Quick Compliments/Suggestion Form
- Complaints Flowchart

### **Corresponding Policy**

- Service User Information Provision

### **Relevant Standard**

## **Community Care Common Standards**

- 2.1 Service Access
- 2.2 Assessment
- 3.2 Privacy & Confidentiality
- 3.3 Complaints & Service User Feedback
- 3.4 Advocacy
- 3.5 Independence

## **Disability Service Standards**

- 1. Standard Service Access
- 2. Individual Needs
- 3. Decision Making & Choice
- 4. Privacy, Dignity & Confidentiality
- 5. Participation & Integration
- 6. Valued Status
- 7. Complaints & Disputes
- 9. Family Relationships
- 10. Rights & Freedom from Abuse