

Forder Lane House Day Care Services

Our Key Objectives

- ✓ help people to maintain their independence by assisting them in caring for themselves; carrying out tasks of daily living, and helping to maintain and improve personal skills;
- ✓ help develop or maintain new skills or hobbies
- ✓ assist in maintaining links with the community and avoid social isolation;
- ✓ provide carers with an opportunity to have their own space and time by offering relief from the stress of caring, support during any health problems, and time for themselves.

Forder Lane House seeks to provide day services which aim to respect the rights of people as citizens and to assist in the development of their quality of life by valuing and respecting their privacy, independence, dignity, choice and need for fulfilment.

The key objectives of our day services are to promote independence and provide support for people and their carers in settings appropriate to the individual's circumstances and aspirations. A day care service is intended to enable a person to remain living in their home and achieve the highest possible quality of life.

Day Care Services – Your Rights

Set out below is a list of your rights which is by no means exhaustive.

- ✓ The right to be called by the name of your choice.
- ✓ The right to receive a service which is responsive to your race, religion, culture and language, gender, sexuality, disability and age.
- ✓ The right to privacy, personal independence, personal choice and personal responsibility for your actions.
- ✓ The right to be made aware of other community services.
- ✓ The right to be enabled and assisted to use community facilities.
- ✓ The right to a service from experienced, trained and supervised staff.
- ✓ The right to participate in making your own personal care plan by choosing and being consulted about stimulating and motivating activities to enable you to develop or maintain existing skills and abilities.

- ✓ The right to expect management and staff to respect your independence and to consult with yourself, carers and relatives to identify the level of any risk and agree how that risk should be managed.
- ✓ The right to have your decisions recognised, respected and responded to by staff without unnecessarily restricting your independence.
- ✓ The right to comfortable, accessible, safe and punctual transport to and from the day service where this is part of the service provided.
- ✓ The right to confidentiality and to have access to your records.
- ✓ The right to administer your own medication or assistance if you are unable to do so.
- ✓ The right to a menu with a choice of meals which reflect your medical, cultural, religious and philosophical needs or preferences, if meals are part of the agreed service.
- ✓ The right to have information and to be consulted about any proposed changes within the day service and opportunity to comment on any Social Care and Health policy.
- ✓ The right to complain using our complaints procedure.

The Data Protection Act 1998 and the Information we may hold about you

You have rights about how we collect and use information about you.

Why do we need information about you?

- To find out what services you need
- To make sure you get the most appropriate service
- To keep track of the services we give
- To help plan future services

How do we get this information?

- From you, or somebody on your behalf eg. a family member or friend
- From people who think you may need our services eg. doctor, nurse
- From agencies that will help us provide the best service for you eg. your local doctor or nurse

Who is given this information?

We will only pass your information to staff involved in giving you the service. Normally we will not share with others before asking you, but if you or somebody else is in danger we may have to.

How do we look after the information?

We will make sure the information we keep about you is:

Relevant - what we need to give you a good service

Correct - to help us to do this please let us know of any changes eg. your name, address etc.

Kept confidential - from people who don't need to see it

Kept only as long as needed - we keep it for at least 3 years

You have a right to see information we hold about you.