

Charter of Rights & Responsibilities

When I use RehabCare services I have the right:



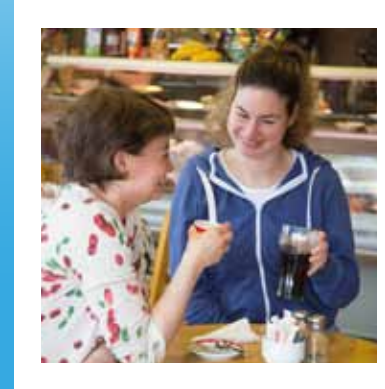
To be accepted for who I am and to be taken seriously by staff and people who use RehabCare's services



To have a Person Centred Plan and /or support plan that shows what I want and need



To have a service that can change to meet my needs



To have staff, managers and keyworkers who treat me with dignity, respect and everyone is treated the same way



To keep friends that I have made and to make new friends when I want



To gather plenty of information so that I can make good choices and decisions



To become a member of NRAC and to receive training and information about NRAC locally within my service



To have people listen to what I say and have support with this should I need it



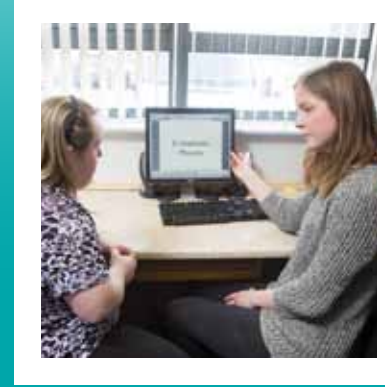
To have a good service with high standards where I am getting what I want and what I need from it



To be listened to and for people to hear and understand what I am saying. To have clear information given to me in a way that I will understand it e.g. Braille, audio etc



To have a safe place to be where I am not bullied or teased. I have the right to have it dealt with should it ever happen



To have any complaint taken seriously. To have any complaint written down and to know when it will be sorted out

When using RehabCare services I have a responsibility to:

- ✓ Show respect to everyone and consider other people who use the service
- ✓ Consider other people's feelings
- ✓ Let RehabCare know what I think of the service and how it supports me
- ✓ To do as much as I can for myself
- ✓ Report any issues/difficulties to staff/manager
- ✓ Be open to trying new things, especially if I have asked for them to happen
- ✓ Look after myself and to take care of my own things
- ✓ Respect other people's privacy
- ✓ Treat other people the way that I want to be treated myself
- ✓ Be aware of Health and Safety when using RehabCare