

**Charter of Rights for Residents of Sunhill**

***YOU HAVE***

* **The right to be informed of your rights and the policies guiding practice in Sunhill**

The nursing home has written policies about the rights and responsibilities of it’s residents. The resident must sign a statement saying that he has received and understands these rights and the rules of the home at the time of admission.

* **The right to be informed about Sunhill’s services and charges**

Every resident has the right to be fully informed of the services available in Sunhill, and of the charges related to those services. This includes detailed charges for services not covered under Sunhill’s basic rate.

* **The right to be informed about your medical condition**

Every resident has the right to be informed about their medical condition and have access to facilitated appointments with their GP, as well as access to a qualified Registered Nurse 24 hours per day.

* **The right to participate in the plan of care**

Every resident and or their family must be given the opportunity to participate in the planning of his medical treatment. This includes the right to refuse treatment. You have the right to be informed fully about your condition so that you can make fully informed choices

* **The right to choose one's own Doctor**

Every resident has the right to choose their own GP as long as said GP is happy to provide care at Sunhill.

* **The right to manage your own personal finances**

Residents can either manage their own funds or authorize someone else to manage them. Where you ask up to hold funds for you in the safe, you have the right to access it when you want as well as receive receipts for all funds spent.

* **The right to privacy, dignity and respect**

Every resident has the right to be treated with consideration, respect, and with full recognition of your dignity and individuality, including privacy in treatment and in care for your personal needs.

* **The right to use one's own clothing and possessions**

Every resident may retain and use your personal clothing and possessions as space permits, unless to do so would infringe upon rights of other residents, or constitute a safety risk.

* **The right to be free from abuse and restraints**

Every resident has the right to be free from any form of Elder abuse, and free from chemical or physical restraints. The use of any form of restraint / safety mechanism shall be used only following discussions / permission from you or your family member and be based fully on complete risk assessment.

* **The right to voice grievance without retaliation**

Every resident should be encouraged and assisted to exercise the right to voice grievances and recommend changes in how we do things at Sunhill without fear of coercion, discrimination, or reprisal.

* **The rights of access**

Residents have the right to:

* Receive any visitor of your choosing and you may refuse a visitor permission to enter your room or may end a visit at any time
* Immediate access by family and reasonable access to others
* Open visiting hours while respecting other resident’s within the home
* Contact with members of community organisations and legal services at your request
* Confidential communication with visitors, including assistance with personal, social, and legal services
* **The right of Practicing your chosen spiritual beliefs**

Every resident has the right to practice their chosen faith at Sunhill and the right to have their personal faith desires facilitated within a multi denominational – mutually respective environment

* **You have the right to your proper title eg: First Name or Forename**

Each resident has the right to decide how you wish to be addressed by staff at Sunhill

* **The right to live as full, active and independent a life as you can**

Every resident has the right to be facilitated / assisted in living their lives to their fullest potential with a continued sense of purpose in life, without distinction of race, religion, political belief, economic or social status. You have the right to have an active programme of activities offered to you following an assessment by an Activities Coordinator whereby your specific personal tastes can be catered to

* **You have the right to clean, secure and comfortable surroundings in which to live**

Each resident has the right to their own bedroom space as well as communal spaces within the home which are maintained in a clean, safe, presentable and secure manner

* **You have the right to be cared for by competent , skilled , empathetic staff**

Every resident has the right to be cared for by people who have received appropriate training in order to be able to care safely and professionally. Each resident will be asked to participate in the evaluation process of staff as part of the Peer review process which is preformed on all staff. You have the right to have Sunhill managed by competent managers.

* **You have the right to expect your families and relatives are kept up to date with your condition**

Every resident has the right to believe that family members / loved ones will be kept up to date with your condition and care at all times.