

## Charter of Rights

### AevaCare pledges to:

- Incorporate The Health and Social Care Act 2008 (as amended) in all our service provision.
- Offer skilled care to enable our Service Users to achieve their optimum state of health and well-being.
- Treat our Service Users and staff with respect and decency at all times.
- Uphold our Service Users' and staff's human and citizenship rights. To recognise the uniqueness of individuals regardless of race, nationality, colour, creed, sex or sexual orientation.
- Support our Service Users' individual choice, personal decision-making and have their safety ensured.
- Respect and encourage our Service Users' right of independence and self-expression.
- Treat our Service Users, their family members, staff and visitors with dignity, courtesy and consideration at all times.
- Respect our Service Users at all times and treat all information relating to them and our staff in a confidential manner.
- Recognise the individual needs for personal fulfilment and offer our Service Users individualised programmes of meaningful activity to satisfy that need.
- Uphold our Service Users' right to complain without fear or discrimination, the right to a prompt response.