

## **Residents Charter**

Andrew Cohen house is committed to ensuring that your rights are respected at all times and endeavours to offer you the very highest standards of care in quality surroundings. Our staff are dedicated to assisting you in every way and especially with regard to your rights to:

### **Privacy**

Your room is personal and private. You have the right to be undisturbed if you wish and staff will always knock before entering your room.

### **Independence**

Our aim is to help you to maximise and maintain your ability to live an independent life. Our staff will know your likes and dislikes and be guided by your own preferences, whenever possible.

### **Choice**

You will choose what you want to do each day, for example, when you want to get up in the morning, or when to go to bed; what activities you wish to join in with and what you prefer to eat. Our staff will discuss with you, your plan of care and as far as possible, you will decide how you wish to live. You have the right to read your records at any time.

### **Dignity**

We believe strongly that you have individual needs and your right to decide what happens to you is of paramount importance to us and we will therefore, respond to your wishes as fully as we possibly can. Our staff will always address you as you would wish to be addressed and will show sensitivity and tact in caring for you at all times.