

06 CARE LIMITED

Dignity in Care Charter

Statement of Values



This charter underlines what a person can reasonably expect when they need and use care and support services from 06 Care Limited.

DIGNITY

- Respect each individual for their uniqueness and make each individual feel that they matter
- Have zero tolerance of all forms of abuse
- Promote and encourage positive and respectful attitudes

RESPECT

- Support people with the same respect you would want for yourself or a member of your family
- Treat each person as an individual with their own needs, wants, desires and expectations
- Respect people's rights to have relationships

PRIVACY

- Respect people's rights to privacy and autonomy

INDEPENDENCE

- Enable people to maintain independence, choice and control whilst managing any risks
- Ensure that services are provided in a way that meets an individual's likes and dislikes
- Act to alleviate people's loneliness and isolation

CHOICE

- Provide a personalised service and treat each person as an individual
- Listen and support people to express their needs and wants
- Engage with family members and carers where this is appropriate

RIGHTS

- Help to maintain all entitlements associated with citizenship
- Ensure that people feel able to complain without fear of repercussions

FULFILMENT

- Assist people to maintain confidence and a positive self esteem
- Support them in the realisation of personal aspirations and abilities in all aspects of daily life

NUTRITION

- Adhere to guidance on nutrition in the community and encourage nutritional screening

STAFFING

- We have a responsibility to ensure services are properly staffed and funded and all staff are properly trained, vetted, supervised and supported.

POLICIES AND PROCEDURES

Policies and procedures are in place to support Dignity in Care, to challenge discrimination and inequality, and to respect individual needs, covering:

- Whistle blowing
- Equal opportunity
- Complaints and compliments
- Safeguarding adults