

Our Aims and Objectives

Our aim is to provide a service in people's own homes, at times that are convenient and in ways that suit individual needs. We have sound principles for the way we run our service. Central to these is our belief that the rights of service users are paramount.

To meet individual needs in the community we aim to achieve the following objectives:

- To deliver a flexible service of the highest quality that provides consistency of care.
- To treat people who receive care and support with respect at all times.
- Promote and uphold the privacy, dignity, rights, health and wellbeing of people who use our service and their carers at all times.
- Promote personal choice
- Uphold and endorse non-discriminatory practice and promote equality, diversity, and inclusion at all times.
- Respect a person's right to confidentiality.
- Support people to stay safe and be protected from abuse.
- Promote an inclusive service where people are regularly consulted about the service we provide and can contribute to the quality of the service.
- To ensure that all service users are aware of the procedures of making compliments, comments and complaints.

Our Values and Principles. Service Users Rights

The aim of a good quality domiciliary care must always be to promote a way of life for service users which permits them to enjoy, to the greatest possible extent, their rights as individual human beings. The following rights are fundamental to us.

- **Dignity and Respect:** All our service users have the right to be treated with dignity and respect. The right to dignity recognises the intrinsic value of people as individuals and the specific nature of each person's particular needs. We will treat people with the same respect we would want for ourselves or a member of our family.
- **Privacy:** The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs.
- **Personal Choice:** Each service user will be encouraged to exercise their full potential for making personal choices related to care, support and lifestyles.
- **Confidentiality:** The right to confidentiality will be maintained and safeguarded. Information kept about service users, their families and carers will be made available to those individuals on request, in compliance with data protection legislation and will only be given to other agencies as required by law, in exceptional circumstances to prevent harm to the service user or, with the permission of the service user or (where appropriate) their representative.
- **Independence:** Service users will be supported to maintain independence. Services are aimed at maximising the individual's capacity for self-care and mobility.
- **Communication:** Service users have the right to be listened to and be fully informed on all aspects of their care and support.
- **Risk Taking and Personal Responsibility:** All service users are entitled to make decisions about their daily lives and activities. This may, from time to time, result in a conflict between ensuring safety and maximising independence, we will work with people to support their decisions to take reasonable risks.