

Service User standards

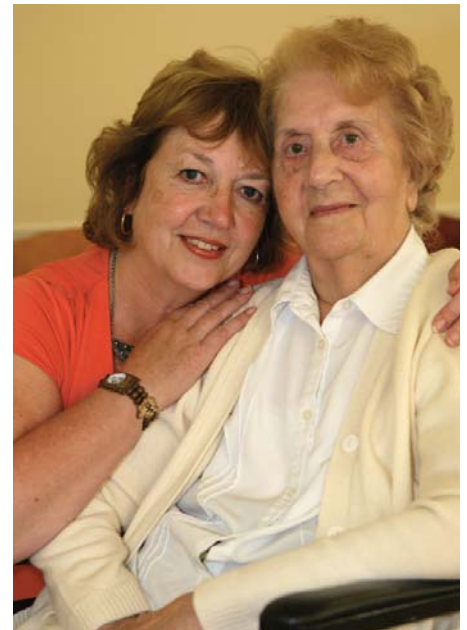


The Service User Committee spent a year developing standards which would detail how service users want to be treated and what is important to them. Before producing this leaflet, a draft set of *Service User Standards* were sent to all Outlook Care schemes and services to give everyone the chance to talk about them. Many comments were received which were used in this final version.

These *Service User Standards* were written *by* service users, *for* service users.

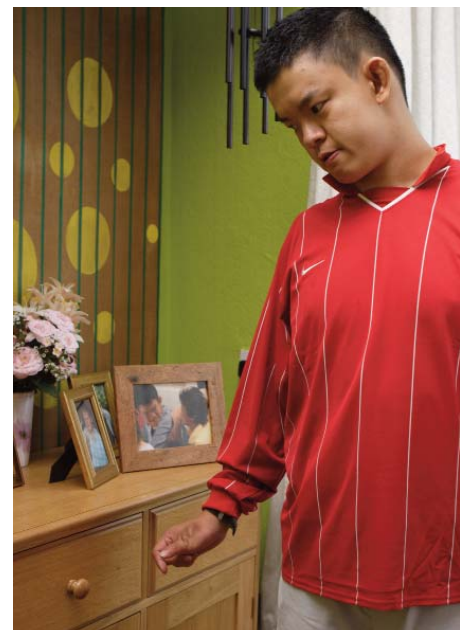
Relationships

- Helped and supported to have good relationships with others.
- Helped and supported to have good relationships with family and friends, with opportunities for visits.
- Helped and supported to find opportunities for socialising if I want to.
- The right to be encouraged to have the relationships I want.
- Opportunities for more involvement in community life as part of being a citizen.



Privacy

- My room or flat is private, with no-one entering without my permission unless in an emergency.
- I am supported to keep my personal belongings private.
- The right and responsibility to be private when using bathrooms and toilets.
- My records are kept private.
- I am involved in my records.
- I am asked to give permission for next of kin to look at my records.
- I am able to see what records are held.





Staff

- Staff listen, are kind, helpful and friendly. They are calm, not rude and don't lose their tempers.
- Staff are trustworthy and treat me with respect at all times.
- Staff use my chosen method of communication.
- I am able to choose my keyworker.
- I am involved in recruitment for my scheme or service.



Safety, security and risk

- Being supported and guided to keep myself and others safe.
- Being involved in my own risk assessments.
- Being able to discuss Health and Safety concerns with staff and with other service users at scheme meetings.
- Being supported and encouraged to take part in Health & Safety training.
- Being made aware of my rights under Health and Safety.



Choice and control

- Having the opportunities to make informed choices.
- To be in control of my life as much as possible.

Independence

- Supported and encouraged to be independent to a level right for me.
- Staff to look for ways to develop my independence.

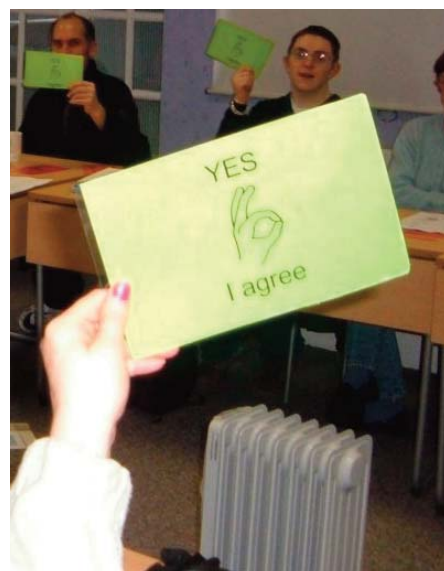
Written by service users for service users

“ On behalf of the Outlook Care Service User Committee we would like to thank everyone who took part in putting together these *Service User Standards*. All the people who live in our care homes and receive supported living services gave us their view on what was important to them and this is reflected in these standards.

Thank you for your help, without your contributions we would not have been able to get this work done.

Andrew Martin, Chair and service user

Piotr Rejek, Co-Chair and Director of Operations



The Service User Committee get to work writing the *Service User Standards*.

People with individual needs, living the lives they choose

Outlook Care Vision