

Statement of Rights



What are my rights?

You are entitled to your rights as a citizen. Certain rights depend on your situation, for example if you are a parent, partner, employee, disabled or elderly person.

You have the right to:

- Be treated with respect, fairness and dignity as an adult.
- Be involved, when possible, in decisions affecting your life.
- Manage your own financial affairs.
- Authorise someone else to look after your money and personal property if you are unable to manage financial affairs by yourself.
- To know at all times how much money has been spent and how much is left.
- Be supported to claim the benefits you are entitled to from the Department for Work and Pensions.
- Be able to express freely your personal feelings, criticisms and grievances.
- Change your personal plan for either planned or unplanned events.
- Refuse medical treatment and medication and to be informed of what might happen if you do.

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- Get help to live independently and to look after yourself in comfort and dignity.
 - Get the help and support needed to take part in the activities of your choice.
 - Form friendships.
 - Enjoy, in private loving relationships with others, without interference or embarrassment.
 - Know that your personal records are kept in confidence, and that they will be shared only with those that are involved in your care.

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- Have access to your own personal records as allowed by law, and refuse to give information which is not essential for the service you require.
- Have the opportunity to work on your hobbies as space allows, with due care and consideration for the people sharing accommodation you live in.
- Have in writing how much you pay towards your support and accommodation, and to be told of all the charges to these payments.
- Have all studies, polls and surveys fully explained to you, and be able to choose not to be involved.

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- Expect staff to have up to date mental health knowledge about mental health issues and how these could affect your life.
 - To feel safe and secure in your life, including your health and wellbeing.
 - Not to be subjected to any form of abuse from the service provider.
 - Have copies of Centred policies, Care Inspectorate reports and other publications should you wish to see them (you can arrange access or obtain copies via the Housing Support Service Offices).
 - Expect staff to know and respect all the above rights.

You have responsibilities as well as rights

Not only do you have a right to be treated with respect, you also have the responsibility of treating staff and visitors with respect. Staff have the right to carry out their job without being the victim of any form of abuse.

Staff also have the right to support you in a smoke-free environment, and to expect you will not smoke whilst they are in your flat/home.

Centred strives to give you a support service that responds flexibly to your individual needs, but there may be times when staff also need flexibility in order to meet the demands of the service.

Other sources of help and advice

If you haven't been able to find answers to your questions in this leaflet, there are other sources of help that are available in:

- book form
- online
- face-to-face

Publications

Citizens Advice Bureau (CAB) can provide information about your rights, taking into account the many changes in British law in recent years. Relevant information can also be obtained from public libraries.

Online

CAB also provides an online service: cas.org.uk

Face-to-Face

As well as getting in touch with your local CAB, you have the right to independent advice and support from advocacy services at:

Citizens Advice Inverness
29 - 31 Union Street
Inverness
Highland
IV11QA
T: 01463 237 664





Download this Booklet

A: Unit 38, The Eastgate Centre, Inverness IV2 3PP

T: 01463 236 507

E: hello@centred.scot

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