

Residents' Charter

As an individual living in **Grace Muriel House** you have a right to:

- be treated fairly at all times, by volunteers, staff, visitors and your fellow residents
- have a written contract detailing the agreed terms and conditions of your residency
- have your dignity respected and where possible your choices honoured
- have your personal confidentiality and privacy respected
- safeguard your personal possessions by, for example, locking them in your wardrobe
- have your personal preferences and dietary requirements taken into account when meals are planned
- furnish your own room in addition to that provided whilst ensuring space for care to be given
- observe personally significant religious, cultural and life events and have access to spiritual support of your choice
- have your views listened to and responded to appropriately
- have access to a formal complaints procedure
- pay fair fees and charges and have clear information about them
- clear information about the services provided
- live in a safe and secure environment



- live in a house and share communal areas that are appropriate to you, and your fellow residents' needs
- live in a house which is maintained in a good state of repair and decoration and to know what the maintenance standards are
- have controls in all areas of the house that ensure that you have appropriate heat, lighting and ventilation
- know that there are security arrangements in place
- be consulted on and informed of all maintenance and upgrading plans.
- be introduced to staff and volunteers
- have access to any information held about you by the society
- access the amenities and support mechanisms that will enable you to live in **Grace Muriel House** for as long as is practicable
- access those services which will enhance your well being and personally chosen participation in your community
- have **Grace Muriel House** equipped with basic aids and adaptations that will enable you to maintain your independence for as long as possible