

Patients' Charter



The Patients' Charter has been written following extensive consultation with patients across The Retreat and outlines the aspirational intent of the organisation in naming the specific rights, wants and needs expressed by people using our services. The Charter has been endorsed by the Clinical Governance Committee and over time will be subject to audit to support its implementation in practice settings.

ENVIRONMENT

The right for patients to live in a clean and healthy environment

- **The right to live in a safe environment**
 - Not to be hit or abused by other patients
 - For aggressive/violent behaviour to be dealt with immediately
 - To have a key to your room
 - To have a lockable cupboard or drawer
 - To expect your possessions to be safe from harm or theft
- **The right to privacy**
 - For staff to knock before entering your room
- **The right to eat and drink when you choose**
 - To have a choice of hot and cold drinks available at all times
 - To have access to fresh fruit
 - To have a choice of food at mealtimes
- **The right to a clean and comfortable environment**
 - To respect communal rooms and areas
 - To take responsibility to leave areas clean and tidy
 - To have a quiet area for relaxing
 - To have suitable smoking facilities
 - To expect comfortable furniture and surroundings in good condition
 - To have choice in colour, décor and furnishings when renewed

INDIVIDUALITY AND RELATIONSHIPS WITH OTHERS

The right for patients to live in an environment that supports their privacy, dignity and respect

- **The right to be treated with dignity**
 - To be allowed privacy and time to yourself
 - To be treated by others as they would wish to be treated
 - To have bathing assistance with same sex helper if requested
- **The right to be treated non-judgementally by both staff and patients**
 - To be seen as an individual and respect differences
 - To be treated with respect, dignity and courtesy
 - To be treated with compassion
 - Not to be discriminated against
 - Not to be patronised and that staff keep to their word
 - Not to be talked down to or told off
 - To still be treated as a person even though you are in hospital
- **The right to freedom of choice**
 - To have freedom of speech...to be able to talk and to be heard
 - To have freedom of expression in the way you dress
 - To be able to practice your religion
 - To be able to enter into safe and healthy relationships
 - To receive and send mail without it being opened
 - To have the right to say who can visit you
- **To have a complaints procedure that is easily available and holds people to account**

The right for patients to be involved in meaningful activity both within the hospital and in the local community

- **The right not to lose freedom and skills**
 - Patients should not be de-skilled (eg to be able to make a cup of tea when wanted)
 - To be allowed the use of the grounds
 - To be allowed access to the local community
 - For up-to-date information to be available in the personal information files and/or on the unit
- **The right to meaningful activity**
 - Patients should have access to regular activities
 - Activities should be available to both groups and individuals
 - That outings should be regular, frequent and enjoyable
 - That outings should be varied
 - That information about activities is readily available

MY CARE

The right to participate in and make choices about my care

- **The right to confidentiality**
 - To know who has access to your information
 - To know what information is recorded
 - To know that staff will not discuss your issues without consent
 - To know that other patients will not discuss your issues without consent
- **The right to feel comfortable**
 - To be allowed same sex person as named nurse if requested
 - To be treated ethically by adequately qualified or trained staff
 - To be talked to rather than talked about
 - To know who is involved in your care
 - To be able to question peoples' involvement in your care
 - For staff to talk to you whilst administering medication to make it a more personal experience
- **The right to information**
 - For patients to be able to ask questions and be heard
 - To be given information about all aspects of your care
 - To be given information on any relevant health issues
 - That any relevant information be brought to the attention of/shared with staff
- **The right to make choices**
 - To be able to ask to see a doctor
 - To be involved in decisions about your care and care plan
 - To question any aspect of your care
 - To be able to consent to or refuse treatment and medication
 - To decide who will attend your reviews
 - To have a say in who is involved in your care upon discharge
- **The right to expect your health care provider to provide what it says**