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| The Village Residence | POLICY NO: | |
| | Date reviewed | December 2012, June 2016, January 2021, sept 2023 |
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| Policy on Residents Expectation of Care and Services | | |

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| Policy on Residents Expectation of Care Services | |
| Developed by: Drogheda Services for Older People. | Date Developed: Revised July 2011 Revised December 2012, Sept 2023 |
| Developed By: Nursing Department. | Date Approved: July 2012. June 2016. January 2021, sept 2023 |
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The Village Residence is committed to the delivery and provision of a service of personal care and associated domestic services customised to individual needs. Each client / service user may therefore expect the following from our Organisation:

1. To be actively involved with Staff to develop an individual Care Plan to meet their personal needs that is also responsive to changes in their needs.
2. To be given a written Agreement regarding the care and the tasks that the Care Worker will be able to do for them,
3. To be allocated a nurse who will oversee the implementation of the Care Plan and to ensure that the Services as agreed are delivered.
4. To be allocated a trained Care Worker that has excellent references concerning the honesty, trustworthiness and ability to undertake the Care duties.
5. Wherever possible, to be allocated the same Care Worker to undertake the Care duties to the hours agreed.
6. To be informed in advance of any circumstances which may prevent the Care Worker from attending when expected, or of the need to change the Care Worker or hours of work for any reason.
7. To be asked by the Clinical Nurse Manager for any comments or suggestions to improve the Care Service, to be actively involved in the review of their individual Care Plans, and to have these suggestions reviewed by the management of the Organisation and acted upon where possible.
8. To receive a Service that is respectful of their individual circumstances, personal preferences, standards and cultural needs, and is flexible and non-discriminatory.

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9. To receive a Service that is respectful of the client's right to take risks and to make informed choices with due regard to health and safety within his / her home environment.
10. To receive a Service that is respectful of the client's privacy, dignity and independence.
11. To have a Health & Safety Risk Assessment performed within 72 hours of admission to the services, and at least 6 weekly intervals thereafter (or sooner should circumstances change) and to be kept informed of findings and recommendations for improving the safety and / or hygiene of their environment.
12. To be informed of how to make a complaint about any aspect of the Care Service with which they are not satisfied, and to receive assurance that the complaint will be treated with the strictest confidence.

At no time should a resident feel humiliated or undergo care against their will.

The staff of this centre will at all times ensure that any resident is unable to protect themselves against exploitation or abuse, whether physical or sexual by another person, is protected at all times.

The Assisted Decision Making (Capacity) Bill 2013 was introduced in order to promote and protect the rights of those who may have difficulties making decisions for themselves as part of the ratification process of the International Convention on the Rights of Persons with Disabilities. These groups include those with mental illness, those with intellectual disabilities, and those suffering from dementia and other neurological disorders. We will at all times work to ensure that the voice of all people above are protected.