

LEARNING DISABILITY PARTNERSHIP

CUSTOMER CHARTER

'How it should be'

- We will listen to you, treat you as an individual and focus our services on your needs, making reasonable adjustments to our services if required. We will ensure that the people involved in your care and support are welcoming and friendly, and at all times treat you with dignity and respect.
- We will promote your rights, choice, and independence, supporting you to take part in society and fulfil your personal goals and ambitions; and we will work with you to help remove any barriers that stop this happening.
- We will do the very best for you, by always involving you in your care and treatment, which will be of high quality and well organised, giving you the opportunity to manage the support yourself with the necessary help.
- We will give you the right information and advice to help you feel in control and to make the right choices, including how you want to be supported.
- We will give you clear written information about your care, in a way that suits you; information about services will be accessible and widely available and information about you will be kept confidential, and only shared when there is a genuine need to do so.
- We will support your right to complain and will address your concerns; decisions about whether you are eligible for services will be open and fair.
- We will support you to be healthy and to be safe from harm and abuse.
- We will treat you equally and fairly, regardless of your age, race, gender, belief, sexual orientation or disability, whilst recognising and responding to diverse groups of people.
- We will promote, encourage and value the role of any family member or friend providing unpaid care and support, recognising and responding to their needs and, with your agreement, involving them in your care and treatment.
- We will seek your views, listen to you and value your opinions when creating or improving services.

Quality Standards

Standard 1: Getting my support right

'I get the best support possible for me, which helps me take control and fulfil my personal goals and dreams; I am listened to with respect and involved in my care and treatment.'

Standard 2: Having the right people to work with me

'I have a good and positive experience of people involved in my treatment and support.'

Standard 3: Helping me to feel safe and take responsibility

'I feel safe and an equal citizen with the same rights and responsibilities as other people, and get the right support to enable me to take part in my community, as much as is possible.'

Standard 4: Helping me to keep healthy and feel good.

'I choose how to be healthy; I have the information and advice I need to feel empowered and make the right choices for me.'

Standard 5: Helping me to make choices

'I get help to make my own decisions about how I live my life and how I am supported. If that is not possible, decisions are made with the help of my carer and/or an advocate.'

Standard 6: Involving and caring about relatives and friends who support me

'The role of any family member or friend providing unpaid care and support to me is valued and recognised.'

Standard 7: Information about me and my support

'I receive and understand information about my care and support. I know that it is kept confidential, and used to get my support right and to do the best for me.'

Standard 8: Managing and paying for my support

'I choose how I am supported, and all the things are in place that can help me manage my support, in a way that suits me; I am charged a reasonable cost and only for services that I need.'

