



## **Greenhill Care Homes Limited: Charter for Care**

It is the objective of Greenhill Care Homes Limited to provide care to all service users to a standard of excellence which embraces fundamental principles of good care practice, and that this is evaluated through the conduct and control of quality care in the home.

It is also our objective that all service users shall live in a clean and safe environment and be treated with respect and sensitivity to their individual needs and abilities. All staff will be responsive to the individual needs of service users and will provide the appropriate degree of care to assure the highest possible quality of life within the home.

To meet the service user's needs the care service within the home is designed to achieve the following objectives:

- To deliver a service of the highest quality that will improve and sustain the service user's overall quality of life.
- To ensure that the care service is delivered in a flexible, attentive and in a non discriminatory fashion while respecting each service user's right to independence, privacy, dignity, fulfilment and the right to make informed choices.
- To ensure that each service user's needs and values are respected in matters of religion, culture, ethnic origin, sexual orientation, political affiliation and disabilities or impairments.
- To respect the service user's rights and wishes in the event of their death.
- To ensure that the care service as a whole is delivered in accordance with agreed contracts of care.
- To manage and implement a formal programme of staff planning, selection, recruitment, training and personal development to enable service user's care needs to be met.
- To manage the care service efficiently and effectively to make the best use of resources and to maximise value for money for the service users.
- To ensure all service users receive written information on the home's procedure for handling complaints and how to use it.