



PATIENTS' CHARTER

An integral part of our philosophy of care is the recognition that each patient has the right to:

- be treated with courtesy and respect at all times;
- have complete privacy for all personal functions;
- be informed and consulted about all matters concerning their own lives;
- have as homely an environment as possible, and to have that environment, which is now their home, respected by staff and anyone else who has occasion to enter it in whatever capacity.
- choose when they get up, and when they go to bed;
- enjoy some sort of activity or entertainment during the day or to choose not to take part in activities;
- be allowed privacy and isolation when required;
- express their personality by choosing clothes and hairstyles;
- retain links with family, friends and the community;
- have, as appropriate, their own money and property, if they want them, at any reasonable time and to spend and dispose of these as they wish;
- complain about treatment or anything else that upsets them without fear of prejudice;
- refuse treatment except in an emergency;
- express their moods, which often result from frustration and anxiety, knowing that staff will understand and not take offence and respecting sensibility of other patients;
- have freedom to worship according to their belief;
- have the right to live and die in dignity and comfort.