

ADVOCACY

2020-21



Vista Care Solutions Ltd trading as Sunlight Care Newham. Registered in England. Company No: 11353031.
Registered Office: 3-9 Balaam Street, London, E13 8EB

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Introduction

In a Care Home each resident has a number of essential rights, which must always be respected. These rights are fundamental human rights, these include cultural, economic, and political rights, such as right to life, liberty, education and equality before law, and right of association, belief, free speech, information, religion, movement, and nationality.

These essential rights ensure the resident is empowered to make choices about the life they lead in Sunlight Care. Advocacy can be of crucial importance to residents at the time they need to make decisions. Sunlight Care recognises that advocacy is a valuable and important safeguard for residents due to their vulnerability. The resident's rights will be upheld and supported at all times.

Advocacy services

The advocacy services will help the residents gain access information and services, be involved in decisions about their lives, explore choices and options, defend and promote their rights and responsibilities, and be able to speak out about issues that matter to them. The advocate is independent of Sunlight Care, Social Services, and the resident's family and friends.

Sunlight Care will work with independent advocate particularly in circumstances where there is a need for a formal process when the resident may be at risk or in need of protection, when there is an absence of support or there are differing views of those providing support, and when a potential or actual conflict of interest arises.

Sunlight Care will ensure every resident has the right to have a personal advocate to safeguard his or her interests if they wish and to make their voice heard if they find it difficult to do so themselves. In a situation where any resident needs an advocate, Sunlight Care will liaise with the local advocacy service to request advocacy assistance for that resident.

Promoting Advocacy

Sunlight Care will actively promote advocacy by including information in the Residents' Handbook about the types of services that can be made available, by displaying posters, leaflets, and other relevant information within Sunlight Care lounges, by supporting staff to identify and acquire the skills needed to spot when a resident needs the service of an advocate, by providing links with professional advocates if requested, and by evidencing how advocacy is used in Sunlight Care.

Resident's Rights

- The right to be treated with dignity at all times and to be treated as an individual whatever disabilities or frailties one may have;
- The right to pursue independence, responsibilities and choice where they do not infringe the rights of others;
- The right to privacy in relation to one's own space, one's own belongings, one's own financial and personal affairs;
- The right to have one's cultural and religious needs accepted and respected;

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- The right to have one's physical, sexual and emotional needs accepted and respected;
- The right to care for one's self as far as possible and have appropriate assistance if required;
- The right to be informed of new procedures and have these made explicit, the right to comment and have one's opinions heard and listened to;
- The right to mix with other people in the community either by going out or by inviting others into the home;
- The right to have assistance where necessary and practicable, to access the facilities available within the wider community, medical, social, educational, leisure and other services;
- The right to establish a residents' group and freely nominate a representative to serve on such a group;
- The right to have free and clear access to complaints procedures;
- The right to confidentiality in relation to medical and personal information, access to information on file and to know on what basis information is shared with others;
- The right to have a personal advocate (representative) to safeguard one's interests if required.
- The right to take appropriate risks in relation to the exercising of one's rights;
- The right to obtain a copy of Sunlight Care's policies and procedures;
- The right to request the relevant legislation and guidance relating to fire, health and safety, anti-discriminatory practices and risk assessment.
- The right to live in a safe, secure and non-threatening environment.
- The right to contact the local M.P. or M.P.

Duty to residents

Sunlight Care recognises it has a duty to aid, protect and empower each of its residents to express their needs, feelings and personal goals by forming a trusting, confidential, and supportive relationship with them.

Meetings

Sunlight Care encourages open and honest dialogue in the form of residents' meetings, which are directed and controlled by the residents and have agendas set by the residents.

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