

SERVICE USER'S RIGHTS AND EQUAL OPPORTUNITIES

1.0 POLICY

- 1.1 It is the policy of Livingstone house to provide Service Users with a homely and family orientated environment in which the principles of individual rights including privacy, choice, safety, equality, diversity, realisation of potential freedom of choice are respected and actively encourages by every staff member.
- 1.2 **When implementing Clause 1.1 the nature of the environment and Service User group has to be taken into account. Livingstone House's Service User's are often chaotic substance misuser's with complex psychological, emotional, physical and social needs. There will be restrictions on choice, freedom, services and facilities whilst at Livingstone House in order to deliver high quality and effective substance misuse rehabilitation and treatment.**
- 1.3 These basic principles are reflected throughout all of Livingstone House's policies and procedures are outlined in this **Service User Charter**.

2.0 RESPONSIBILITIES

- 2.1 **Home Manager** is responsible for ensuring that every Service User is given the opportunity to exercise their rights and choices as far as the therapeutic programme on offer at Livingstone House permits and to ensure that staff encourage Service Users to be involved in living life in Livingstone House to the fullest extent possible.
- 2.2 **Person in Charge** is responsible, in the absence of the Home Manager, for the operation of this policy.
- 2.3 **Named Nurse/Drug Support Worker** is responsible for ensuring that each individual Service User's care documentation reflects how their personal choices and preferences are to be met within the context of the therapeutic programme on offer at Livingstone House.
- 2.4 **All Staff** have the responsibility, within their own particular area of activity, not only to provide care for Service User's, but also to ensure that Service User's have the opportunity to exercise the principles of freedom of choice as they participate in the activities of recovery from addiction and living at Livingstone House. The nature of the environment and the restrictions necessary to deliver substance misuse treatment needs to be taken into consideration.

3.0 BACKGROUND INFORMATION

- 3.1 In June 2006, a Consultation Draft of Models of Residential Rehabilitation was published. Residential rehabilitation is a critical element in integrated care pathways. It is an effective treatment suitable for a range of drug misusers at

different stages in their treatment journey and is especially important in providing a pathway out of treatment. However, residential rehabilitation has not experienced the same growth as community based treatment options, and there is a need to increase both the number of beds and the use of residential treatment (Best et al, 2005).

3.2 Residential rehabilitation is :

- a) a highly effective form of treatment for drug misuser,
- b) appropriate for a range of drug misusers at different stages of their treatment journey,
- c) an essential – but often missing – element in treatment systems,
- d) under resourced and under-utilised,
- e) most effective when aftercare is planned before the end of treatment.

Residential rehabilitation will not be effective unless :

- a) clients are properly assessed,
- b) care is planned,
- c) clients' drug use is stabilised or detoxified,
- d) aftercare is integral,
- e) housing needs are addressed,
- f) education, training and employment support are addressed,
- g) departure is planned.

3.3 Some definitions of indicators of quality of life are :

- a) Good social relationships.
- b) Involvement in social and voluntary activities.
- c) Pursuing personal hobbies and interests.
- d) Psychological and emotional well being.
- e) Feeling valued and respected by others.

3.4 It is vital therefore, that all interactions between staff and Service Users recognises these values and that are responsive to cues from Service Users. It is also vital that care documentation reflects the same values.

3.5 The same values run through the National Minimum Required Standards (DOH 2001) and Registering Bodies (CSCI) will always inspect homes focusing on how they are met and how this is evidenced.

4.0 PROCEDURE (SERVICE USERS CHARTER)

4.1 Service Users' Individuality

4.1.1 Service Users have the right to be treated as an individual with every care, consideration, dignity, courtesy, and respect at all times irrespective of ethnic origin, gender, sexual orientation, religious beliefs of the nature of any health problems. This clause must be viewed within the context of Livingstone House and the nature of the Service User group in terms of the rationale for

restrictions on choice, freedom, services or facilities which Livingstone House need to apply in order to provide appropriate treatment and rehabilitation.

4.1.2 **Service User's Independence**

An integral part of caring for the health and well being of Service Users, the rights of Service Users to have equal opportunities to attain the maximum independence and to live to the fullest personal potential is central to the provision of services provided for Service Users. Livingstone House aim that by the end of a Service User's journey through Livingstone House that they would have moved from restricted independence in line with the therapeutic programme here at Livingstone House to the fullest level of independence appropriate for their level of recovery.

4.1.3 **Service User's Personal Choices**

To ensure that Service Users are empowered to make informed choices all information is communicated in a manner that will be readily understood by the Individual Service User. The nature of the environment and therapeutic programme at Livingstone House means that personal choice will be restricted significantly within the first four months of the treatment journey. This will be explained in a Service Users initial contract and also explained throughout the pre admission contact and assessment. These restrictions are therapeutically justifiable in order to provide appropriate treatment and rehabilitation.

4.1.4 Staff ensure that Service Users are given the opportunity to be involved in their care planning. The care plan involves the translation of the needs, strengths and risks identified by the assessment prior and at admission to Livingstone House. It is used as a tool to monitor any changes in the situation of the Service User and to keep other professionals aware of these changes. The care plan must do the following :

- a) Set the goals of treatment and milestones to be achieved (taking into account the views and treatment goals which are realistic. This will be developed with Service Users active participation.)
- b) Indicate the interventions planned and which agency and professional is responsible for carrying out the interventions.
- c) Make explicit reference to risk management and identify the risk management plan and contingency plan.
- d) Identify the review date (the date of the next review and recorded at each meeting or review of care plan).

4.4 **Service User's Social Needs**

Service Users are given the opportunity at a time when appropriate within the treatment programme at Livingstone House to satisfy their social needs. With regard to the existence of any impairment, staff will ensure that a respectful and compassionate attitude is shown to Service Users who wish to give expression to their sexuality and to pursue their interest in their particular faith and culture. Due regard and consideration needs to be drawn to the need to

restrict certain freedoms and choices given the nature of the therapeutic environment at Livingstone House and the nature of the Service User Group. E.g. A Service User who makes a choice to enter a licensed establishment at 90 days clean is making an ill informed and unwise decision and Livingstone House would intervene and block this choice.

4.5 **Responsible Risk Taking**

Service Users at Livingstone House are assisted in obtaining a level of autonomy and independence during their treatment journey. Responsible risk taking is considered the right of the Service User and an integral part of normal living.

- 4.5.1 Where concerns are raised regarding the level of risk in a particular activity, the matter is discussed and an agreed course of action determined. Staff involve the Service User in the discussions to ensure a proper balance between taking risks and ensuring the Service User's safety is maintained. E.g. Staff would actively encourage a Service User to take risks in sharing how they are thinking and feeling whilst in treatment when the Service User is reluctant or frightened to do so. We would not, however, encourage a Service User to continue to maintain a relationship with a close friend/partner who is still using substances in an addictive way. The level of risk has to be therapeutically justified.

4.6 **Preservation of Dignity**

- 4.6.1 In providing care to the Service User there are procedures that need to be carried out which, of necessity, are sensitive in nature. Great care is exercised by all staff involved to preserve, in every situation, the dignity of the Service User.

4.7 **Maintenance of Privacy**

- 4.7.1 It is the right of each Service User to exercise their preference for privacy. However, the nature of Livingstone House and the Service User group with which we work often necessitates the restriction of this right in order to provide appropriate treatment and rehabilitation. For example, a Service User has the right to spend quiet time on his own as this is encouraged to allow Service Users to learn to live with self. However, isolation and social withdrawal is unhelpful and damaging to a Service Users recovery and when this occurs, the therapeutic programme on offer here at Livingstone House dictates that the Service Users right to privacy is overruled as it is therapeutically justified.

4.8 **Confidentiality of Information**

- 4.8.1 In the course of providing services to Service Users, confidential and sensitive information regarding the Service User is made available. Staff members ensure that appropriate records are prepared and used as necessary whilst maintaining confidentiality of information in accordance with current best

practice. It is a condition of employment that each staff member is required and agrees to maintain Service User confidentiality. Service Users are actively encouraged to share what they regard as confidential information as part of the therapeutic programme here on offer at Livingstone House. This will only be encouraged if it is appropriate and if the Service User is at an emotional level where they will be able to deal with this.

4.9 **Provision of Nutrition**

4.9.1 Staff appreciate the need to provide a varied and appetising range of nutritious food that is well prepared and actively presented. As part of the therapeutic programme here at Livingstone House, residents are taught Life Skills and participate actively in the purchasing, preparation and cooking of their food. This is encouraged as it fosters independence, organisation skills and emotional independence in terms of responsibility and care of others.

4.10 **Service User Complaints**

4.10.1 In the event that a Service User, or a relative or friend, perceives that the provision of the services provided by Livingstone House are not in accordance with expectations, the opportunity is made available for the matter to be rectified through discussion. In the event that the matter cannot be resolved in this way, documented procedures are available for the Service User to formally register a complaint.

4.10.2 Details of the actions that can be taken and the personnel that may be contacted are prominently on display at Livingstone House.

5.0 **DOCUMENTATION**

5.1 **Internal References**

Service User Care File
Complaints Procedure

5.2 **External References**

National Treatment Agency (2006), **Models of Residential Rehabilitation, Consultation Draft v1.0**, NTA, London.

National Treatment Agency (2002), **Models of Care for the treatment of drug misusers**, NTA, London.

Department of Health (2001), **Care Centres for Adults : National Minimum Standards**, DOH, London.