



Specialist care home for adults  
with mental health needs

**Opening the door to recovery**

# **BOOK OF RIGHTS AND RESPONSIBILITIES FOR RESIDENTS**

# Residents' Rights and Responsibilities

The management and staff of High Oaks understand that individuals choosing to live at the home will continue to have rights that must be respected. We commit to listen to your views and actively encourage individuality, freedom of choice and opinion.

High Oaks is a place to live for many people and a place of work for others. Therefore, we all have a duty to balance individual rights with those of other people living and working at the home. We also have to consider our responsibility in law.

We have developed (in consultation with staff, residents and external parties) this book of Rights and Responsibilities in order that everyone is clear on the responsibility as well as the rights that come with living at High Oaks. The book is intended to provide clarity on key issues and to make High Oaks a safe and pleasant place to live and work.

***These rights and responsibilities are a condition of placement at High Oaks – by accepting a placement you also accept these rights and responsibilities.***

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## **Freedom of Movement**

***It is your right*** to leave and return freely to the home unless the conditions of your placement state otherwise.

***It is your responsibility*** to:

- let staff know where you are going and when you expect to return
- inform the staff team at least three days in advance if you require leave medication so they can prepare any medication to take with you

***High Oaks' duty*** is to support you in maintaining your health and well-being which will involve us having a certain amount of interest in understanding the activities you partake in outside the home in order that we can advise you on matters such as safety.

## **Choice**

***It is your right*** to make choices in your life even if they may seem unwise to others.

***It is your responsibility*** to listen to the views and guidance shared by staff *including views relating to the use of stimulants*, inappropriate foods or other substances that may be negative to your health / well-being in order that you are able to make informed choices. You remain responsible for your actions.

***It is High Oaks' duty*** to work with you to promote your best interests and where necessary highlight the potential consequences of choices you make. We cannot support choices that may be detrimental to your health or that of others.

Where we have concerns about choices you are making, and discussions with you have not made a difference, then High Oaks' management may require that a 'best interest' meeting is called with your support team (involving professionals both within the home and external such as your CPN/Care Coordinator).

### **Abuse**

***It is your right*** to live at High Oaks free from any type of abuse from residents, staff or third parties known or unknown to you.

***It is your responsibility*** not to subject any residents or staff to physical violence or threats or other abuse whether it be verbal or emotional. You should report to a member of staff if you suspect that anyone, including yourself, is being threatened or abused. This includes residents asking other residents for loans or selling them goods at inflated prices or making loans for substantial interest rates.

***It is High Oaks' duty*** to ensure that people living within the home feel safe. Violence and threats will not be tolerated and threatening incidents will always be taken seriously and may lead to police involvement. Such police involvement could lead to a review of the placement and any placement review will be made on an individual basis.

### **Alcohol / Illegal or Legal High Substances**

***It is your right*** to drink alcohol when away from High Oaks unless there are documented health reasons or conditions of your placement that dictate otherwise.

***It is your responsibility*** not to bring onto or consume within High Oaks' premises, whether for self use or another resident, any alcohol or other prohibited or illegal substances.

***It is High Oaks' duty*** to remind you that the consumption of alcohol is not advisable when taking many prescribed medicines as it may cause adverse effects. In any event, High Oaks prohibits the consumption of alcohol, illegal / prohibited substances or legal high substances on the premises. Any such substances brought to the home will be confiscated and destroyed without exception.

### **Relationships**

***It is your right*** to form relationships with other residents.

***It is your responsibility*** not to form romantic or sexual relationships with staff and to report to management if you believe that an inappropriate relationship is being formed between staff or residents, sexual or otherwise.

***It is High Oaks' duty*** to monitor that any relationships between residents and / or staff are appropriate and management reserves the right to discuss with you any concerns regarding appropriateness of a relationship.

### **Smoking**

***It is your right*** to smoke

***It is your responsibility*** to:

- only smoke in the designated areas which are:
  1. The smoke room
  2. The grounds / gardens of High Oaks
- refrain from smoking in any area other than those specified
- dispose of cigarette ends in the ashtrays provided

***It is High Oaks' duty*** to provide a safe and legally compliant environment for everyone working and living at High Oaks. ***Smoking in a place of work other than in designated areas is illegal. Anyone breaking the law (including residents of High Oaks) may be reported via the Smokefree Compliance Line which could lead to you being fined up to £250 by the local council.***

### **Medication**

***It is your right*** to take or refuse your medication (unless placed on a community treatment order) and to manage your own medication where this is assessed as safe to do so.

***It is your responsibility*** to discuss any concerns you may have regarding your medication with the staff team/shift leader before refusing it.

***It is High Oaks' duty*** to point out that is not advisable to refuse medication without proper medical advice as this may lead to increased health problems and a full medical review may become necessary.

### **Environment**

***It is your right*** to live in a clean and tidy environment.

***It is your responsibility*** to help keep the home clean and tidy and in particular your own bedroom. Staff will be available to support you if you find it difficult for any reason to maintain a good standard of cleanliness around the home. Paper towels are available for wiping up spills around the drinks area, as are other cleaning materials and the expectation is that you use them. At mealtime your used dishes should be returned to the kitchen counter after use.

***It is High Oaks' duty*** to promote a clean and tidy environment. It is in the best interests of everyone living and working in the home that the environment is clean and it is part of High Oaks' role to encourage residents to be less dependent and more capable of tasks of daily living – of which cleaning is one of them.

### **Free Time**

***It is your right*** to spend your free time as you choose.

***It is your responsibility*** to see that your activities do not disturb other residents or staff e.g. music must be of a suitable volume.

***It is High Oaks' duty*** to remind residents that it is a shared home and we must consider the needs of others and staff reserve the right to intervene where they believe, or it is brought to their attention, that a resident or residents are disturbing others.

### **Consultation**

***It is your right*** to be consulted about anything that may significantly affect your life at High Oaks.

***It is your responsibility*** to attend meetings in order to give your views.

***It is High Oaks' duty*** to promote ways to gain opinions from residents about how the home is run, to hold regular meetings to keep everyone informed about change and to offer real opportunity for management to listen to residents' suggestions on improvements to the home.



## **Personal Appearance / Hygiene**

***It is your right*** to choose what you wear and how you conduct your personal hygiene.

***It is your responsibility*** to maintain a standard of personal hygiene that is not offensive to others.

***It is High Oaks' duty*** to point out to you that when you access the community there is an expectation that you will wear clean clothes and be tidy in your appearance. Staff will support residents in achieving good standards of personal hygiene, especially at times when their medical condition makes difficult this achievement of this task independently. However, staff cannot force individuals to take a pride in their appearance but where there are concerns that as a result of their appearance residents could be subjected to verbal abuse / singled out by members of the public or if there are concerns that a resident's appearance can reflect badly on the home where basic standards of personal care are neglected – then staff can refuse an outing with the resident.

## **Activities**

***It is your right*** to join in activities at High Oaks.

***It is your responsibility*** for ensuring that you are on time at the agreed meeting place.

***It is High Oaks' duty*** to understand that you may on occasions struggle to be up and ready in time for an activity but to balance this with the other residents' right to have activities start on time. If you are having difficulties in meeting time slots it may mean that you are not well enough to take part in an activity and therefore lateness will be looked

at individually. We reserve the right to exclude residents from organised activities if they are late.

### **Visitors / Guests**

***It is your right*** to have guests of your choosing visit you at High Oaks. It is your right to refuse to see a visitor if you do not want to see them and staff can ask them to leave if directed to do so by you to.

***It is your responsibility*** to ensure that your guests respect you, the other residents, the staff and the home by adhering to the relevant ‘rights and responsibilities’. It is especially important that they do not bring alcohol or prohibited substances into the home for reasons explained in ‘Alcohol/illegal or legal high substances’ on page 5.

***It is High Oaks’ responsibility*** to work with you to promote your best interests and choices. If we feel your guests are not respecting your best interests, are distressing or disturbing other residents, or are not adhering to the home’s rights and responsibilities, we reserve the right to ask them to leave at any time. Because High Oaks is private property, refusal to leave when requested may result in the police being called.

### **Listening to /Playing Music**

***It is your right*** to listen to/play music of your choosing.

***It is your responsibility*** to consider your fellow residents and staff by making sure that the volume level is not too loud especially at night. If the music level is disturbing others, you will need to either turn it down to a level that does not disturb them or listen through headphones.

***It is High Oaks’ responsibility*** to bring to your attention if your music is distressing or disturbing other residents and we reserve the right to

turn down the music at anytime where this is an occurrence and you are spoiling the peace of other residents

Thank you for reading, accepting and adhering to the rights and responsibilities at High Oaks.