

Bill of Rights for Persons in Care

The Bill of Rights for Persons in Care is to be upheld by all licensed care homes. These rights are the foundation for the service standards in the Code of Practice for Care Homes issued under the Residential Care Homes and Nursing Homes Act 1999. Care recipients are:

1. To be treated with dignity, consideration and respect in a manner that fully recognizes their individuality, independence and right to privacy.
2. To be provided care and services that are adequate and appropriate to their care needs and in compliance with all relevant laws, standards and codes of practice.
3. To have access to information to assist in decision making that is in an accessible format appropriate to their individual needs, and for their relevant persons where appropriate.
4. To have a contract with the care home stipulating services to be provided, terms of use, all fees and additional charges, and reasonable grounds and conditions for termination.
5. To be protected from sexual, physical, psychological and financial abuse and neglect.
6. To be free from chemical and physical restraint unless authorized in accordance with legislation and the Code.
7. To be able to, in consideration of the health, safety and wellbeing of persons in the home, receive visitors at any time and associate and communicate privately with people and groups of their own choice and initiative.
8. To exercise their rights as a citizen.
9. To pursue their social, cultural, religious, spiritual and other interests and are given reasonable assistance by the care home in doing so and are able to refuse participation in any activity.
10. To be able to raise (themselves or by their relevant parties) complaints, concerns or suggestions regarding the services and operation of the care home without fear of coercion and retaliation.
11. To participate fully, and/or their relevant persons where appropriate, in all decision-making pertaining to their care and treatment.
12. To exercise choice about the care and treatment they receive. If others are to make decisions on their behalf due to a lack of capacity the persons' best interests must be upheld.
13. To have their personal and clinical information held in confidence and not disclosed without the appropriate consent, unless in emergency circumstances.
14. To have and use their own possessions, where reasonable, and have an accessible, lockable space for personal valuables.
15. To manage their own finances and needs unless this authority is delegated to another person.
16. To be informed of any conditions, restrictions or changes to the license of the care home. The relevant person is notified as appropriate.