

Residents & Tenants Rights Policy

1. Policy Statement

West Heanton is committed to protecting and promoting the rights, dignity and wellbeing of every person who lives with us or uses our services. We believe that all residents and tenants have the right to feel safe, respected, listened to and supported to live a life with independence, choice and purpose.

This policy sets out the rights of all residents and tenants and explains how the West Heanton team upholds these rights every day.

2. Our Core Principles

We uphold the following principles for every residential occupant:

- **Dignity** — treating every person with respect, kindness and compassion
- **Independence** — supporting people to do as much as they can for themselves
- **Choice** — enabling people to make their own decisions about their life and care
- **Confidentiality** — protecting personal information and privacy
- **Safety** — ensuring a secure, supportive environment
- **Equality** — ensuring fair treatment without discrimination
- **Involvement** — encouraging people to participate in decisions about their care
- **Transparency** — communicating openly and honestly

These principles guide all aspects of our care and support.

Residents & Tenants Rights Policy

3. Your Rights at West Heanton

Right to Dignity and Respect

Every resident / tenant has the right to be treated with courtesy, compassion and respect at all times.

Right to Independence

You have the right to make choices about your daily life, maintain independence wherever possible, and receive support that empowers you.

Right to Make Choices

You can choose:

- Your daily routine
- What you eat and drink
- How you spend your time
- Who supports you
- How your room is arranged
- Which activities you join

We will always support your preferences unless there is a clear safety concern.

Right to Confidentiality

Your personal information will be kept private and secure. Only those directly involved in your care will access your information, and only when necessary.

You can learn more through our **Data Protection Policy**.

Right to Safety and Protection

You have the right to live in a safe environment, free from harm, neglect or abuse. Any concerns will be taken seriously and acted upon immediately.

Right to Be Listened To

You have the right to express your views, wishes and feelings — and to have them respected.

Right to Participate in Decisions

You can be involved in planning your care, reviewing your support, and making decisions about your wellbeing.

Right to Complain or Give Feedback

You have the right to raise concerns, make a complaint or share feedback without fear, bias or disadvantage. All concerns are handled confidentially through our Risk & Response model.

See our Complaints & Feedback Policy.

Right to Visitors and Relationships

You have the right to maintain relationships that are important to you. Visiting arrangements will always support your wellbeing and safety.

Right to Equality and Non-Discrimination

You will never be treated differently because of your age, disability, gender, race, religion, sexual orientation or any protected characteristic.

Residents & Tenants Rights Policy

4. How We Uphold These Rights

The West Heanton Team

Every team member is responsible for protecting and promoting resident / tenant rights. We do this by:

- Listening carefully
- Supporting independence
- Respecting privacy
- Encouraging choice
- Communicating clearly
- Acting with kindness
- Following safeguarding procedures
- Maintaining professional boundaries

Care Planning

Your care plan is built around your wishes, needs and preferences. You are encouraged to be fully involved in creating and reviewing it.

Safeguarding

We follow strict safeguarding procedures to protect you from harm. Any concerns are acted on immediately and confidentially.

Confidentiality & Data Protection

Your information is protected under UK GDPR and our internal privacy systems.

Feedback & Complaints

We welcome feedback and will always respond promptly, fairly and without bias.

5. Advocacy and Support

You have the right to access advocacy services if you need help expressing your views or making decisions.

We can help you contact:

- Independent advocates
- IMCA services
- Family representatives
- Health and social care professionals

6. Policy Review

This policy is reviewed annually or sooner if legislation or best practice changes. Residents and tenants and families are welcome to share suggestions for improvement.