Service User Rights Policy

PRN-129: Service User Rights Policy
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Introduction

CAREHOPES, the trading name of AI Auto-Tech Ltd, is committed to ensuring that all service users—elderly adults, disabled individuals, people with long-term conditions, and children—are treated with dignity, respect, fairness, and compassion.

This policy outlines the rights of service users receiving companionship services and ensures that all staff uphold these rights consistently, safely, and professionally.

2. Key Principles

- **Respect:** Every service user is treated with dignity and courtesy.
- **Autonomy:** Service users have the right to make choices about their lives.
- **Safety:** Safeguarding overrides all other considerations.
- **Equality:** No service user is discriminated against.
- **Privacy:** Personal information is protected and handled lawfully.
- **Transparency:** Service users receive clear information about services.
- **Voice:** Service users are encouraged to express views, preferences, and concerns.

3. Policy Statement

CAREHOPES ensures that all service users:

- Are treated with dignity and respect
- Have their rights protected at all times
- Receive safe, professional companionship
- Are listened to and taken seriously
- Have access to complaints and feedback processes

- Are protected from abuse, neglect, exploitation, and discrimination
- Receive culturally sensitive and person-centred support

Companions must uphold these rights in every interaction.

4. Purpose

- Define the rights of service users
- Ensure staff understand and uphold these rights
- Strengthen safeguarding and ethical practice
- Promote trust, transparency, and accountability
- Support person-centred and relationship-centred care
- Ensure compliance with UK legislation

5. Scope

This policy applies to:

- Employees
- Volunteers
- Contractors
- Agency workers
- Zero-contract workers (**PRN-149**)

It covers service user rights in:

- Private homes
- Community settings
- Digital environments
- Transport
- Overnight companionship
- Holiday companionship

6. Related Policies

Safeguarding & Protection

PRN-003 Adult Safeguarding Policy PRN-136 Safeguarding Children Policy PRN-144 Child Abuse Policy PRN-116 Domestic Abuse Policy PRN-131 Prevent Duty Awareness Policy PRN-129 Modern Slavery and Human Trafficking Policy PRN-070 Safeguarding Reporting and Escalation Procedure

Conduct, Ethics & Behaviour

PRN-014 Code of Conduct Policy PRN-015 Code of Ethics PRN-099 Professional Boundaries Policy PRN-004 Anti Harassment & Anti Discrimination Policy PRN-030 Dignity and Respect Policy

Client & Service User Interaction

PRN-011 Client Engagement Policy PRN-012 Client Interaction & Communication Policy PRN-076 Service User Participation and Feedback Policy PRN-074 Service User Engagement Participation and Co-Production Policy PRN-138 Service User Involvement Policy PRN-109 Companionship Standards Policy

Digital & Information Governance

PRN-112 Data Protection and GDPR Policy PRN-023 Confidential Information Management Policy PRN-024 Confidentiality Policy PRN-049 Information Governance and Cyber Security Policy

7. Definitions

Service User: Any individual receiving companionship services from CAREHOPES.

Rights: Legal and ethical entitlements that protect service users' wellbeing, autonomy, and dignity.

Advocacy: Support enabling service users to express their views and make informed decisions.

8. Service User Rights

8.1 Right to Dignity and Respect

Service users have the right to:

- Be treated with kindness and courtesy
- Have their identity, culture, and beliefs respected
- Be spoken to respectfully at all times

8.2 Right to Safety

Service users have the right to:

- Protection from abuse, neglect, exploitation, and harm
- Safe companionship environments
- Immediate safeguarding intervention when needed

8.3 Right to Privacy

Service users have the right to:

- Confidential handling of personal information
- Private conversations
- Respect for personal space and belongings

8.4 Right to Autonomy

Service users have the right to:

- Make choices about their daily life
- Participate in decisions affecting their wellbeing
- Decline activities or interactions

8.5 Right to Equality

Service users have the right to:

- Non-discriminatory treatment
- Fair access to services
- Respect regardless of background or identity

8.6 Right to Communication

Service users have the right to:

- Clear information about services
- Being listened to without judgement
- Expressing preferences, concerns, or complaints

8.7 Right to Cultural and Spiritual Identity

Service users have the right to:

- Practice cultural or spiritual traditions
- Receive culturally sensitive support
- Have their identity acknowledged and respected

8.8 Right to Professional Boundaries

Service users have the right to:

- Professional, safe relationships
- No inappropriate familiarity
- No personal contact outside approved channels

8.9 Right to Feedback and Complaints

Service users have the right to:

- Provide feedback
- Make complaints without fear
- Receive timely responses
- Access advocacy support if needed

9. Companion Responsibilities

Companions must:

- Uphold all service user rights
- Maintain professionalism and boundaries
- Report safeguarding concerns immediately
- Document interactions accurately
- Respect service user preferences
- Support autonomy and independence
- Avoid discrimination or judgement

10. Safeguarding Considerations

Violation of service user rights may indicate:

- Abuse
- Neglect
- Coercion
- Exploitation
- Domestic abuse
- Radicalisation

Concerns must be escalated immediately.

11. Documentation & Record Keeping

Records must include:

- Service user feedback
- Complaints
- Safeguarding concerns
- Actions taken

- Communication with authorities

Records must be stored securely.

12. Training Requirements

Staff must receive training in:

- Service user rights
- Safeguarding
- Professional boundaries
- Cultural competence
- Trauma-informed practice
- Communication skills

13. Policy Review

This policy will be reviewed annually or sooner if required due to:

- Legislative changes
- Safeguarding updates
- Organisational changes
- Service user feedback