



Independence  
Inclusion  
Recovery

# Statement of Rights



Birchwood Highland  
Head Office  
5 Wells Street  
Inverness  
IV3 5JT  
Tel: 01463 236507  
Email: [info@birchwoodhighland.org.uk](mailto:info@birchwoodhighland.org.uk)  
Website: [www.birchwoodhighland.org.uk](http://www.birchwoodhighland.org.uk)

## Statement of Rights

This leaflet is intended for people receiving support and care services from Birchwood Highland.

We hope that you will find the information useful. If you need any further information, please ask any member of Birchwood Highland staff.



### What are my rights?

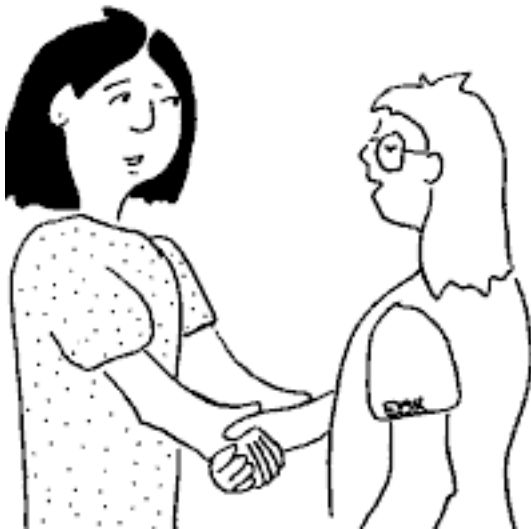
You are entitled to your rights as a citizen.

Certain rights depend on your situation, for example if you are a parent, partner, employee, disabled or elderly person.

There isn't space in this leaflet to cover all of your rights because of the complexity of the law.

But we do hope that the leaflet will explain the rights that you have as a person receiving services from Birchwood Highland.

### You have the right to:



Be treated with respect and as an adult.

Be involved, when possible, in decisions affecting your life. (If you wish, these decisions may also involve carers, friends, family, staff and managers.)



Manage your own financial affairs.

Authorize someone else to look after your money and personal property, and to know at all times how much money has been spent and how much is left, if you are unable to manage your financial affairs.



Be supported to claim the benefits you are entitled to from the Department for Work and Pensions.

Be able to express freely your personal feelings, criticisms and grievances.



Change your Personal Plan for either planned or unplanned events.

Refuse medical treatment and medication, and to be informed of what might happen if you do.



Get help to live independently, and to look after yourself in comfort and dignity.

Get the help and support needed to take part in activities of your choice.



Form friendships.

Enjoy, in private, loving relationships with others, without interference or embarrassment.



Know that your personal records are kept in confidence, and that they will be shared only with those who are involved in your care (see separate leaflet “Confidentiality – It’s your right”).

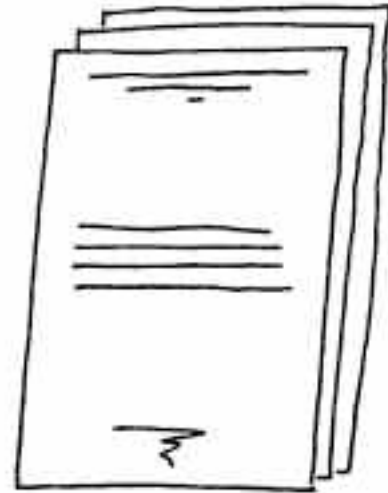
Have access to your own personal records as allowed by law, and refuse to give information which is not essential for the service you require (see separate leaflet “How to see your support plan and records”).





Have the opportunity to work on your hobbies as space allows, with due care and consideration for the people sharing the accommodation you live in.

Have in writing how much you pay towards the support and accommodation, and to be told of all changes to these payments.



Have all studies, surveys and polls fully explained to you, and be able to choose not to be involved.

Expect staff to have up to date knowledge about mental health issues, and how these could affect your life.





Not to be subjected to any form of abuse from the service provider.

Have access to copies of Birchwood Highland policies, Care Commission reports and other company publications should you wish to see them (you can arrange access or obtain copies via the Support service offices)



Expect all staff to know and respect the above rights.

### **You have responsibilities as well as rights**

Not only do you have a right to be treated with respect, but you also have a responsibility to treat staff and visitors with respect. Staff have the right to carry out their job without being a victim of any form of abuse.

Staff also have the right to support you in a smoke-free environment, and to expect that you will not smoke whilst they are in your flat/home.

Birchwood Highland strives to give you a support service that responds flexibly to your individual needs, but there may be times when staff also need flexibility in order to meet the demands of the service.

### Other sources of help and advice

If you haven't been able to find answers to your questions in this leaflet, there are other sources of help that are available in

- ◆ book form, or
- ◆ on the internet, or
- ◆ face-to-face.

### Book

Citizens Advice Bureau (CAB) have produced a guide to your rights, taking into account the many changes in British law in recent years. **“The Citizens Advice Guide to your Rights “** is a 688 page paperback published by Penguin at £11.99, and can be requested from public libraries.

### Internet

CAB also provide an online service, containing similar information to that in the book. The website address is [www.adviceguide.org.uk](http://www.adviceguide.org.uk).

### Face-to-Face

As well as getting in touch with your local CAB, you have the right to independent advice and support from advocacy services at

Advocacy Highland  
33 Academy Street  
Inverness  
IV1 1JN  
Tel 01463 233 460

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## Other leaflets in this series

Confidentiality – it's your right

How to apply for Housing Support or Residency in Birchwood Highland Recovery Centre

How to complain (Birchwood Highland Complaints Procedure)

How to see your Support Plan and Records

Copies of these leaflets are available from any member of Birchwood Highland Staff, or they can be downloaded from the website, [www.birchwoodhighland.org.uk/publications](http://www.birchwoodhighland.org.uk/publications)

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## The information in this leaflet is based on the key principles set out by the Scottish Commission for the Regulation of Care:

- ◆ Accessibility
- ◆ Fairness
- ◆ Effectiveness
- ◆ Clarity
- ◆ Confidentiality
- ◆ Impartiality

We have also made changes to this leaflet, taking the comments of service users into account.

June 2008

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Birchwood Highland  
Head Office  
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Telephone: (01463) 236 507  
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[www.birchwoodhighland.org.uk](http://www.birchwoodhighland.org.uk)

REGISTERED OFFICE: 27 HUNTLY STREET, INVERNESS IV3 5PR  
A COMPANY LIMITED BY GUARANTEE REGISTERED IN SCOTLAND 105400  
SCOTTISH CHARITY NUMBER SC003198