



Life Opportunities Trust is committed to providing a quality service based on the values of:

Privacy We will respect an individual's right to privacy at all times and accept that at times they may wish to be alone.

The individual's room is his/her private domain and they are able to lock the door whenever so desired. No member of staff will enter the room unless invited except in an emergency.

Dignity We will help promote the individual's quality of life and encourage and support that person to make decisions affecting their life and care.

Independence We will offer assistance with the functions of daily living to promote independence and recognise individual abilities. We accept the right to refuse assistance.

Choice We will discuss all aspects of life, care and support in our homes with the service-user/family or friend. An individual plan will be completed with the service-user (and, if they wish, family friend or representative) which will be reviewed regularly.

The choice of Home and care/support required will be fully discussed before admission.

Anybody considering residential or supported living will be encouraged to visit any Home with family or friends before making a decision as to where they would like to make their home. Each service-user will be encouraged to personalise their private room/flat.

Rights We will encourage citizenship, total freedom of choice and the use of independent advocacy service wherever



necessary. Each person will have the right to vote if they should wish to do so.

Fulfilment Each person will be offered a placement based on an assessment of their current needs and wishes. If a change of accommodation becomes necessary for any reason, we will assist in finding suitable alternatives.

We will not unreasonably restrict anyone in any way and will encourage participation and the expression of opinions about the standard of support provided.

Equal Opportunities We respect each individual as a person, their beliefs, culture, sexuality, religion (or lack of it) and will not discriminate against anyone on any grounds whatsoever.

Diversity We will recognise and value difference in its broadest sense. We will ensure that services are delivered appropriately to maximise participation by everyone. We welcome culture and practices that recognise, respect, value and harness difference for the benefit of service-users and staff.

Complaints We will recognise and admit mistakes and try to rectify such errors. We will help service users with any complaint and advise them of the appropriate Authority whom they should contact regarding a complaint, if they so wish.