

Key



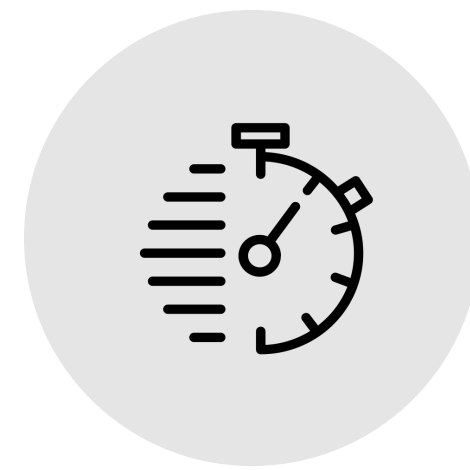
Dignity
and respect



Be included



Compassion

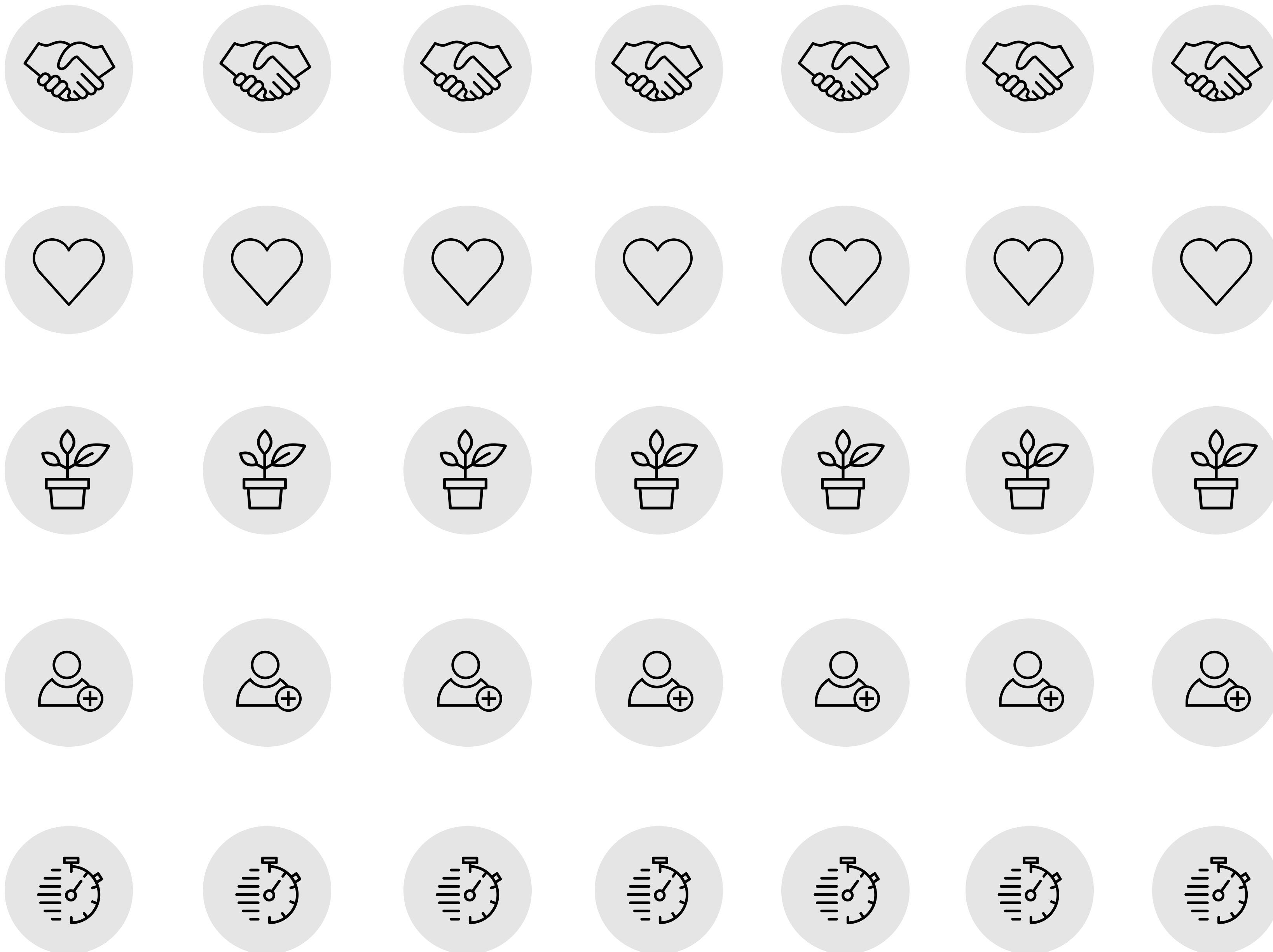


Responsive
care and
support

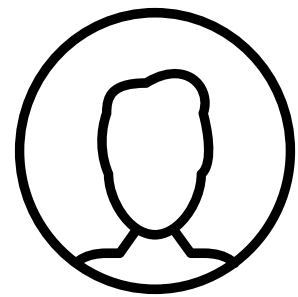


Wellbeing

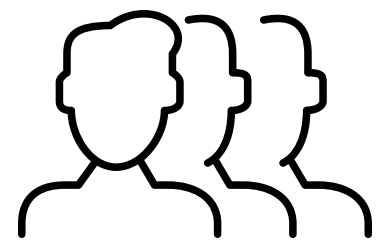
Cut out your icons



Care journey



Tell us about the person you are supporting.



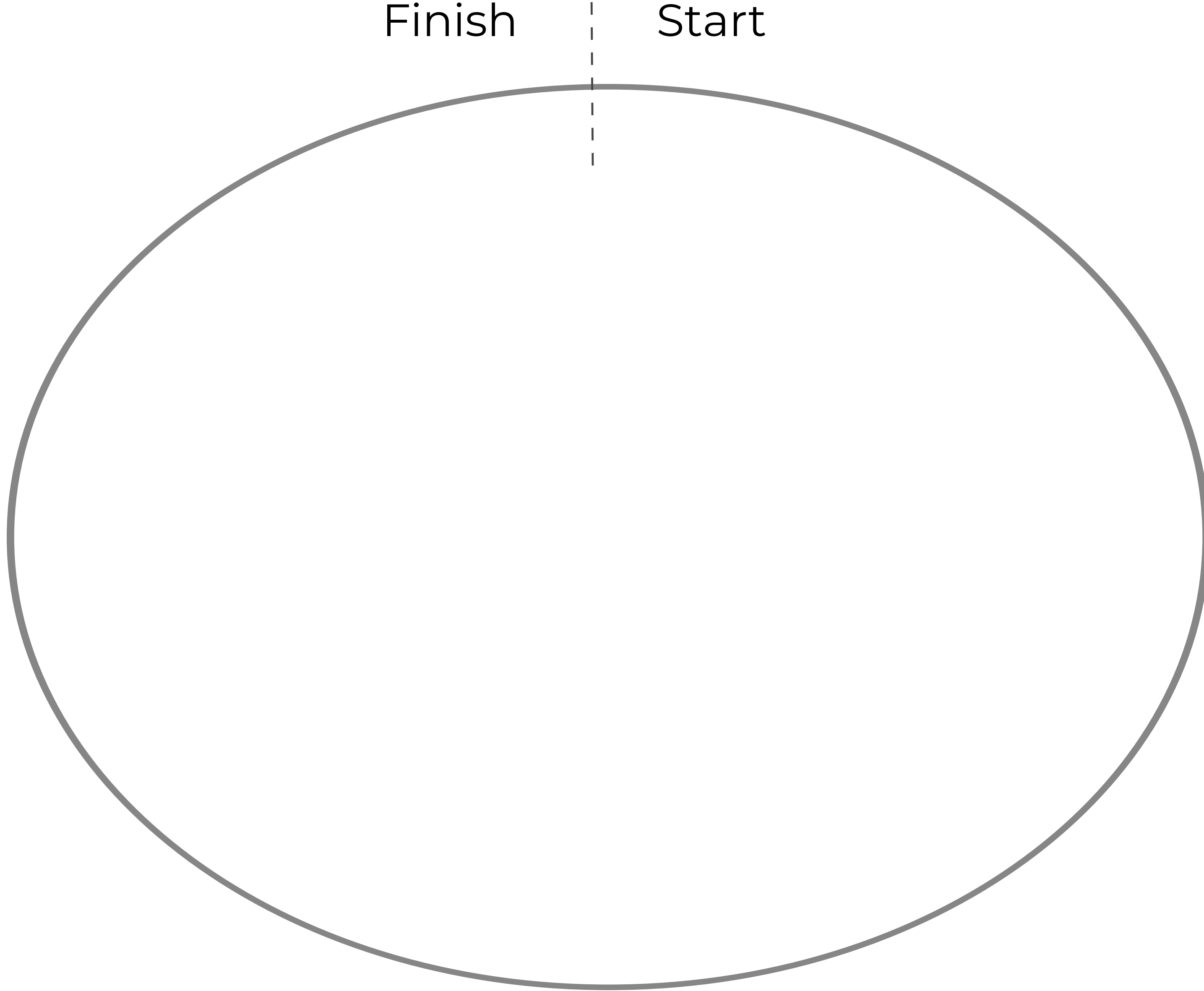
Who contributes to their care?



Activity mapping

Finish

Start

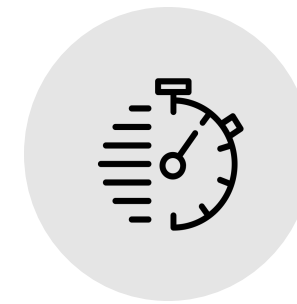


I experience high
quality care and
support that is right
for me.

Summary



I am accepted and valued
My human rights are protected
My care is provided in a dignified way



- I am involved in assessing what my needs are
- I am assessed by a qualified person
- My personal plan is right for me



- My care is provided with an enabling attitude
- I am supported to discuss significant changes in my life



I can choose to participate in a range of activities
I am supported to make informed lifestyle choices



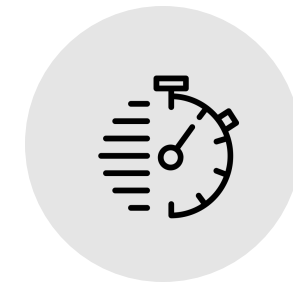
- I am recognised as an expert in my own experiences
- I am supported to participate as a citizen within my community

I am fully involved
in all decisions
about my care and
support.

Summary



I can control my own care and support I am empowered and enabled to be as independent and in control



- I am fully involved in developing and reviewing my personal plan, which is always available to me
- I am supported to manage my relationships



I am supported to communicate in a way that is right for me



- I can maintain and develop my interests, activities and what matters to me in the way that I like
- I am helped to understand the impact and consequences of risk and unsafe behaviour and decisions
- I know how different organisations can support my health and wellbeing



- I receive and understand information and advice in a format or language that is right for me
- If a decision is taken against my wishes, I am supported to understand why

I have confidence in
the people who
support and care for
me.

Summary



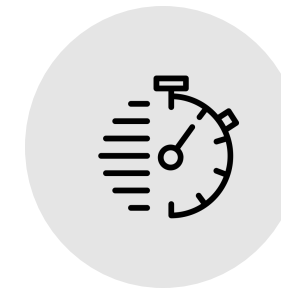
If I experience care and support where I live, people respect this as my home I am confident that the right people are fully informed about my past (health and care experience)



I feel at ease because I am greeted warmly by people and they introduce themselves I experience warmth, kindness and compassion



I know who provides my care and support on a day to day basis I am treated as an individual by people who respect my needs



My needs are met by the right number of people People have time to support and care for me and to speak to me



- I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities
- I am listened to and taken seriously if I have a concern about the protection of myself or others

I have confidence in
the organisation
providing my care
and support.

Summary



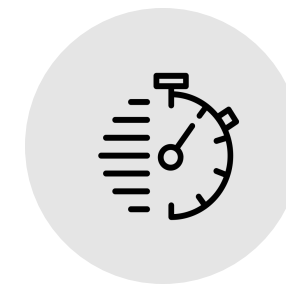
- My human rights are central to the organisations that support and care for me
- The organisations that support and care for me help tackle health and social inequalities



- I experience care and support where all people are respected and valued
- I receive an apology if things go wrong with my care and support or my human rights are not respected



- I can be meaningfully involved in how the organisations that support and care for me work and develop



- I experience high quality care and support based on relevant evidence, guidance and best practice
- My care and support is provided in a planned and safe way
- I know how, and can be helped, to make a complaint or raise a concern about my care and support



- I use service and organisation that are well led and managed
- If I have a carer, their needs are assessed and support provided

I experience a high
quality environment
if the organisation
provides the premises.

Summary



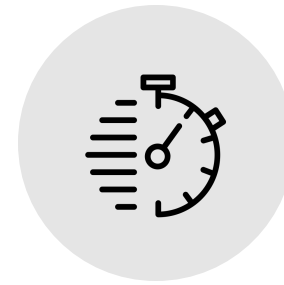
- I can use an appropriate mix of private and communal areas
- I can easily access a toilet from the rooms I use
- If I require intimate personal care, there is a suitable area for this



- I experience a service that is the right size for me



- I experience a service as near as possible to people who are important to me and my home area if I want this and if it is safe
- I can independently access the parts of the premises I use



- The premises have been adapted, equipped and furnished to meet my needs and wishes



- My environment is secure and safe
- My environment has plenty of natural light and fresh air, and the lighting, ventilation and heating can be adjusted to meet my needs and wishes
- As an adult living in a care home, I have enough space for me to sit comfortably with a visitor in my bedroom

Cut out your icons

