

User Charter - What you can expect when you come to Orchardville

Orchardville staff will: -

* Staff will get to know you - what you like and don’t like.
* Staff will treat you as an individual.
* Staff will respect your wishes and support your choices.
* Staff will provide you with good guidance and support.
* Staff will be honest, trustworthy and we will always do our best for you.
* Staff will act as your advocate when you need help speaking up.
* Staff will help you to achieve your goals.
* Staff will provide you with a safe and secure place.

We expect you to: -

* Treat everyone with kindness and respect.
* Be prepared to work hard and learn new skills.
* Listen to advice from staff - we’re here to help.
* Do your best and don’t give up easily, that’s how you get better.
* Ask for help when you need it.

There are some things Orchardville cannot do for you: -

* Staff cannot allow bullying or harassment.
* Staff cannot meet you or answer calls & messages outside of working hours. Your support worker will tell you when their working hours are.
* Staff cannot have a personal or social relationship with you outside of Orchardville. This is a ‘policy’ which means it’s a rule at Orchardville that we all follow.
* Staff cannot provide legal advice or help you complete benefits forms.
* Staff cannot provide personal care or give you any medication.