

our standards

choice & control

These Standards are written *by* the people we support, *for* the people we support.



our standards

The People's Voice Working group has reviewed the Standards which set out how the people we support want to be treated and what is important to them.

Relationships

- Helped and supported to get on well with other people.
- Helped and supported to get on well with family and friends, with time for us to meet up.
- Helped and supported to get together with friends and have fun by socialising and spending time with others out and about or staying home.
- The right to be encouraged to have the relationships I want.
- Helped to be part of my local community as an active citizen.

Privacy

- My room or flat is private, with no-one entering without my permission unless in an emergency.
- I am helped to keep my personal belongings private.
- The right and responsibility to be private when using the bathroom and toilet.
- My personal records are kept private.
- I am involved in keeping my personal records and can see what records are held.
- I am asked to give permission for next of kin to look at my personal records.
- My privacy is respected when I want to spend time on my own or with others.

Staff

- Staff are trustworthy and treat me with respect at all times.
- Staff listen to me; they are kind, helpful and friendly.
- They are calm, not rude and don't lose their tempers.
- Staff communicate with me the way I like.
- I have consistent staffing who take the time to get to know me.
- I am involved in choosing my key-worker.
- I can be involved in recruitment for my scheme or service if I want to be.





written
by us,
for us!

Safety, security and risk

- Being supported and guided to keep myself and others safe.
- Being involved in decisions about risks.
- Being able to discuss Health and Safety concerns with staff and with the other people who I live with.
- Being supported and encouraged to take part in Health & Safety checks around my home and any training.
- Being made aware of my rights under Health and Safety and given information to keep safe and to keep my home secure.

Choice and control

- Being given the information I need and the opportunities to make my own decisions and choices.
- To be in control of my life as much as possible.

Independence

- Supported and encouraged to be independent and do as much as I can for myself.
- Staff to look for ways to develop my independence.
- Supported to find education/employment/meaningful activities to live the life I want.



thank
you

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- Caroline Hopper

who are
Outlook
Care?

Outlook Care is a not for profit organisation, registered with the Care Quality Commission that has delivered person centred support and care to people since 1990. We are experienced in managing and training staff to help people with a range of needs, fully understanding that each of our customers has their own individual needs and wishes. Customer service is at the heart of the work that we do.

Outlook Care is a registered society under the Co-operative and Community Benefit Societies Act 2014, incorporated on 24th January 1990 and recognised as charitable by HM Revenue & Customs. Registered Society Number 26988R.

Outlook Care

Unit 6, Shelduck House
Woodbrook Crescent
Radford Way, Billericay
Essex CM12 0EQ

T 01277 633163
F 01277 657172
E info@outlookcare.org.uk
www.outlookcare.org.uk



INVESTORS
IN PEOPLE

