



The Chailey Charter

We believe that all children and adults at Chailey Heritage Foundation and Chailey Clinical Services have:

The right to be safe

The right to be listened to and heard

The right to be respected as an individual

The right to feel good about themselves

To be safe means that they:

- Feel secure with those who look after them.
- Are looked after by well trained staff.
- Know that those who are caring for them understand their changing needs and know the necessary responses to these.
- Have their pain and discomfort recognised and responded to.
- Feel confident that no-one will hurt them.
- Are protected from harm and abuse, including bullying.
- Will learn about protective behaviours and be supported in developing their own personal safety.

To be listened to and heard means that they:

- Are heard by others and have their wishes taken into consideration.
- Have their opinions respected and responded to.
- Are actively involved in decision-making and encouraged to express their views.
- Are given time to listen to others and communicate their own views.
- Have their questions answered appropriately.
- Have access at all times to appropriate communication aids and systems.
- Can expect others to understand and respect their means of communication, including the non-verbal.
- Can expect the presence of an adult as advocate to help others understand their views when they are finding it difficult to express them.
- Will have all their attempts to communicate valued and responded to.

To be respected as an individual means that they:

- Are recognised as a unique individual.
- Are treated with dignity and respect.
- Have support from adults to help them 'be themselves'.
- Have the same rights and choices and, as far as possible, the same life experiences as others of their age and culture.
- Have the right to be a part of their community.
- Are given all the necessary information, in the most suitable way possible, to allow them to make informed choices.
- Are called by their name and addressed as an individual by those who care for them.
- Have their likes and dislikes known and respected.
- Are given the opportunity to make friends, play, learn, work and have fun!
- Have recognised the importance of their place within their family.
- Are given enough time to take part.
- Can expect others to understand and respect their moral, cultural, religious and spiritual values and beliefs and to be given opportunities for these to be expressed.
- Are enabled to develop their sexuality and sexual identity.

To feel good about themselves means they:

- Are given real choices in all aspects of their lives.
- Are involved and consulted in decision making in all areas which affect their life.
- Are actively supported to develop a positive self-esteem, body image and self-confidence.
- Are helped to know about their own body and to develop a positive self-image.
- Are helped to feel they matter.
- Are encouraged to feel good about the things they can do.
- Are recognised and applauded for their achievements.
- Are helped with those areas of their life they find challenging.
- Are supported in setting their own goals throughout their life.

To be as healthy as possible means that they:

- Have an adult work with them to improve their quality of life by prioritising the health issues that are important to them.
- Are given health and development information throughout their life in a way they understand and can relate to.
- Can rely on an adult to have up to date information about their health needs and impairments, including psycho-social and emotional needs, as well as their health and medical needs.
- Are enabled to make their own lifestyle choices.

To be encouraged to develop means that each has:

- The right to a school that offers a stimulating education and learning opportunities designed for their abilities.
- The right to develop positive social behaviours and respect for others.
- The expectation of new experiences to promote their independence.
- The help of an adult to mentor their ability to become involved, influence decisions and give informed consent in all matters that affect them.
- The encouragement to aim high and achieve their fullest potential, overcoming any barriers to their success.
- Support in discovering what they are good at.
- A staff that perseveres in helping them work through difficulties.
- An environment, and support, that nurtures effective and motivated learners.

We consider that:

It is essential for the child or adult to know that they have all these rights, all of the time, when they are in the care of, or accessing services at Chailey Clinical Services and/or Chailey Heritage Foundation.

These rights can only be denied with good cause [i.e. if the exercise of these rights would be injurious to them or others]

These rights must be actively supported and embedded in practice at CCS/CHF.

Everyone must ensure that they are aware of these rights and be certain what to do if these rights are infringed or not respected.



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