



**WILLOW GRANGE**  
RESPIRE | NURSING | DEMENTIA

# RESIDENTS CHARTER

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Your Health and Well-being will be our guiding principle to support you to be you,  
as you are a unique individual.

## WE WILL:

- Put your best interests at the heart of everything we do
- Always, take your culture, religion and lifestyle into account when planning your care with you
- Do everything we can to help you achieve your agreed outcomes
- Treat you with courtesy, and respect your privacy, dignity, property and home at all times
- Work with our partners in Health and Social Care, and any other organisations to ensure the best possible service for you
- Review your needs and your Care Plan on a monthly basis or sooner if necessary
- Take all complaints seriously and investigate and resolve them quickly in line with our complaints procedure
- Try to resolve your enquiries at the first point of contact
- Respond in a timely manner
- Communicate with you clearly in an appropriate format and according to your wishes
- Provide you with relevant, useful information and direct you to other experts or agencies when / if appropriate
- Deal with your personal information confidentially, in line with legislation and best practice
- Help you to stay safe and inform you how to report any concerns
- Ensure that our staff are skilled, knowledgeable and well trained to do their job
- Constantly build on our knowledge and improve our service by learning from our mistakes and our successes

Welcome to Willow Grange!

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