

CHARTER FOR OLDER PEOPLE



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This Charter is a pledge and reminder of the values and standards that older people should expect from the Council and other services that support older people.

This Charter is one of Plymouth City Council's commitments for developing good quality services. It has been developed in consultation with older people, their representatives and service providers in the city and highlights the specific challenges and life changes faced by older people.

In fulfilling these pledges we will work in a co-operative way for the benefit of older people in the city.

In addition to the pledges made, we are committed to working with the statutory, voluntary, independent and private sectors. For example, this means that Adult Social Care, Housing and Health are committed to planning and developing services together.

This Charter will be reviewed and developed as we learn more.



1 Provide good information and advice by:

- Providing people with good information about services and entitlements that is easily accessible in places that they routinely visit
- Finding creative ways to reach isolated older people who have difficulty in leaving their homes
- Providing good, jargon free information in different formats
- Endeavouring to make computer information easier to access and building on the effectiveness of the Plymouth Online Directory.

- Providing services and equipment in a timely manner
- Ensuring that services which provide support will, with people's permission, communicate effectively with each other
- Understanding that it can be difficult and frightening to ask for help
- Listening well and understanding that people can judge best for themselves their own priorities
- Adopting a creative approach to providing services that best fit people's needs.

3 Provide advocacy services to help solve a problem by:

- Supporting people to maintain their independence for as long as possible
- Understanding that people cannot make good choices until they know what is available
- Ensuring that all staff will have a good knowledge of all the options that are available
- Finding ways to avoid people being repeatedly asked the same questions
- Promoting people's wellbeing and independence instead of waiting for a crisis

- Providing independent advocacy services if people need help to resolve a difficult situation or challenge a decision that they do not agree with
- Helping people become more confident to deal with a situation themselves or providing someone to speak on that person's behalf.

4 Treat people with dignity by:

- Respecting people's individual needs
- Ensuring staff treat people with respect, tolerance and compassion
- Understanding that it takes time to make a decision
- Helping people to stay in control when making decisions for themselves
- Working with partners to promote dignity in care across the city
- Helping people access good end of life care provision.

5 Ensure that discrimination is not tolerated by:

- Challenging and removing discrimination
- Monitoring services to ensure they are complying with 2010 Equality Act
- Promoting positive images of ageing.

6 Strive to safeguard people from harm and help them to manage risk by:

- Ensuring the Council commissions high quality services so the risk of harm is minimised
- Providing information to people to increase their awareness of their human rights and their right to protection
- Putting good systems in place to prevent people from being mistreated
- Ensuring that people have access to quick and effective help if they do not feel safe
- Training and supporting staff to be alert to changes in people's wellbeing and respond effectively
- Supporting people to manage risks and maintain their independence, providing extra services where necessary.

7 Ensure the quality and standards of services are monitored by:

- Regularly reviewing the quality of all services that are provided
- Encouraging people who use the services take part in monitoring the services
- Committing to continually raising standards.

8 Provide people with opportunities to shape services by:

- Offering a range of opportunities for people to have their say
- Supporting people to comment on the quality and range of services that are provided
- Providing feedback from any consultation to those who participated.

9 Provide services near to where people live by:

- Striving to develop a range of localised services
- Making good use of resources that are based in local communities
- Supporting the development of active and inclusive communities.

10 Offer support when people decide to care for someone by:

- Ensuring that good information and advice is available about services to support people who care for others
- Ensuring that people are helped to make informed decisions about the extent of their caring role
- Providing a wide range of services that support and value carers.

11 Help people to continue to enjoy life by:

- Striving to make Plymouth a great place to grow old
- Providing services that can help people plan and prepare for their old age
- Supporting people to continue to pursue their interests
- Not making assumptions about what ageing means
- Recognising and respecting the contribution that older people make
- Linking people into opportunities, friendship and support that are available in their communities.