

## Appendix A

### Southwark's Charter of Rights for adult social care

The Charter is designed to highlight broadly what the council aims to achieve for adult social care services, along with the type of service that people should be able to expect when they approach us about adult social care and accessing support.

The council is clear on its national legal duties and operates within the national legislative framework. This includes a range of duties, for example in the Equality Act and community care legislation. It also includes areas such as obligations in safeguarding and statutory rights for individuals around access to records, confidentiality and sharing information about individuals.

#### The Charter

- We will provide you with good information and advice about all the support and services that are available in Southwark.
- You should be treated with dignity and respect and be treated fairly.
- Vulnerable people, those who are at risk due to disability or frailty, have the right to be safeguarded from abuse.
- You are entitled to request an assessment of your social care needs to help you maintain your health and wellbeing and you will be encouraged to complete this yourself.
- Carers are entitled to a separate assessment of their needs to identify what support would enable them to continue in that role.
- Our aim is to assist you to regain your independence so that you do not need long term support.
- If you have longer-term eligible needs we aim to give you control over your social care support so that you can make choices about what works for you.
- We will let you know who to contact in the council if required.
- We aim to have skilled and trained staff to provide timely, clear, high quality responses.
- You will be given information about your statutory rights (for example access to your records, confidentiality, how information about you is shared with other organisations and how to feedback comments during your assessment).

If you need to contact Southwark adult social care services, you can call us on 0845 600 1287