This Charter is a joint initiative between Lancashire County Council & the Lancashire "Social Care Partnership" - the partners being the Lancashire Care Association and the UKHCA (Lancashire Forum) - representing the providers of social care in Lancashire. The Charter is a public statement that care providers and commissioners of services have agreed to.

The Charter underlines what a person can reasonably expect when they need and use care and support services in Lancashire

We will:-

**Dignity**
- Respect each individual for their uniqueness and make each individual feel that they matter
- Have zero tolerance of all forms of abuse
- Promote and encourage positive and respectful attitudes

**Respect**
- Support people with the same respect you would want for yourself or a member of your family
- Treat each person as an individual with their own needs, wants desires and expectations
- Respect people’s rights to have relationships

**Privacy**
- Respect people’s rights to privacy and autonomy

**Independence**
- Enable people to maintain independence, choice and control whilst managing any risks
- Ensure that services are provided in a way that meets an individual’s likes and dislikes
- Act to alleviate people’s loneliness and isolation

**Choice**
- Provide a personalised service and treat each person as an individual
- Listen and support people to express their needs and wants
- Engage with family members, carers and care partners where this is appropriate

**Rights**
- Help to maintain all entitlements associated with citizenship
- Ensure that people feel able to complain without fear of repercussions

**Fulfilment**
- Assist people to maintain confidence and a positive self esteem
- Support them in the realization of personal aspirations and abilities in all aspects of daily life

**Nutrition**
- Adhere to guidance on nutrition in care homes and in the community and encourage nutritional screening

**Staffing**
- Those who commission services and those who provide them have a responsibility to ensure services are properly staffed and funded and are properly trained, vetted, supervised and supported

**Policies and Procedures**
- Policies and procedures will be in place to support Dignity In Care, to challenge discrimination and inequality, and to respect individual needs, covering
  - Whistle blowing
  - Equal opportunity
  - Complaints and compliments
  - Safeguarding adults.

**Commissioning**
- Involve all stakeholders and partners, including users, carers and providers, to commission high quality personalised care