

# COMMITTED TO GOOD SUPPORT

VOLUNTARY  
PLEDGE

## MY SUPPORT, MY LIFE

These are the principles that underpin Scotland's Health and Social Care Standards. The voluntary pledge shows that community groups and care providers that are not covered by the Standards are meeting the good practice that they promote.

The Standards were developed by the Scottish Government and the Care Inspectorate and Health Improvement Scotland take them fully into account when promoting good practice across health and social care.

## DIGNITY AND RESPECT

- My human rights are respected and promoted.
- I am respected and treated with dignity as an individual.
- I am treated fairly and do not experience discrimination.
- My privacy is respected.

## COMPASSION

- I experience warm, compassionate and nurturing support.
- My support is provided by people who understand and are sensitive to my needs and my wishes.

## BE INCLUDED

- I receive the right information, at the right time and in a way that I can understand.
- I am supported to make informed choices, so that I remain in control.
- I am included in wider decisions that affect me, and my suggestions, feedback and concerns are considered.
- I am supported to participate fully and actively in my community.

## RESPONSIVE SUPPORT

- My support needs are assessed and reviewed to ensure I receive the right support at the right time.
- My support adapts when my needs, choices and decisions change.
- I experience consistency in who provides my support and in how it is provided.
- If I make a complaint it is acted on.

## WELLBEING

- I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.
- I am encouraged and helped to achieve my full potential.
- I am supported to make informed choices, even if this means I might be taking personal risks.
- I feel safe and I am protected from neglect, abuse or avoidable harm.

## CONNECTED AND LOCAL

- I am supported by people who know my community.
- I am encouraged and supported to be part of my community and to stay connected to people who matter to me.
- Services and informal supports contribute to the wellbeing and resilience of my local community.

[otbds.org/projects/committed-to-good-support](http://otbds.org/projects/committed-to-good-support)