



**Voluntary pledge on Health and Social Care Standards
– Our assessment**

Service or group:	Date:	Contact
Main activities or services covered here:		
My/Our next steps:		

Principle – what people can expect from this service or activity	What it means for me/us in providing the service or support	What will help me/us keep doing this well and get even better at reflecting this principle
<p>Dignity and respect</p> <p>My human rights are respected and promoted.</p> <p>I am respected and treated with dignity as an individual.</p> <p>I am treated fairly and do not experience discrimination.</p> <p>My privacy is respected.</p>	Now:	Next few months:
	Our usual work:	Longer-term:
<p>Compassion</p> <p>I experience warm, compassionate and nurturing care and support.</p> <p>My care is provided by people who understand and are sensitive to my needs and my wishes.</p>	Now:	Next few months:
	Our usual work:	Longer-term:

Principle – what people can expect from this service or activity	What it means for me/us in providing the service or support	What will help me/us keep doing this well and get even better at reflecting this principle
<p>Being included</p> <p>I receive the right information, at the right time and in a way that I can understand.</p> <p>I am supported to make informed choices, so that I can control my support and/or care.</p> <p>I am included in wider decisions about the way the service is provided, and my suggestions, feedback and concerns are considered.</p> <p>I am supported to participate fully and actively in my community.</p>	Now:	Next few months:
	Our usual work:	Longer-term:
<p>Care and support that responds to me</p> <p>My social support and/or care needs are assessed and reviewed to ensure I receive the right</p>	Now:	Next few months:

Principle – what people can expect from this service or activity	What it means for me/us in providing the service or support	What will help me/us keep doing this well and get even better at reflecting this principle
<p>support and care at the right time.</p> <p>My care and support adapts when my needs, choices and decisions change.</p> <p>I experience consistency in who provides my support and/or care, and in how it is provided.</p> <p>If I make a complaint it is acted on.</p>	<p>Our usual work:</p>	<p>Longer-term:</p>
<p>Wellbeing</p> <p>I am asked about my lifestyle preferences and aspirations and I am supported to achieve these.</p> <p>I am encouraged and helped to achieve my full potential.</p> <p>I am supported to make informed choices, even if this means I might be taking personal risks.</p> <p>I feel safe and I am protected from neglect, abuse or avoidable harm.</p>	<p>Now:</p>	<p>Next few months:</p>
	<p>Our usual work:</p>	<p>Longer-term:</p>

Principle – what people can expect from this service or activity	What it means for me/us in providing the service or support	What will help me/us keep doing this well and get even better at reflecting this principle
<p>Connected and Local</p> <p>I am supported by people who know my community.</p> <p>I am supported by people who are reliable, even in difficult circumstances.</p> <p>Services and informal supports contribute to the wellbeing and resilience of my local community.</p>	Now:	Next few months:
	Our usual work:	Longer-term:
<p>Other values and principles that are important to me/us</p>	Now:	Next few months:
	Our usual work:	Longer-term:

www.otbds.org/projects/committed-to-good-support/

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