



Elderly Client's Charter of Rights

Each person admitted to Jasmine Nursing Home, Valley road Msida has following rights:

1. To dignity, freedom, security and well-being (both physical and mental). This includes also the right to privacy in all the present and future needs.
2. To freedom of choice and self-determination including support in decision-making.
3. To the respect of cultural, psychosocial, spiritual and personal values, beliefs and preferences.
4. To be fully assessed and informed by a physician of his or her medical condition, and to be afforded the opportunity to participate in the planning of his or her medical treatment.
5. To be provided with, or to have his /her legal guardian provided with, complete and updated information about the diagnosis and treatment in an understandable language.
6. To have access to a special procedure in the treatment of clients with dementia and psychiatric conditions including provisions for safety and protection. Such a procedure should include the allocation of a clinic in the facility.
7. To be encouraged and assisted throughout his or her stay to fully exercise his or her rights as a client, and to this end, to voice grievances free from restraint, interference, coercion, discrimination, or reprisal.
8. To be free from mental and physical abuse, and to be free from physical restraints, except as authorised by a physician for a specified and limited period of time, or when necessary to protect the client from injury to himself or herself and others.
9. To be assured personalized information with advice and informed consent. This includes confidential treatment of personal diagnosis, tests and medical records.
10. To be assured freedom of expression and of thought/conscience including also the right to

communication and participation in social, cultural and spiritual activities.

11. To be given high quality, timely and tailored care in accordance with procedures of treatment eligibility and the capacity of the facility and its regulations. This includes the provision of assistance with medication intake if required.
12. To be assured regular ambulation and assistance in moving around in the health facility, and full freedom of movement, unless contraindicated by his/her health care management plan.
13. To be provided with a supportive social activity programme that provides entertainment and allows the client the means to socialise and interact with other clients.
14. To be provided with adequate nutrition that is appropriate for his/her medical condition. This includes the provision of assistance with feeding if required.
15. To be assured privacy for visits by visitors.
16. Every effort should be made for spouses/partners who have the same dependency level, to be in the same home and share the same room.
17. On a written request by the Residents, the residence / home should provide a temporary depository safe keeping off objects of value and cash money. The Management of the residence/home will not be held responsible for any valuables or cash which have not been declared and kept by the resident.
18. To be provided with palliative care and support as well as respect and dignity throughout the stay within the residence.
19. The Client's responsibilities include:
 - i. Respect for the rights and needs of other people living and working in the facility.
 - ii. Respect for the general interests of the community of the facility.
 - iii. Any actions / behaviour made by the resident should not have a negative impact on other residents, visitors or staff.
 - iv. Informing the relevant authorities about situations of the abuse, mistreatment or neglect experience or witnessed.

Reference

This charter of rights has been adapted from 'A European Charter of the rights and responsibilities of older people in need of long-term care and assistance'. 2010. The Charter is the result of the EUSTACEA project against elder abuse involving 11 partners from 9 countries coordinated by AGE Platform Europe, and supported by the European Commission's Daphne III programme. It is available from:

http://www.age-platform.eu/images/stories/22204_AGE_charte_europeenne_EN_v4.pdf (last accessed