



Service users' charter of rights

Service users' rights

1. You will be treated with respect and dignity by Swanswell staff at all times.
2. Information you give to our staff will be kept confidential to Swanswell. There may be certain circumstances where we need to share the information with others. We will discuss confidentiality with you on your first visit.
3. You will be offered an assessment and an individual plan of care based on your needs.
4. You will be involved in drawing up and reviewing your care plan and treatment. You will receive information on the treatment options available to you and, wherever possible, be offered the opportunity to make choices about these options.
5. You will be offered a copy of your written care plan.
6. If you require assistance with your communication, we will try and provide this. Examples include having an interpreter or having written information in another format or language. This can be arranged for your assessment and following appointments.
7. You will receive advice on reducing the harm caused by your drug use and information about preventing overdose.
8. If you do not attend an appointment we will contact you and offer another one. We will do this because we want to try to keep you engaged in treatment up until you no longer need our support.
9. You have the right to complain and give comments without it threatening your treatment. Ask your Swanswell worker or contact our Service User Engagement Worker on 0121 233 7400.
10. You have the right to information and advice on a range of issues such as testing and vaccinations for blood borne viruses, benefits, education, training, employment and housing. If required, your Swanswell worker will refer you to the right services.
11. You will receive a welcome pack upon starting treatment with Swanswell which includes:
 - harm minimisation advice
 - needle exchange locations (Ruskin Chambers only)
 - what to expect when starting treatment
 - details on the service user group that meets in your area
 - complaints procedure
 - Confidentiality Policy
 - contact details and opening hours of the services
12. When you leave treatment with Swanswell, we will discuss with you ways we may be able to offer you further support in the future. This could include referring you to other agencies who can offer ongoing support.