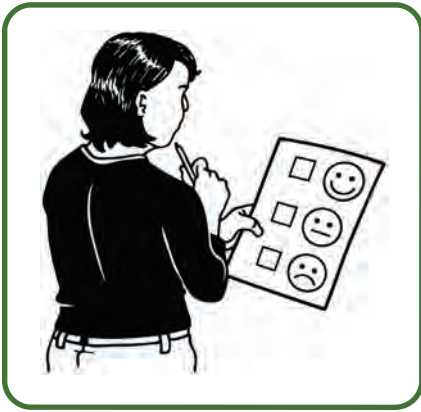


Having your say



This leaflet is about different ways you can have your say about living in a Danshell home or hospital



Having your say

We think it is important for you to have your say and for us to listen to what you tell us.

We want you to have a say about how Danshell homes and hospitals are run.



We want you to tell us what you think about your own care, support and treatment.

This could be

- what activities you do
- the place you are living
- the food you have
- the people who support you
- the help you get
- anything else to do with living in a Danshell home or hospital.



We want you to feel in control of your own life. We think having a say will help you do this.



We think all this will make Danshell homes and hospitals better places to live.

The government has a saying 'No decision about me without me'. We agree with this.



Helping you communicate

If you find it hard to communicate we will find ways to help you have your say.

This could be things like symbols and Talking mats.



Your family, carers and staff who know you well can help you find the best ways to communicate.



Speech and language therapists can also help you communicate.

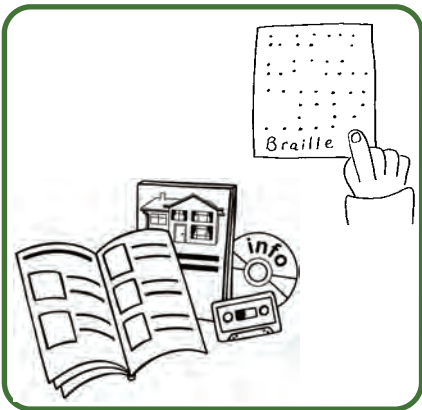
Speech and language therapists are experts in helping people communicate and understand other people.



We will also make sure written information is easy to understand for you.

This could be

- Service User Guides
- Questionnaires
- Activity plans
- Food menus
- Any other information you need



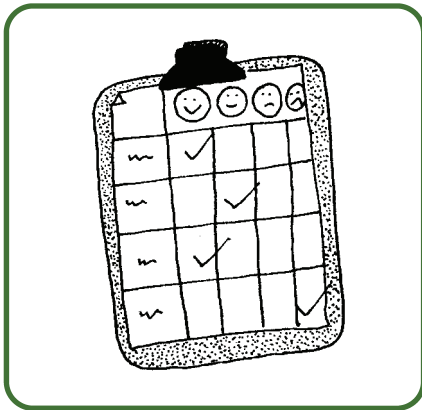
We could do it in these ways

- Easy words and pictures
- Braille or large print
- On CD or tape
- In different languages



3 things we want to do

In Danshell homes and hospitals we want you to have your say 3 main ways.



Service user consultation

We will talk to you and ask you questions about what it is like to live in a Danshell home or hospital.

We will ask you about the things that are important to you.

We will use questionnaires with easy words and pictures or other ways that work well for you.



Service user exit interviews

People often move out of Danshell homes or hospitals.

This might be because they need different care or they are moving in to their own house.



If you move we will ask you about your time living there.

This will help us make Danshell homes and hospitals better places to live in the future.

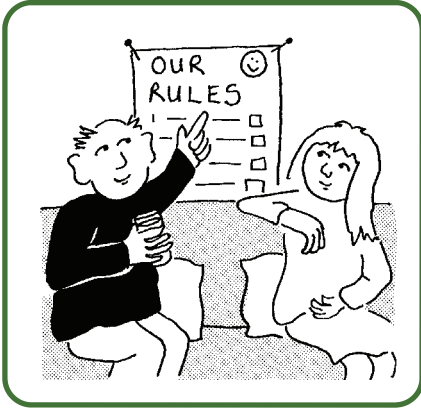


Service user forums

A forum is a group of people who get together to share what they think about something.

We will have forums for people living in our homes and hospitals.

These forums will allow you to tell us what you think about the place where you live.



We have made a list of rules to make sure these forums are run properly.

These rules will make sure you are listened to.



The rules will also make sure the managers of your home or hospital listen to what you tell them and say what they are going to do.



Advocates

Advocates are people who help you to speak up for yourself.

Advocates can help you do all the things we have talked about in this leaflet.

You can ask for an advocate any time you want

We use advocates from outside of Danshell.



Danshell

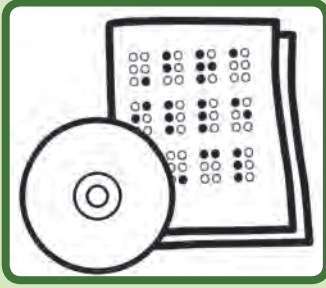
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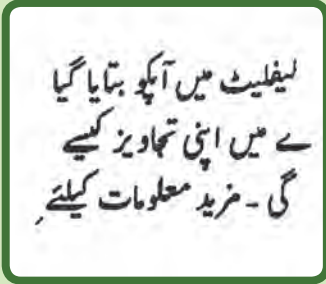
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