



Sheet 1. Our aims

“Striving for an excellent standard of care and services for our residents and to provide them with dignity and respect within a strong family-friendly atmosphere.”



Westthorpe Hall’s primary purpose is to provide the highest standard of care and services for our residents within a family-friendly atmosphere. In pursuit of this objective the Hall upholds the following core aims:

Choice and Control:

We will enable our residents to make choices about the way they live and the care they receive.

Communication:

We will speak to our residents respectfully and listen and support them to express their needs and wants.

Privacy:

We will be respectful of our residents’ personal space, privacy in personal care and confidentiality of personal information.

Independence:

We will respect our residents’ right to maintain their independence, choice and control.

Rights:

We will ensure that our residents’ dignity and human rights are protected should their capacity, autonomy, choice and control be compromised under legislation.

Promoting Positive Values:

We will encourage an ethos of respect and dignity that includes taking a person-centred approach to care and zero-tolerance to abuse in any form.

Training:

We are committed to developing the knowledge and skills of our workforce and to support an ethos of mutual respect between those who provide care and the people who receive it.