

Resident Commitment

This document highlights our commitment to Residents. Mutual Respect is at the heart of this commitment.

6. LEARNING

We will acknowledge when we make a mistake, and we will learn from these to help drive improvements in services.

1. RESPECT

We will foster a mutual respect between all residents and staff. We respect the diverse needs and values of all the Abbeyfield family.

2. COMMUNICATION

We will listen to what you say & encourage an open dialogue. We will be clear & transparent when communicating with you.

3. SAFETY

We will provide a safe home and environment for you to live in. You will have access to a 24 hour emergency call system and your home will be secure.

4. RESPONSIVE

We will reply to you in a reasonable time & we will agree timescales for responses with you. We will ensure we understand your issues & respond appropriately.

5. PERFORMANCE

We will share truthfully with you how we are performing and share what we are doing to improve.