

Childhood to adult charter



What is a charter?

A charter is something that tells you what you can expect us to do.

It also explains things you can do. These are things like making a complaint if you are unhappy about anything.



Young people created this charter to help other young people.



It's here to help services support young people as they grow up and face changes in their lives



Services in Somerset will:



Teach you skills to help you with any **big changes** in your **life**.



Make sure **you** and your family **don't have to repeat** your **story** to different people.



Explain the **support** available to **you** and how to **get it**.



Use your **feedback** to **understand** what's not working well and **make things better**.



Services in Somerset will:



If you need **extra help**, we will work with **you** to make sure **changes** in your life happen **smoothly**.



For young people with **extra needs**, we will make sure **services work together** so you don't get a broken service.



Involve **you** and **your family** in all **decisions**.



Agree **future support options** with **you**.



What does: “Your Rights” mean?

“Your rights” are the rules that help keep you safe and make sure you are treated fairly.

They let you do important things like get help when you need it.

No one should take these rights away from you.

Your Rights

Quality of Care which means how good the help you get is.



You have the right to be treated well and with care before, during and after transition.

What does transition mean?

Transition is the term we use to describe moving from a service that helps children and young people, to a service that helps adults.





You have the right that the **services** you use should keep **getting better**.



You have the right to make a **plan that works better for you**, not just for the services.

Respect, Consent and Confidentiality

- **Respect:** People should treat **you kindly**.
- People should **listen to you** and be **polite**.
- **Consent:** People should **always ask your permission** before they do something that affects you.
- **Confidentiality:** Keeping your **personal information private**. What you share should stay between you and the people who help unless it's **necessary to keep you safe**.





You have the right to be **treated with respect** before, during and after your transition.



You have the right to be **treated with kindness.**



You have the right to have your **decisions supported.**

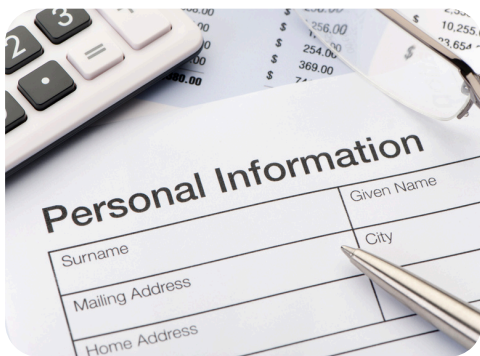


You have the right to have things **explained properly to you.** People should be **patient** with you. Especially if you have a Learning Difficulty or Disability.





You have the right to be **listened to.**



You have the right to be know how your **personal information is used**



You have the right to be **treated as an adult.**



You have the right to be **treated fairly and without discrimination.**



Informed Consent which means agreeing to something after being given all the important information.

Before you give your consent, someone explains what will happen and other options you have.



You have the right to know **what is happening** at all stages of **your transition**.



You have the right to **get enough information** about **treatment options**.



You have the right to an advocate during the transition. An **advocate** helps someone to express their needs and wishes.





You have the right to have a **'Transition Passport'** in a format you choose

Transition Passport

This is the name of a document that tells us how you will move from a Children and Young Person's Service to an Adult's Service.

You will be asked if you want to help us write this. It makes sure you can understand what is changing



You have the right to **understand** what might happen in the future.



Involvement in Your Care which means helping to make decisions about your care and being listened to.



You have the right to be **spoken to directly**, not just your parents or carers



You have the right to choose **who is involved in your care planning**



You have the right to **move at your own pace.**



You have the right to **meet your new care providers before and during your transition**





You have the right to be **told** how to make a **complaint** if you are **unhappy** with the service and **move** to a **new service** if you need to.

The people helping you during your transition will



Be kind and respectful.
Always treat you with **care** and **honesty**.



Not assume things about you.
Support and **flexibility** will be given in the services you get.



Understand your **limits** and be **patient**.





Be helpful, friendly, reliable and consistent.



Be informed and approachable for honest communication



Make sure you know what to expect and take responsibility for what they do



Listen to you so...
they can build trust with you
and...
advocate for you

