

Your way to have a say in Residential Care







If something happens, you have a right to talk to someone about it.

- 1 Fill in a form called a Post-incident Reflection form (a worker can help you)
- 2 The form is only seen by the people that need to see it
- 3 If you're not happy after filling in the form you can talk to someone else like:
 - Your carer
 - Your worker
 - A supervisor
 - Or someone else you can trust

Reflection Form

Talking about what's happened

Why should I fill in a reflection form?

-  It can help you have your say
-  It can help you feel safe and listened to
-  It can help make things better
-  It can help to figure out what works and what doesn't

Complaints

You have the right to be heard

If something is not right or you feel like you're not being listened to, there are a few things you can do:



How you feel and what you have to say is important. Your voice matters!

