

TOGETHER we will strive to PROMOTE:

1. Equality of opportunity and access to services in the community with choices and alternatives
2. Genuine empowerment of older people and assistance to clarify any complexities involved in making decisions
3. Positive images of older people and the contributions that they make to society
4. An integrated and non-ageist community and society
5. Good practice regarding the dissemination and sharing of clear and accessible information
6. The well-being of individuals and active support to organisations that provide locally-based services
7. Robust and confidential systems that are easy to understand, to encourage and enable older people to make complaints
8. Sufficient financial support to deliver equitable services across all parts of the county

CO-SIGNATORIES to the above CHARTER include:



Suffolk Older People's Strategic Partnership Board
 c/o Partnership with Older People
 Suffolk Country Council, Endeavour House
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Charter for Older People in Suffolk

- Recognition and Respect
- Communication and Information
- Health and Well-being
- Involvement and Participation
- Choice, Control and Independence



OLDER PEOPLE should have the following RIGHTS to:

Theme: Recognition and Respect

1. Be recognised as individuals and treated with dignity and respect
2. Be consulted on all issues that impact on their lives
3. Be referred to by the name and title that they prefer

Theme: Communication and Information

1. Be given clear and comprehensive information in a sensitive manner
2. Receive specialist support and information appropriately, particularly for those with a sensory loss, learning disabilities, or whose first language is not English
3. Have effective processes to enable their views to be heard on all issues that impact on their lives

Theme: Choice, Control and Independence

1. Have a wide range of community support services available locally to promote independence
2. Receive appropriate medical treatment regardless of age
3. Have equitable access to local facilities, e.g., Post Office, social amenities, GP surgery
4. Have equitable access to care and support services based on need irrespective of circumstance or geographic location
5. Be informed and enabled to have a dignified end of life

Theme: Involvement and Participation

1. Have effective processes that enable people to challenge decisions and the ways services are provided
2. Have formalised processes to represent older people's views within local authorities and at regional level

Theme: Health and Well-Being

1. Be given clear and comprehensive information in a sensitive manner, particularly regarding diagnoses, interventions and side effects
2. Be provided with flexible services appropriate to meet the different needs of frail and vulnerable people, e.g., those who are rurally/socially isolated, mentally/physically ill, or people with disabilities
3. Be treated as an individual and never based on assumptions
4. Expect support and help in the community to improve the quality of everyday life
5. Have access to healthy living materials and programmes to enable them to make the most of their later years

TOGETHER we shall take RESPONSIBILITY for:

Theme: Recognition and Respect

1. Treating older people with dignity, respect and equity
2. Challenging ageist assumptions and discriminatory practice
3. Acknowledging and promoting the value of older people and the diverse contributions that they make to society
4. Respecting the individual's needs and wishes and enabling them to live the way they choose
5. Recognising, promoting and celebrating different cultures and faiths and valuing the diverse contributions they make to society

Theme: Communication and Information

1. Taking into account communication barriers and recognising the need to provide accurate information in plain language and in accessible formats
2. Providing clear and comprehensive information in a sensitive manner
3. Regularly reviewing the way information about different services is provided to ensure those in most need are able to access it

Theme: Choice, Control and Independence

1. Enabling people to have a range of choices that maintain their independence
2. Striving to enable people to live to their full potential irrespective of their age or physical/mental condition
3. Ensuring there are opportunities that will help break down barriers between people of different ages and cultures and promote community cohesion
4. Providing opportunities for people to plan end of life choices

Theme: Involvement and Participation

1. Providing opportunities for older people and family carers to participate in making decisions that affect their lives, especially those who are rurally or socially isolated, to bring about acceptable and positive change
2. Working together in partnership with statutory and voluntary organisations to improve the quality of life for older people in the communities in which they live
3. Providing genuine empowerment of older people and giving them a strong voice

Theme: Health and Well-Being

1. Giving clear and comprehensive information in a sensitive manner particularly regarding diagnoses, interventions and side effects
2. Providing flexible services appropriate to meet the different needs of frail and vulnerable people, e.g., those who are rurally or socially isolated, mentally or physically ill, or people with disabilities
3. Treating people as individuals, and never based on assumptions
4. Providing support and help in the community to improve the quality of everyday life
5. Providing access to healthy living materials and programmes to enable people to make the most of their later years