



CHARTER OF SERVICE DELIVERY

Putting People First – Our Promise to You

Bluebird Care Longford, Roscommon & Westmeath (LRW) is committed to delivering care that is respectful. Reliable, safe, and built around you. This Charter sets out what you can expect from our team, every time we support you in your home or community.

We follow a person-centered approach and are guided by the HIQA Principles of:

- Human Rights
- Safety & Wellbeing
- Responsiveness
- Accountability

Our Promise to you

1. Respect for your Human Rights

We will:

- Always treat you with dignity, respect, and fairness
- Protect your privacy and confidentiality at all times
- Involve you in decisions about your care, every step of the way
- Respect your cultural beliefs and lifestyle choices
- Support your right to take informed risks, where safe to do so
- Listen to your voice and act on your concerns

2. Your Safety and Wellbeing come first

We will:

- Keep you safe and promote your physical and emotional wellbeing
- Deliver care that meets the highest standards of hygiene, infection control, and health and safety
- Employ only vetted, trained staff who are supported in their roles
- Recognise and act immediately if we see any signs of neglect, abuse or harm



- Work with your family, GP, HSE, or advocates where appropriate to keep you safe and well.

3. We will be Responsive and Person-Centered

We will:

- Provide flexible care that adapts to your changing needs
- Build your care plan around your preferences, goals, and choices
- Respond quickly to your questions, requests, or concerns
- Make sure you know how to reach us if something goes wrong
- Provide culturally sensitive care that respects who you are

4. We are Accountable to you

We will:

- Be open, honest, and transparent in everything we do
- Keep records of your care that are accurate, private, and accessible to you
- Provide you with clear information about what services you're receiving and who is delivering them
- Invite and welcome your feedback, both positive and negative
- Investigate complaints promptly and fairly
- Continuously review and improve our service based on your experience

Your Rights as a Service User

As someone receiving care from Bluebird Care LRW, you have the right to:

- Be fully involved in decisions that affect your life
- Have your personal beliefs, identity, and culture respected
- Expect a reliable, high-quality, and safe service
- Speak up without fear if something is not right
- Make a complaint and have it taken seriously
- Request changes to your care plan
- Ask questions and receive information in a way you understand



Your Responsibilities

We kindly ask that you:

- Treat our staff with respect and courtesy
- Inform us of any changes to your needs or environment
- Give us honest feedback so we can improve our service
- Let us know if you will not be home or need to cancel a visit.

How to Give Feedback or Raise a Concern

You can:

- Speak to the care coordinator or any team member
- Contact our Complaints Officer – Jolanta Daly
- Email or call the office directly (lrw@bluebirdcare.ie 0906491044)
- Ask for a printed copy of our full complaints policy

Where to Find This Charter

You can:

- Visit our website: [Longford, Roscommon & Westmeath | Bluebird Care](#)
- Request a printed copy at any time
- Find it included in your Service User File

Reviewed and Approved

This Charter was last reviewed on: 23/06/2025

Next Review Date: 23/06/2025

Approved by:

For More information, or to speak with someone about your care, contact is on:

- ✓ 0906491044
- ✓ lrw@bluebirdcare.ie
- ✓ [Longford, Roscommon & Westmeath | Bluebird Care](#)