

PTC Patient Code of Conduct

Patients:

- Patients will be treated with dignity and respect.
- Patients have the right to privacy and confidentiality.
- Patients will be treated by qualified and experienced staff.
- Patients have access to safe and professional treatment and care.

PTC Responsibilities:

- The PTC will treat patients fairly and respectfully.
- The PTC will protect patients from avoidable harm.
- The PTC will adhere to equal opportunities and human rights legislation.
- The PTC will protect the confidentiality of patient information.

Standards of Behaviour expected from Patients and Residents Staying at the PTC:

Patients should always be in a 'fit state' to receive the excellent treatment delivered at the PTC and be able to make full use of the facilities whilst in residence (e.g. not under the influence of alcohol or its aftereffects).

We operate a **midnight curfew** at the PTC to ensure that all residents get the rest they need. The curfew must be respected, and all patients should be back in the Centre by this time. If patients fail to return to the Centre by this time without good reason they may be asked to leave the site.

Noise should be kept to a minimum between the hours of 10pm and 7am. Please be mindful of the impact that loud music, televisions, voices and slamming doors may have on other patients.

Patients should not enter each other's rooms or bring any other persons back to the centre for security reasons.

Patients should treat all staff and patients with courtesy and respect, we will not tolerate any abusive behaviour to the PTC team or of any other patients or visitors to the Centres.

Alcohol is not allowed in the Centres. Please do not bring any takeaway food or alcoholic drink back to the PTC site.

If you need to leave early for any reason, then please speak with your treating clinician (Physio & Nursing) to discuss if an early departure is possible. Patients should not check out of the Centre until they have been cleared to leave early.

Please be aware that we have CCTV across our sites both inside and outside of the buildings.

Any behaviour that does not meet the standards laid out above will be dealt with swiftly and firmly. If patients fail to comply with our rules which are designed for everyone's benefit, they might be asked to leave the Centre early and could be referred to their Police Force.