
WELSH STATUTORY INSTRUMENTS

2002 No. 324

The Care Homes (Wales) Regulations 2002

PART III

CONDUCT OF CARE HOME

Health and welfare of service users

- 12.**—(1) The registered person shall ensure that the care home is conducted so as—
- (a) to promote and make proper provision for the health and welfare of service users;
 - (b) to make proper provision for the care and, where appropriate, treatment, education and supervision of service users.
- (2) The registered person shall so far as practicable enable service users to make decisions with respect to the care they are to receive and their health and welfare.
- (3) The registered person shall, for the purpose of providing care to service users, and making proper provision for their health and welfare, so far as practicable ascertain and take into account their wishes and feelings.
- (4) The registered person shall make suitable arrangements to ensure that the care home is conducted—
- (a) in a manner which respects the privacy and dignity of service users;
 - (b) with due regard to the sex, sexual orientation, religious persuasion, racial origin, and cultural and linguistic background and any disability of service users.
- (5) The registered provider and registered manager (if any) shall, in relation to the conduct of the care home—
- (a) maintain good personal and professional relationships with each other and with service users and staff; and
 - (b) encourage and assist staff to maintain good personal and professional relationships with service users.