

## Lex Sarah

### **The fact that you tell us allows Humana to become better**

Lex Sarah is a law that means that you who work as a personal assistant **must tell** your boss if you notice that the customer you work for is not doing well. You must also tell us if there is a risk that something could harm the customer in any way.

Everyone who works at Humana must contribute to ensure that the care you and your colleagues provide is good and in the customers best interest.

Your manager at Humana should listen to you and investigate the error you tell us about. Your manager must also correct if something is not working well in your workplace. Humana always wants to understand why the error occurred to make sure it does not happen again. When we investigate and solve problems together, your customer becomes safe and receives better care.

### **Humana Assistans must comply with the law and inform Inspektionen för Vård och omsorg (IVO)**

All personal assistants who work at Humana Assistans should know what lex Sarah is. Humana Assistans must write down what you tell us, investigate it and prevent and fix the problem. If the incident is serious, Humana must report this to IVO.

### **What to tell your manager about**

If something has happened that does not feel right, notify your manager. Examples of such events *may* include:

- If the customer has fallen or hurt him/herself in any way
- If you or a colleague have harmed the customer
- If the customer had to go to the doctor because of something that happened at the workplace
- If the customer lost things or money in their home
- If you or a colleague does not follow one or more routines
- If the customer has not received their medicine or received too much medication
- If the customer's need for help has changed in any way

### **Here's how you should tell your manager at Humana:**



Write what happened here: [DF response](#)



Or call your manager