

Commitment to and Upholding of Human Rights (England) Policy

Policy Statement

This policy sets out the values, principles and policies underpinning this care service's approach to the human rights of its service users in line with the requirements of the Human Rights Act 1998 and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014, particularly in relation to Regulation 13: Safeguarding Service Users from Abuse and Improper Treatment.

This service recognises its legal and moral responsibilities to respect the rights of its service users at all times: by treating them kindly and compassionately and with respect so that they can keep their dignity and independence. It also recognises its responsibilities to provide person-centred care carried out with people's consent and/or in their assessed best interests when they cannot give their consent.

Understanding of Rights

The service understands that all service users have, among others, the following rights.

1. Right to dignity and respect.
2. Protection from abuse or maltreatment.
3. Right to choose how they want to be addressed.
4. To be treated as an individual.
5. To have access to a range of statutory and specialist services.
6. To choose what they want to eat or drink and where they want to eat or drink it.
7. To have access to an advocate if they are unable to express themselves.
8. To have privacy in their own accommodation.
9. To have any changes in their living arrangements discussed with them and agreed first.
10. To be able to suggest improvements.
11. To have visitors of their own choice.

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12. To have a clear and fair service agreement.
13. To register and vote in elections.
14. To manage their own money.
15. To mix with the local community.
16. To choose their own GP and dentist.
17. To be independent without unnecessary or unjust restriction on movement.
18. To choose to take risks that they consider acceptable.
19. To have their cultural and religious views, beliefs and needs respected.

All staff are expected to protect and uphold the above rights of service users at all times or to facilitate access to any available advocacy services wherever service users wish for representation but lack the capacity to seek representation for themselves.

Confidentiality

The care service furthermore believes that the right to confidentiality is a key principle in modern health and social care and should be respected at all times. The care service expects all staff to refrain from voluntary disclosure of any information, learned directly or indirectly, about a service user to a third party unless given permission for disclosure by the service user.

Training

All staff are trained to recognise and uphold service users' rights and to understand the issues around confidentiality.

The care service's induction training on rights has developed in line with the Care Certificate framework, which includes several standards that stress the importance of respecting people's human rights, including:

- 3. Duty of Care
- 4. Equality and Diversity
- 7. Privacy and Dignity
- 9. Awareness of Mental Health, Dementia and Learning Disability
- 10. Safeguarding Adults
- 11. Safeguarding Children
- 14. Handling Information.

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