How we help people get their rights

Easy read version of: ‘Our human rights approach for how we regulate health and social care services’
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Introduction

This document is about how the Care Quality Commission (CQC) plans to improve the way we check that people are getting their human rights.

The Care Quality Commission (CQC)

The Care Quality Commission check health and social services for the government.

We check services like:

- Care homes
- Care in people’s homes
- Hospitals
- Doctors’ surgeries
We make sure they:

• Give good health and social care to people

• Treat people equally and fairly

• Help people to get their human rights

We check that people are getting their human rights because:

• It helps to make sure that everyone using services gets good safe care

• The law says we must check people’s human rights when we look at services
Human Rights

We believe that people should be:

- Treated fairly

- Involved in decisions about their care and treatment

- Respected

- Treated as individuals

- Listened to

- Treated equally including people from groups who can sometimes be treated unfairly

- Treated properly with kindness
People should have choice and control over their care and treatment and other areas of their life.

People should have the right to life.

Staff should have their human rights and be treated equally and fairly.

Staff should be supported to help the people using their services get their human rights.
Why change?

We last wrote about how we look at human rights and whether people are being treated fairly and equally in 2014.

Since then there have been changes:

- In the way the CQC works
- In the way Health and Social Care services are run

We want to make some changes that:

- Fit in with the new ways of working
- Improve the way people are helped to get their human rights
Checking that people are getting their human rights

Our 5 key questions

When we check on a service, we ask 5 key questions:

1. Are people safe?

2. Does the service help people to lead a good life?

3. Do staff treat people with kindness and respect?

4. Does the service do the things people need?

5. Is the service run properly?

In the future we will be thinking about people’s human rights when we ask these questions.
Helping people to get their human rights

We have already been testing new ways of:

- Checking that services are giving people their human rights
- Writing reports about services which include information about human rights

So far we have:

- Included information about human rights in the information we keep about different services
- Given our inspectors training and rules about checking if services help people to get their human rights
• Looked at the services for groups of people who often don’t get their human rights

• Given services information about treating people equally

We need to:

• Look at treating people equally when we put services on our list

• Find better ways to hear from people who are not getting their human rights

• Find some services that are very good at treating people equally
• Improve the way we check on services

• Tell services to improve the way they help people to get their human rights

• Think about how we check that people are being treated equally

• Help our staff to learn more about how to treat people equally

• Tell people about how we check that services are helping people to get their human rights
The way we work

We believe that we should:

- Think about the people who use services more than anything else
- Include human rights in the way we check services
- Make sure our staff know how to check people’s human rights
- Make sure we treat our own staff fairly and equally
- Tell services about giving people their human rights and treating people equally
We will:

- Work with people who have used services to help us understand the issues with human rights
- Support our staff to do more about human rights and equality
- Make sure that our staff are treated fairly
- Work with others to make sure that all services have the same view about human rights and treating people equally
Getting better all the time

So far we have:

- Tested new ways of checking if people are getting their human rights and are being treated equally
- Looked at how to include this information in our reports about services

We will:

- Make sure that human rights are always included when we check services
- Look for new ways to include information about human rights when we write reports on services
- Look for new ways to get information from people about their human rights
Independent voice

CQC is independent and can speak out when we think something is wrong. We call this our ‘Independent Voice’.

So far we have:

• Written a report every year about treating people fairly in health and social care services

• Looked at the human rights of people who are being kept in a mental health hospital for their own safety

• Looked into the human rights of people who are being kept in safe places like prisons and immigration centres

• Written a guide to help services to treat people fairly and equally

We will:

• Carry on looking at how we use our independent voice to make things better
For more information

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