



CONVENTION ON THE RIGHTS OF ADULTS AND OLDER PEOPLE RECEIVING CARE AT HOME OR HOUSING SUPPORT



The Convention seeks to provide a comprehensive statement to promote and protect the rights and inherent dignity of adults and older people receiving Care at Home and Housing Support Services.

We believe that individuals must be provided with care and support which upholds their human rights; care which puts them at the heart of decision making and supports them to be respected, independent and equal members of society.

Following consultation, we hope the Convention will be endorsed by the Scottish Government, the Scottish Human Rights Commission and all parties involved in the planning, commissioning, regulation and delivery of care.



PURPOSE:

We believe that every person has the right to be treated with respect, dignity and without discrimination. This is fundamental in the delivery of care: If human rights are not sustainably embedded then vulnerable people will pay the biggest price.

The purpose of this Convention is to outline these fundamental rights, to raise awareness and strengthen accountability in order to work towards their promotion, protection and enjoyment by all adults and older people receiving a Care at Home or Housing Support service.

GENERAL PRINCIPLES:

The rights within this Convention are based on internationally agreed human rights set out in the United Nations Universal Declaration of Human Rights (1948) and the International Covenants on Economic, Social and Cultural Rights and Civil and Political Rights (1966). They are guaranteed in the UK by the Human Rights Act and the Scotland Act (1998), derived from the European Convention of Human Rights (1950).

The general principles of which are:

- Respect for the inherent dignity and worth of all individuals.
- Promotion of individual autonomy including the freedom and support to make one's own choices.
- Support to ensure full and effective participation and inclusion in society.
- Respect for difference and a desire to respond to individual need.
- Equal access to resources, services, information and opportunity.



THE RIGHTS

All individuals have the right to:

- Quality Care
- Choice
- Be treated with Dignity and Respect
- Be heard
- Feel safe, comfortable and relaxed when receiving care.
- Be included and informed
- Respect for private and family life
- Respect for their property
- Achieve their full potential
- Individuality and non-discrimination

THE RIGHT TO CHOICE

All individuals have the right to make and be supported to make their own decisions. These choices shouldn't be restricted by disproportionate rules and regulations. Individuals have the right to exercise personal preference and to be as involved as they like with decisions about their care and support. It's also important that family members, if desired by the individual are consulted when decisions are being made.

"I want the staff to help me to do things the way I like it them be done."

STEPHEN
Receives Housing support, 2016

"My carer didn't turn up one morning to help me get to my hospital appointment. I had to get into a taxi in my pyjamas. I was embarrassed but the worst part was that I never got an apology. I changed providers after that."

JOHN
RECEIVES CARE AT HOME, 2016

THE RIGHT TO BE TREATED WITH DIGNITY AND RESPECT

All individuals have the right to be treated with dignity, respect, civility and courtesy. Care should be provided which supports and promotes and does not undermine a person's self-respect. To treat someone with dignity is to treat them as being of worth and to care for them in a way that respects them as individuals. Care staff should be polite, considerate, courteous and respectful at all times.

"My carers make me feel important. They are there for me, they know about my condition and where it hurts. They care for me in the same way they would care for a family member or a friend."

KATHLEEN
Receives Care at Home, 2016

THE RIGHT TO QUALITY CARE

All individuals have the right to be supported and cared for by skilled, valued, informed, and compassionate staff. Staff who are given enough time to get to know each individual and their families, to listen to them and to fully respond to their needs. Care and support is personable and dynamic in that it's able to respond to changes in individual need and aspirations.

THE RIGHT TO BE HEARD

All individuals and their families have the right to voice any suggestions or concerns, no matter how small, about their care and support and to be heard. This is often done via focus groups or meetings but it is important that there are also systems in place for anonymous suggestions and complaints to be made. These suggestions must then be taken seriously and addressed, for many people this is the difference between being listened to and being heard.

"For me, good care is when staff take the time to listen to you and don't make you feel as if they are in a rush to leave."

SARAH
Receives Care at Home, 2016

THE RIGHT TO FEEL SAFE, COMFORTABLE AND RELAXED WHEN RECEIVING CARE

All individuals have the right to be cared for in a way that makes them feel safe, comfortable and as relaxed as possible. The person receiving support must be at ease with the staff member delivering their care. This should be considered when assigning staff and continuity should be a priority. In a situation where care is going to be delivered by a member of staff unknown to the individual or their family, they should be informed in advance. All individuals have the right to be free from harm and staff have a duty to ensure that the environment is safe and secure. This includes making sure that staff members are hygienic and in full health before delivering care.

“My mum has fantastic carers, two come during the week and another at the weekend. She gets on well with them. One Saturday, a new carer turned up out of the blue, it was a male and mum wasn’t comfortable so we asked him to leave. Fortunately, that was a one off.”

ANGELA
Family member receives
Care at Home, 2016

THE RIGHT TO RESPECT FOR THEIR PROPERTY

All individuals and their families have the right to respect for their property. This includes, their land, house and possessions. Individuals need to feel that they and their possessions are safe. Employers must have safeguarding measures in place to ensure that all staff are trustworthy and reliable. Policies, procedures and training should be there to ensure that property is respected.

“With our new provider, the carers all change into indoor shoes when they arrive. It seems like a small gesture but it shows respect for our house.”

ANNA
Family member receives
Care at Home, 2016

“We are kept up to date with everything. We are provided with a rota at the start of the month which tells us who is coming each day and when.”

CALLUM
Family member receives
Care at Home, 2016

THE RIGHT TO BE INCLUDED AND INFORMED

All individuals and if they desire, their families should play an active role in decisions about their care and support. If decisions are made out with their involvement then they have the right to and should be provided with this information in an accessible format and at a suitable time.

“I was interested in volunteering and my Care Provider got me the contacts and supported me to do so. I now help to grow vegetables which are then used by a soup kitchen where I also volunteer. This is a big part of who I am.”

DARREN
Receives Housing Support, 2016

THE RIGHT TO ACHIEVE THEIR FULL POTENTIAL

All individuals have the right to live their life to the fullest; to maintain their independence; exercise personal autonomy and choice; to be able to set individual goals and be supported in achieving these.

THE RIGHT TO RESPECT FOR PRIVATE AND FAMILY LIFE

All individuals have the right to respect for their private and family life. No person, regardless of their living arrangements should be subject to interference with his or her family, home or correspondence. Personal care should be delivered in a private and confidential manner, respectful of dignity and individual, cultural needs.

“We live in a small town and we like to keep our family matters private. Katie is brilliant, she knows that I’m a private person and always draws the curtains. I trust her to keep what goes on in my house between us.”

SHONA
Receives Care at Home, 2016

THE RIGHT TO INDIVIDUALITY AND NON-DISCRIMINATION

Everyone has the right to be treated as an individual, in a way that respects them for who they are. There should be no, ‘one size fits all’ approach to care. Staff should be trained to recognise the uniqueness of each person and what differentiates them from others. Individual characteristics of gender, race and ethnicity, disability, sexual orientation and religion and belief should be respected and supported. Everyone has the right not to be treated with discrimination.

“When I go to the doctor surgery, I feel like a number on a list. When my carers come, I feel like a person again. Everybody’s different.”

SARAH
Receives Care at Home, 2016



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