

Human Rights Policy

Policy Statement

This policy sets out the values, principles and procedures underpinning Heydays Care and Support Services approach to the human rights of the people who use its service 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.

Heydays Care and Support Services recognises its legal and moral responsibilities to respect the rights of people receiving care at all times: by treating them kindly and compassionately and with respect so that they can keep their dignity and independence. Heydays Care and Support Services 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

Heydays Care and Support Services understands that all people receiving care have, among others, the following rights.

- Right to dignity and respect.
- Protection from abuse or maltreatment and loss of liberty.
- Right to choose how they want to be addressed.
- To be treated as an individual.
- To have access to a range of statutory and specialist services.
- To choose what they want to eat or drink and where they want to eat or drink it.
- To have access to an advocate if they are unable to express themselves.
- To have privacy in their own accommodation.

- To have any changes in their living arrangements discussed with them and agreed first.
- To be able to suggest improvements.
- To have visitors of their own choice.
- To have a named visitor who can visit at all times even when there might otherwise be restricted visiting because of outbreaks of infectious illnesses in the home or other crises.
- To have a clear and fair service agreement.
- To register and vote in elections.
- To manage their own money.
- To mix with the local community.
- To choose their own GP and dentist.
- To be independent without unnecessary or unjust restrictions on movement.
- To choose to take risks that they consider acceptable.
- To have their cultural, language and religious views, beliefs and needs respected.

All staff are expected to protect and uphold the above rights of people always receiving care or to facilitate access to any available advocacy services wherever people wish for representation but lack the capacity to seek representation for themselves.

Confidentiality

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

Training

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

Heydays Care and Support Services 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:

1. Duty of Care
2. Equality and Diversity
3. Privacy and Dignity
4. Awareness of Mental Health, Dementia and Learning Disability
5. Safeguarding Adults
6. Safeguarding Children
7. Handling Information.