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HOW INDIVIDUALS RIGHTS CAN BE MAINTAINED (by care workers and other practitioners)

Effective communication
(How you communicate with someone based on their needs)

- *Clear vocabulary / no **jargon**
- *No patronising / sarcasm
- *Adapting communication to meet the needs of the person
- *Listening to their needs.

Providing up to date information
(And ensuring it is always correct)

- *Times services available
- *Contact details / location
- *Types of care
- *Alternatives
- *Complaints procedure.

Challenging discriminatory behaviour
(following WHISTLE-BLOWING POLICY)

Challenge at the time
Challenge afterwards following procedures
Challenge through long term training

Providing Advocacy
(this makes sure that **everyone** has a voice)
Someone to represent an individual who is unable to represent themselves.

Key words

Choice Giving individuals control over their lives (E.g. choice of food, choice of GP)

Confidentiality Information about a person kept personal (E.g. stored securely, only shared on a need to know basis)

Consultation Taking into account the views and opinions of the individual (E.g. what care they would like to receive, where)

Protection making sure individuals are kept safe (E.g. following safeguarding procedures, risk assessments)

Equal – Ensuring individuals are given access to the same opportunities based on their needs.

Fair – Ensuring are treated the same and given opportunity to access same things.

Diversity – recognising and appreciating differences such as faith/diet/ethnicity

Discrimination – this is the acting out of negative prejudice.

Legislation – A collection of laws passed by parliament which state the rights of individuals.

Self Esteem – How a person values themselves and the lives they live.

Empower – Give someone the authority, ability or control to do something.

Jargon – the use of technical language or terms within a profession. (E.g. in child care EHCP – unless you work in childcare you wouldn't know what this meant)

Interpreter – converts a spoken or signed message from one language to another.

Translator – Converts a written message from one language to another.

PECS – Picture exchange communication system – helping people communicate using pictures.

Dynavox - Speech generating software. Converts symbols to speech

Lightwriter - A text to speech device. Types message converted to speech.

Advocacy – someone who represents an individual unable to represent themselves. Ensures an individual's voice is heard.

- WHY is it important to maintain individuals' rights?**
- Make people feel **valued**
 - Raise **self-esteem**
 - **Empower** them (give them control over their lives)
 - **Instil confidence** and trust
 - Make them feel safe
 - Ensure individual needs are met
 - Provide **equal access** to services and treatments
 - Consultation – involving the person in decisions about them. Not making decisions for someone.

PERSON CENTRED APPROACH (PIES) (the effect on a person of being treated in a certain way. The effect on be: **PHYSICAL** (body/health), **INTELLECTUAL** (mind / feelings), **EMOTIONAL** (thoughts / feelings), **SOCIAL** (how they behave/feel around others)



Complaints All organisations must have a complaints procedure / policy. **This needs to be available to individuals all the time.** Complaints empower individuals to seek redress and help protect from discrimination / unfair treatment.