

## CHOICE:

**Selection of GP** – male or female, speaks the same language (ethnicity)  
**Food options** – allergies, vegetarianism, religion, varied menu provided  
**Joining in activities** – options given, a range provided, outings, when to get up, what to wear, who to play with/talk to., attend the quiet corner  
**Where/how to receive treatment** – tablet or liquid form, home or at GP surgery, whether to receive treatment or not.

## CONFIDENTIALITY:

On a need to know basis, no gossiping between staff  
Locked computers with passwords, meeting in a private place so that trust can be gained. Always ask before passing on personal information

## PROTECTION FROM ABUSE AND HARM:

DBS checks, regular fire drills and risk assessments in place  
Training staff on first aid, manual handling  
Complaints procedure and Fire procedure in place.  
All settings must appoint a 'Designated (Child) Protection Officer

## EQUAL AND FAIR TREATMENT:

Protecting individual's differences e.g. gender, race and religion  
Individuals are treated for their own needs (meeting individual's needs)  
Everyone given the same opportunities to education, health and social care, same treatment does not always guarantee equality – different needs

## CONSULTATION:

All asked for their opinions and views about the care they would like  
Views should be listened to and feedback given. Clarify their likes and dislikes and discuss their wants and needs. Ask for their preferences and options.

### Key terms

**Right:** everyone is entitled to them by law

**Discriminatory behaviour:** acting out negative prejudices e.g. race, age, gender, sex.

**Diversity:** recognising and appreciating differences

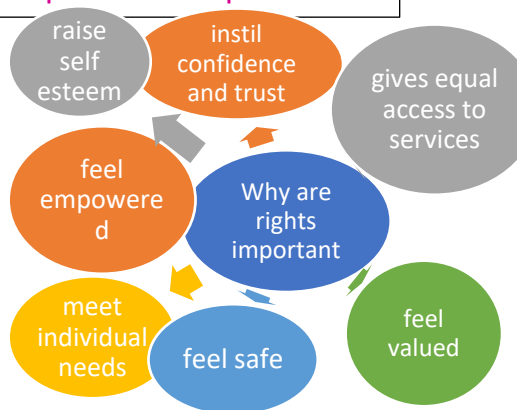
**Empower:** give them control to do something themselves



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## THE RIGHTS



## Using effective communication:

**Adapt vocabulary** – no jargon, specialist terminology explained and language simplified and age appropriate for children/SEN. Interpreters/ translators used  
**Not being Patronised** – avoid sarcasm, talking down to someone, don't make assumptions and be polite. Use positive body language, be patient when listening.  
**Adapting communication** – use specialist methods e.g braille, repeat words, slow pace and increase tone. Emphasise words and use a loop system  
**Listening** – Use active listening, do not interrupt, be patient and show empathy, give attention with no distractions, show attention through nodding.

## Providing up-to-date information:

Contact details – up-to-date so that service users can communicate with service  
Type of care – can choose type of care e.g. home with support or in care.  
Results of tests/ treatment – know options of treatment and why it is required  
Opening/closing times and location – know when they can access them

## Challenge discriminatory behaviour:

**Challenge at the time** – raise their awareness, explain how they have been discriminatory towards you, make them reflect on their actions  
**Challenge afterwards** – Refer to work policies ie bullying policy, consult with senior staff members for advice, disciplinary action taken.  
**Challenge through long term proactive campaigning** – provide training, anger management courses, equality and diversity awareness training, effective communication training.

## Complaints procedure:

**When to complain** – when decisions have been made without consultation, when confidentiality has been breached or choices not given, wrong medication  
**Options available** – it the complaint formal or informal? When to make it, who to  
**Steps to take** – take advice and gather evidence, will they be believed.  
**Procedures to follow** – write down a clear description of what happened, act on professional advice, share evidence

## Providing advocacy:

**Someone to speak on behalf of the individual who is unable to speak for themselves** – e.g. A child, person with a learning difficulty, Dementia, mentally ill, physical difficulty e.g. blind  
This empowers them to make decisions and helps them express their views, wishes and concerns and share opinions in a care meeting, helps them to know their rights and care options available to them and ensures their voice is heard