

Know Your Rights

What can you do?

There are a number of ways that you can start a conversation in your organisation or group to help people **understand the rights of adults** who use services and enable them to **uphold and challenge** your organisation or others when they do not feel they are being respected.

We asked members of our Know Your Rights Task and Finish Group these questions. They went about this task in different ways which you may find useful to consider this in your organisation or group.

To have a look at different ways you could do this; please hover over the below and Ctrl + Click to follow the links

[Ask yourself these questions](#)

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Ask yourself these questions

- How are you making sure that adults using services and their families know and understand their rights?
- What do you have in place for adults using services and their families to help them to speak up when their rights are not being respected?
- How are you supporting your workforce and volunteers to understand and promote the rights of adults using services and their families?
- What do you have in place for your workforce and volunteers to enable them to speak up when rights are not being respected?
- How are you responding to adults using services, their families, and your workforce and volunteers when they have spoken up about rights not being respected (for example in respect of feedback etc)?
- How are/will/could you using/use the KASiSN Know Your Rights Guide in your organisation to promote and uphold the rights of adults who use services and their families?

Discuss in a Team Meeting/Workshop

“We considered the ‘Know your Rights Guide’ as part of a team workshop. The team felt that the work done with the key rights was great. We then looked at the Housing Options Service and how we could improve the way the team worked with clients, to make sure that the service user/clients rights were put at the forefront. A number of options were explored 3 recommendations were put forward to management and accepted. The remainder of options will be considered going forward.” *Shropshire Council Housing*

Display the KASiSN Know Your Rights Guide

Midlands Partnership Foundation Trust (MPFT)

“MPFT will promote the ‘Know your Rights’ leaflet across all service areas of the organisation in Shropshire, Telford & Wrekin to supplement the information / processes that already exist so that we can ensure that any person coming in to contact with the Trust is empowered to understand their rights.”

MPFT have 5 core values, those being;

1. Lead by Example
2. Respectful
3. Honest and Trustworthy
4. Caring and Compassionate
5. Listen and Engage

Patients accessing service provided by MPFT can expect to be informed of their rights and reminded of such at their request. Patients who are being treated under the provisions of the Mental Health Act and /or Mental Capacity Act are informed of their rights at regular intervals, this information is also shared with family and carers.

MPFT work with advocacy services locally to ensure that those who need this additional support are able to access such so that their rights are promoted on their behalf should this be something they struggle to manage independently.

MPFT have a robust complaints process and Freedom to Speak up Guardian to ensure that there is an effective response to any concern of an individuals rights not being respected, this ensures that any issue can be managed in a timely and proportionate way.

Substance Misuse Services

The Know Your Rights Guide together with the questions on current work was given to the two substance misuse services supporting Shropshire, the community service Shropshire Recovery Partnership and Kaleidoscope (who provide inpatient assisted alcohol withdrawal). Both services already promote service user rights and have corporate policies to achieve this, including supporting service user groups. The Know Your Rights draft was considered by the services and three residents also provided feedback.

“I will ask that there is a link put on all web pages pertaining to services and also there is a poster put up in waiting areas and in Counselling and clinical rooms” *Shropshire Council Public Health Drug and Alcohol Strategic Commissioner*

Shropshire Recovery Partnership

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| <i>How are you making sure that adults using services and their families know and understand their rights?</i> | We have posters and leaflets displayed in our service as well as workers explaining this to service users when they are assessed. |
| <i>What do you have in place for adults using services and their families to help them to speak up when their rights are not being respected?</i> | We have a complaints and feedback process which includes a feedback box. This is checked on a regular basis by the management team. All service users are informed about the process. |
| <i>How are you supporting your workforce and volunteers to understand and promote the rights of adults using services and their families?</i> | We discuss this in staff induction and team meetings as well as staff supervisions. |

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| <p><i>What do you have in place for your workforce and volunteers to enable them to speak up when rights are not being respected?</i></p> | <p>We have a whistleblowing policy, grievance and complaints process. We operate an open and honest culture where we encourage staff to speak up. We have staff supervision where they can give feedback. Manager has an open door policy.</p> |
| <p><i>How are you responding to adults using services, their families, and your workforce and volunteers when they have spoken up about rights not being respected (for example in respect of feedback etc)?</i></p> | <p>We will contact the individual and invite them to meet with the manager and discuss this within 5 working days. We follow the investigation process and provide findings within the required time framework. We would attempt to resolve this at service level.</p> |
| <p><i>How are/will/could you using/use the KASiSN Know Your Rights Guide in your organisation to promote and uphold the rights of adults who use services and their families?</i></p> | <p>Display this in waiting areas, staff noticeboards and provide this information in the welcome pack.</p> |

Have Service User Representatives

“Birchwood has a service user representative, who is a past resident. Service User Representatives:

- Provide advocacy for Shropshire residents whilst they are resident with us. All residents are told on admission that if they have any concerns about their treatment, they can speak to our representative who will advocate on their behalf with senior management.
- Communicate the importance of service user rights to the wider workforce and volunteers in their role.
- Are members of the Service User Involvement Governance Group”

Kaleidoscope (providing in-patient substance misuse treatment)

Kaleidoscope

How are you making sure that adults using services and their families know and understand their rights?

All Shropshire residents who arrive at Birchwood are given a ‘Your rights in treatment’ which the resident signs to acknowledge they have understood. We also have an audio version of this for those with literacy issues. We have

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| | signed and endorsed Favor UK's declaration of rights which is displayed as a poster in the dining room of the unit. |
| <i>What do you have in place for adults using services and their families to help them to speak up when their rights are not being respected?</i> | Birchwood has a service user rep, who is a past resident who provides advocacy for Shropshire residents whilst they are resident with us. All residents are told on admission that if they have any concerns about their treatment, they can speak to our rep who will advocate on their behalf with senior management. We complete an annual Service User survey that asks specific questions about whether they have been given a copy of our 'Your Rights in Treatment' leaflet. |
| <i>How are you supporting your workforce and volunteers to understand and promote the rights of adults using services and their families?</i> | All Service User Reps sit on our Service User Experience governance group that meets quarterly. This is chaired by our organisation Service User Lead and is overseen by our Service User Rep who sits on our board of trustees. Within this group, reps are supported to audit their service using our Service User Involvement Audit form |
| <i>What do you have in place for your workforce and volunteers to enable them to speak up when rights are not being respected?</i> | All service bases have a service user rep who sit on the SUI governance group. These reps communicate the importance of service user rights to the wider workforce and volunteers in their role. |
| <i>How are you responding to adults using services, their families, and your workforce and volunteers when they have spoken up about rights not being respected (for example in respect of feedback etc)?</i> | At Birchwood, all Shropshire residents are asked to complete a feedback form which asks how they have been treated. Any concerns that are indicated on this form are immediately picked up by our residential lead who will speak to senior staff and if possible will follow up any comments made with the service user. |
| <i>How are/will/could you using/use the KASiSN Know Your Rights Guide in your organisation to promote and uphold the rights of adults who use services and their families?</i> | We are happy to print out the KASiSB leaflet and give to our Shropshire residents in addition to our own leaflet. This will enable them to have a contact point after exit if they felt that they would rather flag a concern after they have left us. |

Co-Produce awareness materials with people who use your services

Derwen College have provided us with a Know Your Rights Group Work Activity [insert link] which you can use to assist you.

- How are you making sure that adults using services and their families know and understand their rights?

- The Student Union board will be responsible for developing relevant posters each academic year
- Posters will be displayed at key locations around the college campus

- What do you have in place for adults using services and their families to help them to speak up when their rights are not being respected



- Complaints procedure
- Friends and family feedback forms
- Registered Managers 'focus groups' with all service users
- 'Be safe' focus days for all service users
- Promotion around safeguarding week
- How are you supporting your workforce and volunteers to understand and promote the rights of adults using services and their families?
- Extensive mandatory training including safeguarding training, MCA and DoLS training, Care certificate and NVQ's at all levels.

- What do you have in place for your workforce and volunteers to enable them to speak up when rights are not being respected?

- Supervision and appraisal procedure
- Whistleblowing policy and procedure
- Safeguarding procedures

"Workshops will be arranged each academic year to generate a 'know your rights' poster. This will be displayed around college and will be referenced in a range of focus groups for service users and mandatory training for staff." *Derwen College*

- How are you responding to adults using services, their families, and your workforce and volunteers when they have spoken up about rights not being respected (for example in respect of feedback etc)?
 - Service users will be invited to discuss their concerns and elaborate on any issues that have been raised. This is encouraged, and usually facilitated by a registered manager.
- How are/will/could you using/use the KASiSN Know Your Rights Guide in your organisation to promote and uphold the rights of adults who use services and their families?
 - Workshops will be arranged each academic year to generate a 'know your rights' poster. This will be displayed around college and will be referenced in a range of focus groups for service users and mandatory training for staff.



Ask people who have an interest or are involved with services what they want

Shropshire Partners in Care

Shropshire Partners in Care doesn't provide a direct service to adults in Shropshire and Telford and Wrekin, rather we support our members (Independent Social Care and Health sector) by seeking to improve standards through the provision of training, advice and guidance for the benefit of the adults supported by those services. We therefore worked with learners in Safeguarding Adults Awareness sessions to ascertain their thoughts on the development of a piece of work around knowing your rights. This consultation approach reflects the notion that people have the right to be involved, included and consulted when engaging with services. Learners were very keen to get involved in this discussion and share their thoughts as they recognised that at some point we are all likely to come into contact with a service whether that is housing, health, social care, advocacy or a third sector provider.

When considering the learners views this quote reflects two common themes that were deemed as important – the right to be safe and the right to have a voice and be heard.

As an organisation Shropshire Partners in Care supports staff to access a range of training in order to carry out their role effectively and have an understanding of issues connected to rights for their area of work, we have policies and procedures

“I have the right to live my life in safety, I have the right to challenge what is bad practice, I have the right to be heard” A learner

connected to rights and identify 'safeguarding' as our core business. In addition we encourage a culture of speaking up and have 'Dignity Champions', 'Dementia Friends' and 'Scam Champions' on our staff team.

Making It Real Shropshire (Adult Social Care)

"Conversations with people who use services/citizens can inform improvement" *Shropshire Council Adult Social Care Development Officer: Personalisation*



Adult Services in Shropshire

You can see more of the work of Making it Real Board in Shropshire at: <https://www.shropshire.gov.uk/shropshire-choices/making-it-real-mir/>

Our Local Account (page 4) demonstrates how we are involving people: <https://www.shropshire.gov.uk/shropshire-choices/personal-stories/shropshire-local-account/>

Our Making it Real groups pulled together what they regarded were the '**Essential Ingredients of adult social care**':

- ✓ An experience that is personal
- ✓ Active Listening and understanding
- ✓ Real conversations
- ✓ Effective use of resources
- ✓ Making own choice/taking own risks

These 5 points went straight on to inform training for adult social care staff in 2017 and much more.

Most recently they have informed a new 'Vision and Values' document. The Vision & Values document came after a review of services and a recognition that some of our work was becoming service (and even bureaucracy led) rather than person centred. The V&V was pulled together with staff and citizens and then again shared with staff via roadshows, newsletters and 1:1 reviews.

Promote people's rights by learning from complaints

Shropshire Fire and Rescue Service

Safe and Well visits are available to all in the county and offer advice and guidance about fire safety in the home, including fitting smoke detectors. For more information please visit:

<https://www.shropshirefire.gov.uk/safe-and-well-visit>.

Shropshire Fire and Rescue Service provided the Know Your Rights Task and Finish Group with an example of how they dealt with a complaint about their safe and well visit service. The complaint related to the information provided prior to the safe and well visit taking place.

As a result of the complaint, the adult was listened to and Shropshire Fire and Rescue Service responded by:

- Re- wording the letter sent to people they would like to offer Safe and Well Checks to, so that the language was easier to understand and non-discriminatory. The letter is now clear that this is an optional visit to provide advice and guidance. It can be arranged at a time to suit the person. The aim of this change was to enable the adult to receive information to make an informed decision about the visit.



Shropshire Fire and Rescue Service have told us that they ensure that people are aware of their rights when using their Safe and Well Service including promoting people rights by learning from complaints by:

- Making sure information regarding safe and well visits is also available on their website.
- Ensure their complaints procedure is available on the website, so it can be accessed 24 hours a day, and there is a designated officer available to deal with complaints 24 hours a day.
- Creating a survey about their visits to be left with all adults, to encourage feedback about the safe and well visits. The results of which are recorded, and any trends or concerns are considered and outcomes for this are actioned.
- Adapting the training for staff carrying safe and well visits to make sure that they tell the person at an early stage in the visit the circumstances in which they might be called away (to respond to an emergency)
- Ensuring that people are aware of how their personal details will be used in the privacy notice on their website and this also communicated during visits.



Keep rights at the centre of important conversations

“It is best practice is to try to meet the wishes and preferences expressed by that person and their family. Also, what comes into this is where a person wants to die. With Dementia patients we have Admiral nurses we try to have these important conversations before the person loses capacity to express their decisions.” *Nurse consultant lead for End of Life Care*

Shropshire Community Health Trust (End of Life Care)

There is a lot being done in End Of Life (EOL) care and those who have life limiting illnesses, mainly around advance care planning and wishes and preferences. So, a person doesn't have to be dying for this to be done ideally when they are stable and 'well' within their condition.

Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) is different. This isn't a patient decision, it has to be documented that the discussion has been had with person/family/partner/carer. If the clinician determines that to resuscitate would not be beneficial and the heart stopping is a part of the dying process this decision will be made explaining the reasons for this and documented. So, a patient doesn't have a right to be resuscitated if it would be futile but does have the right to be central to these discussions and decisions.

(for more information about Admiral Nurses, please visit: <https://www.dementiauk.org/get-support/admiral-nursing/>)

The RESPECT document brings in the aspect of stopping life sustaining treatments versus quality of life conversations. What the patient wants to happen and doesn't want to happen depending on where they are in their disease. (for more information about the Recommended Summary Plan for Emergency Care and Treatment (ReSPECT), please visit the Resuscitation Council (UK) website on: <https://www.resus.org.uk/respect/>)

It's quite difficult with End of Life Care as we try to meet peoples wishes and preferences and this doesn't always happen.

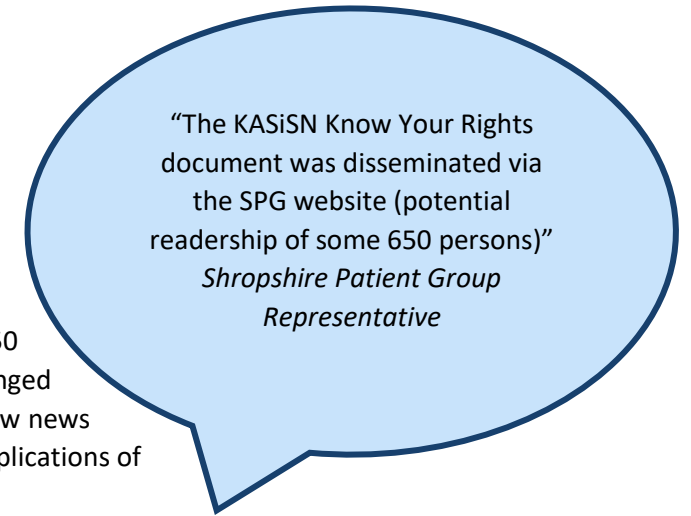
I think everyone has a right to a good death but sometimes this isn't the case. The complaints process would be the route, but hopefully they would have spoken to someone before it escalated to this level. Any information to give to Patients/carers/ families is useful, it would be good to see 'know your rights' leaflet and yes I think it would be good to do.

Spread the word through your networks

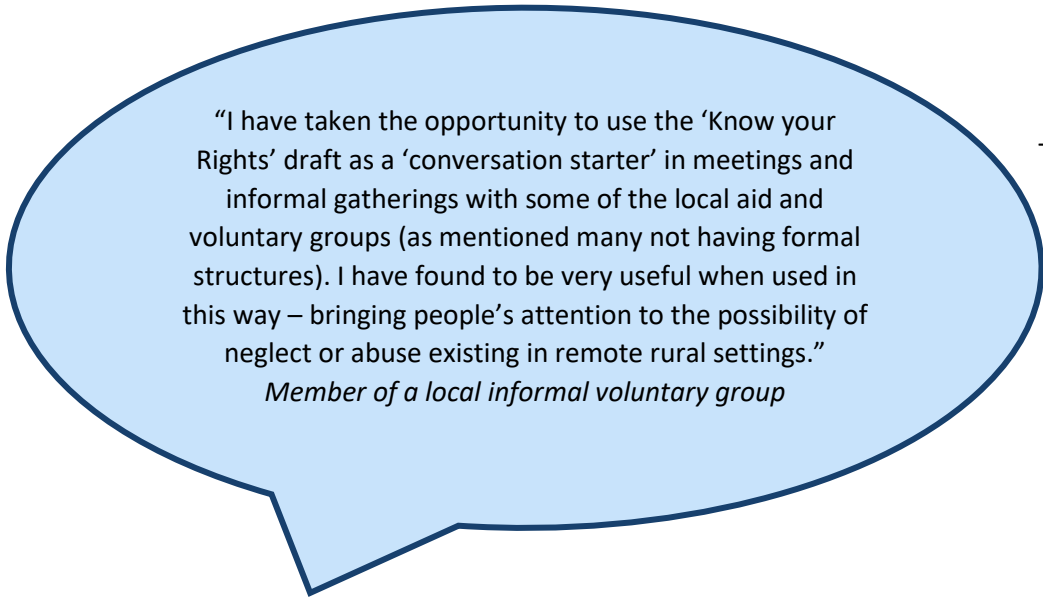
Shropshire Patients Group Representative

Shropshire Patients Group (SPG) seeks to represent the views, and to communicate and disseminate relevant health related information, to the patient/users of the some 40 plus medical practices in Shropshire.

Safeguarding posters have been distributed to the majority of Shropshire Patient Participation Groups, the KASiSN Know Your Rights document was disseminated via the SPG website (potential readership of some 650 persons (this was followed up by including the link to the TLAP 'Making it real' framework). I have also arranged for a 'Safeguarding' web page to be included on the main SPG website - which I will update as and when new news items are available. I am also planning request that a speaker is invited to talk about the importance and implications of Safeguarding.



Start a conversation in your community



Thankfully, these informal 'helping' coalitions seem to be common feature of small rural communities!

This approach has in some cases resulted in requests for further, rather more specific information – particularly related to dementia. Please feel free to signpost to our Know Your Rights Pages on the Keeping Adults Safe in Shropshire Website [insert link]