



House of Commons
House of Lords

Protecting human rights in care settings



**Easy read version of the report
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on Human Rights
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Who we are and what we do



We are the the **Joint Committee on Human Rights**.

A **joint committee** is a group of members of the House of Commons and members of the House of Lords.



We look at what the Government does then we write down what we find out and say what we think should happen.

Human rights are the rights and freedoms that everyone should have.



This booklet is about looking after your **human rights** in **care settings**,

Care settings are places like

- care homes
- hospitals
- other places where people are looked after



Introduction to our inquiry



Care settings look after some of the most **vulnerable people**.

Vulnerable people could be

- older people
- people with learning disabilities and/or autism



Sometimes these people's **human rights** are not looked after properly.

We decided we should have a special investigation called an **inquiry**.



The **inquiry** helped us to learn more about these problems and how they can be fixed.

Which human rights we are looking at



We are looking at **human rights** to do with



- having your life protected
- not being treated in a cruel way or tortured
- being able to feel free and be safe



- being able to enjoy family and private life
- being treated in a fair way
- being able to get healthcare



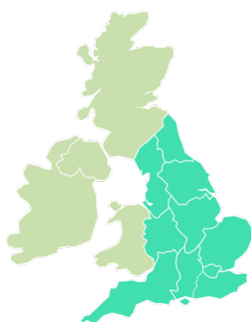
What we looked at in the inquiry



We looked at four main issues



- how **medical** and **personal** care is given
- worries people had about visiting arrangements
- how to complain when things go wrong
- are everyone's **human rights** being looked after properly



We are looking at all **care settings** in England.

How medical and personal care is given



We found lots of people had reported that personal and medical care was not given to them in a safe and proper way.



For example, one person was fed with a large spoon, when they needed to be fed with a small spoon. This made them cough up their food.



Some people were left with dirty clothes or undressed with the door open.



This is against **human rights and care law**.

More about How medical and personal care is given



The **Care Quality Commission** or **CQC** is supposed to check that **care settings** are doing everything properly.



We found lots of reports that the **CQC** have not been good enough at checking.



This is a very bad problem, as somebody not being allowed their **human rights** is never okay.

Do not attempt cardiopulmonary resuscitation notices or DNACPR

DNACPR



A **DNACPR** is when, after talking to someone or their family, it is put on someone's medical notes that if their heart stops, it might be best not to try and start it again.



We found that some **DNACPR** were not being used properly, or people were not being asked about it properly.



We want families and carers to be involved in what happens with **DNACPR**.

The **CQC** must make sure that care users are at the centre of these big decisions.

Using restraint and DoLS



We found that sometimes people were being tied or locked up when they shouldn't be.

This can happen more to people with learning disabilities and/or autism.



The government need to work on ways to make sure that this doesn't happen in the future.

When people are deprived of their liberty, things have to be put in place to protect them.



This is called **Deprivation of Liberty Safeguards**, or **DoLS** for short.

We found a lot of problems with **DoLS**, for example

- delays
- lack of **legal representation** – this is when a lawyer helps you with a situation



All care settings must follow the law on **DoLS**.

Training for healthcare workers



We found that lots of people who work in healthcare do not know enough about human rights.



Training people properly in human rights has worked to make sure people in care are looked after properly.



We think that everyone who works in healthcare should have more training to help look after people's human rights.

Visiting arrangements



During the coronavirus pandemic, the guidance on visiting people in care homes was changed by the government more than **30 times**.



Care settings have not followed the guidance in the same way all the time.

Lots of people were not allowed to see any of their friends or family for a long time.



This could be very bad for people's mental health.

More about visiting arrangements



We think the government should make a law that means people in care can name one or more people to be able to visit and care for them.



Rules could be added to make sure everyone stays safe, but they would always be allowed some visitors.



We also think it should be law for care settings to tell the **CQC** when they change their own rules about visitors.



This would help make sure that people in care settings don't have to go for long times without seeing family or friends again.

Using the human rights laws properly



At the moment, not everyone is protected by human rights laws in the same way.



People who pay for their own care cannot always make sure their carers follow the Human Rights Act in the same way as people who have care paid for or arranged by the local council.



This can seem unfair. We want the human rights of everyone in care to be kept safe in an equal way.



The government need to look into this to decide if something should be done.

How to complain when things go wrong



You should be able to make a complaint if something is wrong.

Right now, there are lots of different people to complain to. Who you complain to depends on what the complaint is.



We think this is confusing. It can mean that your complaint might not be listened to.



Complain

Making complaints takes far too long.

Sometimes the complaint doesn't get looked at until after a patient has died.



We think that complaints should be dealt with faster. It should be easier to have a complaint heard.

What happens next



The Government have to read this report and respond to it.



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