



Equally Outstanding — A guide to help services treat people equally and fairly and get their human rights



Easy read version of: 'Equally outstanding:
Equality and human rights – good practice resource'
(September 2017)



Human rights in services are about treating people:

- equally and fairly



- with respect



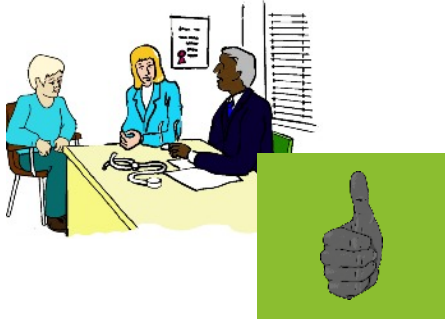
- in ways they keep independent.



It is difficult for people to be treated equally and fairly and get their human rights when there are limits on how money can be spent.



But treating people equally and fairly and making sure they get their human rights is really important for people using services and staff so that the levels of care can get better.



We have found that some of the best services are able to do this well.



So we want to help all services to treat people equally and fairly and get their human rights so that the level of care gets better for everyone.

We have made this guide with these other organisations:



- Care England



- Healthwatch England

- National LGBT Partnership



- NHS Confederation

- NHS Improvement



- Race Equality Foundation



- Social Care Institute for Excellence



- Voluntary Organisations Disability Group

How does treating people equally and fairly and getting their human rights help the level of care get better when there are limits on how money can be spent?



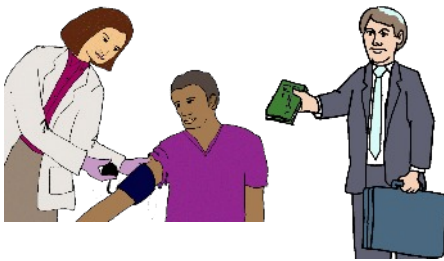
1. Often people see treating people equally and fairly as a problem instead of the way to solve a problem, especially when there are limits on how money can be spent.

But there are many reasons why services should pay attention to human rights and make it the centre of giving good care.

- Services that treat staff equally and fairly and welcome people from different backgrounds usually give better levels of care.



- Services that support people's human rights usually give better levels of care.



- Spending money to help people be treated equally and fairly on health matters is the best way to help people keep their health better.



- Treating people equally and fairly and getting their human rights will be even more important in the future.



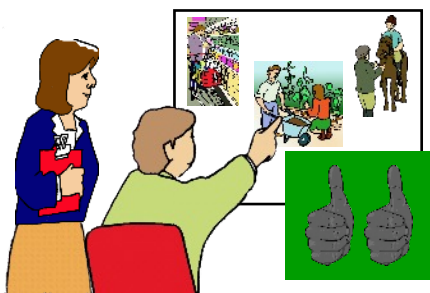
2. **Many services can learn from the best services in how to treat people equally and fairly so that they can give better levels of care.**



This work helps people get their human rights and everyone will be treated equally and fairly from the start to the end of using a service.



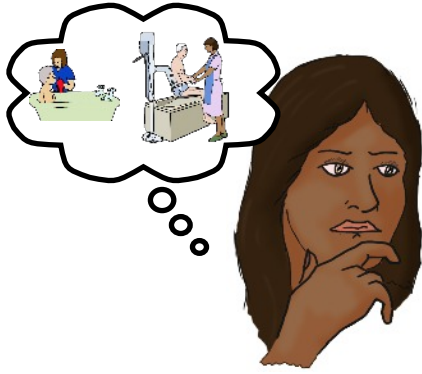
This means that people who use services, their families and friends and staff working in services will be able to have a say and have more power over how a service is run.



Services that are rated outstanding look highly on having strong person-centred care (where care is based on a person's care needs and decisions). These services have managers who include staff in helping to make good decisions.



Sometimes things need changing in services to make them more equal for people.



These services did not need a lot of money to help them give better levels of care. They only needed to change the way they think and deal with things. These include:



- Managers really wanting to treat people equally and fairly.



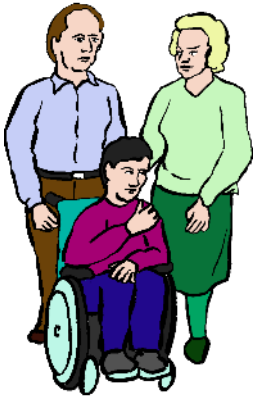
- Doing things to make sure people are treated equally and fairly and get their human rights.



- Making sure staff are treated equally and fairly.



- Thinking about human rights when looking at how to make a service get better.



- Putting people who use services at the centre of how to care for people by always thinking about their needs and listening to them carefully, including their hopes for the future.



- Using help from outside the service and being brave.



3. **Services might still find things difficult when there are limits on how money can be spent**



Services might have to save money, change how much work they can do or find ways to have more money, like asking for fees or charging more money for their service.



But there are ways to still treat people who use services and staff equally and fairly and to make sure the changes do not affect their human rights.



4. **Services cannot do this work by themselves**



Organisations that buy services can say they want people treated equally and fairly and get their human rights in their contracts (agreements) and they can check this is happening.



They can also think about how they can meet the needs of different groups of people.



Organisations that check services need to check that people are treated equally and fairly when they check a service. They must make sure that checks to keep people safe do not mean that services stop people making enough choices for themselves.



They should give a reward to people that work in new ways to treat people equally and fairly by looking closely at how people feel from using the service.

Organisations that make rules need to help services by making sure they include human rights in their rules and in how they do things.



5. Giving people the power to have their say and to make choices is important in making the issue of treating people equally and fairly and getting their human rights even more known.



Health and social care managers need to think about the world outside their services and involve people in the community in their decisions so that they meet the needs of everyone.



The NHS and local councils are working together to help health and care services get better. These are called **sustainability and transformation partnerships**. They have an important role to play to make sure people are treated equally in their health. They are finding good ways that this can happen.

Want to know more?



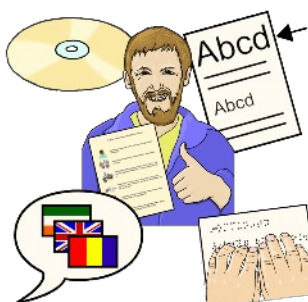
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CQC-384-092017



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