



The ALLIANCE



The Health and Social Care Academy

The right to health



Easy Read



What is this document about?



The Health and Social Care Alliance Scotland (the ALLIANCE) asked for this research to be done by an independent researcher.



Research means getting facts, figures and information about something.

Independent means the researcher does not work for the ALLIANCE.



The research looks at the accessibility of information on the right to health in Scotland, across different groups.



Human rights are freedoms that are protected in law.

They make sure we are treated fairly and with dignity.



The **right to health** is an important human right and is connected to other rights.

It means that everyone has the right to have the highest standard of physical and mental health that is possible.



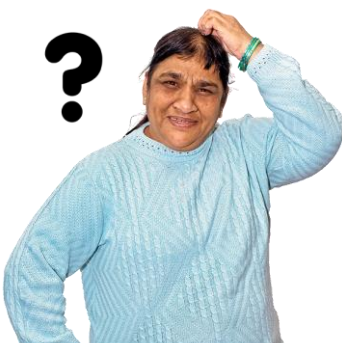
Some organisations said it was difficult for some people to experience the highest standard of health because:

- there is not enough information about the right to health
- it was difficult for them to claim their right to health
- it was difficult for them to complain if they could not claim their right to health



The research looked:

- to see if different groups understand what the right to health means





- to understand what makes it difficult to get information on the right to health



- to find out what work groups are doing to support and tell people how to claim their right to health



- at ways for the ALLIANCE to develop information and education resources about the right to health



Limited time and money meant the research could only do online one-to-one interviews with 13 people.

These people represented organisations that work with different groups about rights and the right to health.



The findings of the research show what these people said.

In this document when we use the word **respondents** we mean the people who gave us information in the research.

The main things the research found

What makes it difficult to get information on the right to health?



- people do not understand what the right to health is
- people do not know how or where to get information about their right to health



- there is not enough information for people about claiming any of their rights
- people do not know how to claim their rights

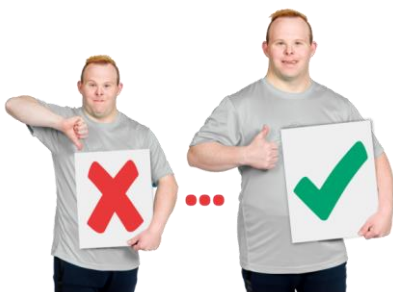


- there should be good ways to check that health information reaches all groups



- some health information is not accessible and can be difficult to understand

There should be:



- better and different ways to give groups information
- information that shows they understand and share what people feel and are going through



Some respondents felt the right to health:

- was not a right they knew much about
- was too complicated and difficult to understand



Linking health information with human rights made this harder because information on human rights can be hard to understand.



Most respondents felt that it must be clear what 'the right to health' is before people can understand it.

Until then, any information is not accessible and would not make a difference.



Some respondents said:

- staff in health services do not understand that people have the right to health
- the people in charge of protecting people's rights:
 - have more power than the people they support
 - are not held responsible when rights are not protected





There is no accessible way for people to complain that their human rights are not being met.

This is even though the Scottish Government has promised to put human rights into Scottish law.



Respondents think it is difficult for the government to support people to claim their right to health in Scotland, when healthcare services have been cut.



Respondents asked for government policies to deal with things that have a bad effect on people's health, like **poverty** - not having enough money to pay for basic things like food, heating or housing.

What happens when people cannot claim their right to health?



Some people do not know how to make a complaint when they cannot get their right to health.

Complaints processes are long and difficult to use.



Making a complaint can mean that people relive what has happened to them, which can feel difficult and upsetting



Respondents told us about:

- being stopped from complaining very early on, and not getting enough information



- feeling blamed for what has gone wrong



- not being listened to



- being worried about making a complaint in case it made things more difficult for them particularly if they are from a group who are **underrepresented**

Underrepresented means groups that are often not listened to in society.

What information do organisations have about the right to health?



Most respondents said that their work has a human rights-based approach but they do not give support or information about the right to health.



Organisations that do produce information on the right to health include:

- examples of where things have worked well



- services to improve people's health and knowledge of how to manage and take care of their conditions



- school visits to tell pupils about health services and what they can expect from them



- how we tell the public about ways to be healthy and to understand the risks of doing some things



- how we check policies and decide which policies to support



- research
- training and development



- helpline services



- working with people in local areas and with other organisations

Other issues



Some groups do not trust public services and the information they give out.



- some people find it difficult to engage with their right to health because it is linked to how they feel about themselves and how they fit into society



- people have to deal with a complicated and inaccessible system to claim their rights

Organisations should make sure people's rights are being met.



It is important to collect good **data** – facts, figures and information to help us to find out:

- who is getting their right to health
- find out which people:
 - are least likely to claim their rights
 - are most likely to have their rights ignored



Respondents said organisations must think about what needs to change in the way they work, to make rights happen.



People should be enabled and empowered to claim all their rights, not just the right to health.



Respondents said we need to have a **culture** that has human rights at the centre of all work.

The **culture** of an organisation means what it believes in and how it works.

This would need a lot of training and resources – money, materials and staff.

Recommendations summary



The recommendations reflect the views of the interview respondents and are in 3 categories.

Scottish Government and healthcare public bodies



Respondents called on both groups to:

- have leaders that tell more people and organisations about how to get their rights



- develop accessible information on human rights and how to make a complaint
- work with community and group leaders to:



- design and give out healthcare information
- make sure work is not done more than once so that policies are clearer



- include human rights training in healthcare education



Other things can make it difficult for people to claim their rights, including the right to health.



This includes things that can affect people's health, like their living conditions, education and jobs.



Healthcare policies and the way that services are designed and delivered should be able to change and adapt when needed.

Voluntary organisations



It is important to:

- make sure there are people in organisations who are responsible for upholding people's rights
- help to change policies
- doing research and working with community groups to encourage trust



Respondents also asked for:

- a check of how health data is collected
- a community leader network to be started



The ALLIANCE



Respondents thought The ALLIANCE can:

- support organisations that make policy
- keep the Scottish Government under pressure to make sure everyone gets their right to health



The ALLIANCE should support there to be information on the right to health by:

- working together with lots of different groups
- help to develop community leader networks
- doing more research, supporting individuals from underrepresented groups



There should be ways for people and organisations to work together to:



- make information about the right to health, including in different formats like video and audio



- make sure people and groups get information



- make training



- work with communities in their local areas

