



DEMENTIA CARER VOICES

Rights and the Carer Voice



Leading Change – Transforming Care

5 steps to change



ALLIANCE
HEALTH AND SOCIAL CARE
ALLIANCE SCOTLAND
people at the centre

Leading Change – Transforming Care

[Dementia Carer Voices](#) is an ALLIANCE project aiming to lead change within health and social care. The project hears from people living with dementia, their carers and health and social care professionals and students to form recommendations to transform care and improve our health and social care system. Dementia Carer Voices works across key stakeholders to support rights based approaches to care which advance the principle of making rights meaningful and real.

Our flagship 'You Can Make a Difference' campaign is based on health and social care professionals and students pledging to make a difference and using this for values based reflective practice.

[The pledges](#) are based on the five steps below:

5 Steps To Change



Keep us informed
about how you're getting
on with your pledge at

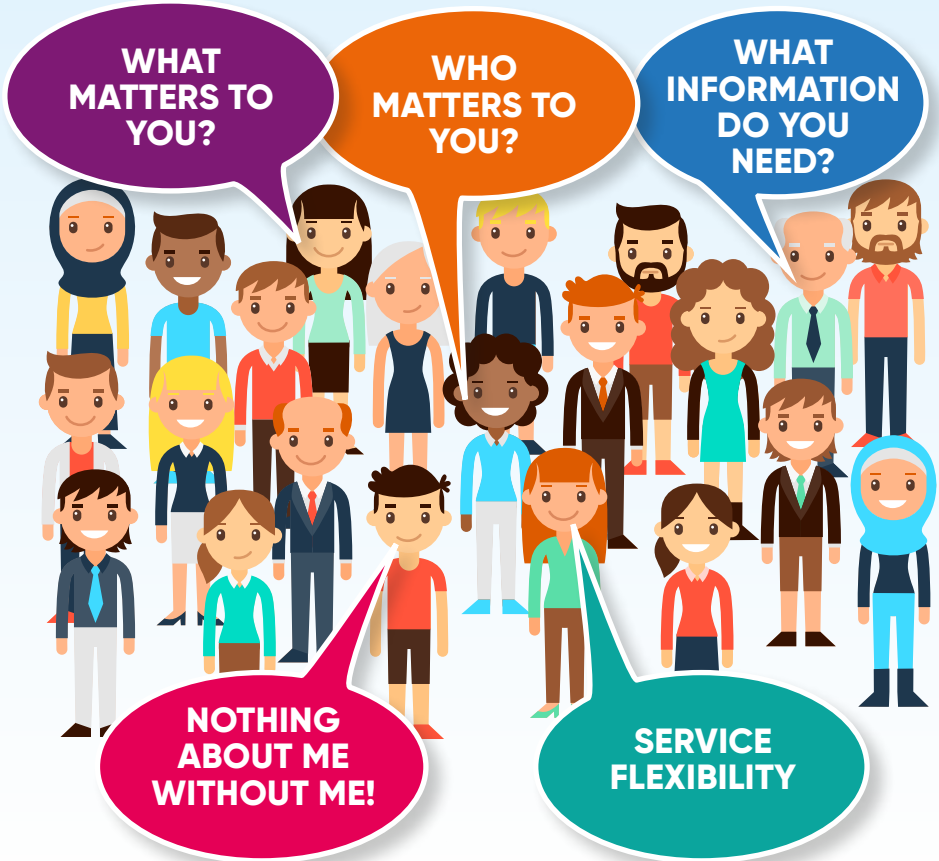
dementiacarervoices@alliance-scotland.org.uk

People at the centre:

Dementia Carer Voices promotes a person centred approach to health and social care.

We support having **constructive conversations** based on a what and who matters to you approach.

5 Things To Ask



Together these five 'Must Do With Me' areas will help ensure that all the interactions between people using services and the staff delivering them are characterised by listening, dignity, compassion and respect.

Don't forget the [What Matters to You Day](#) every 6th June!
#WMTY18 #WMTY19

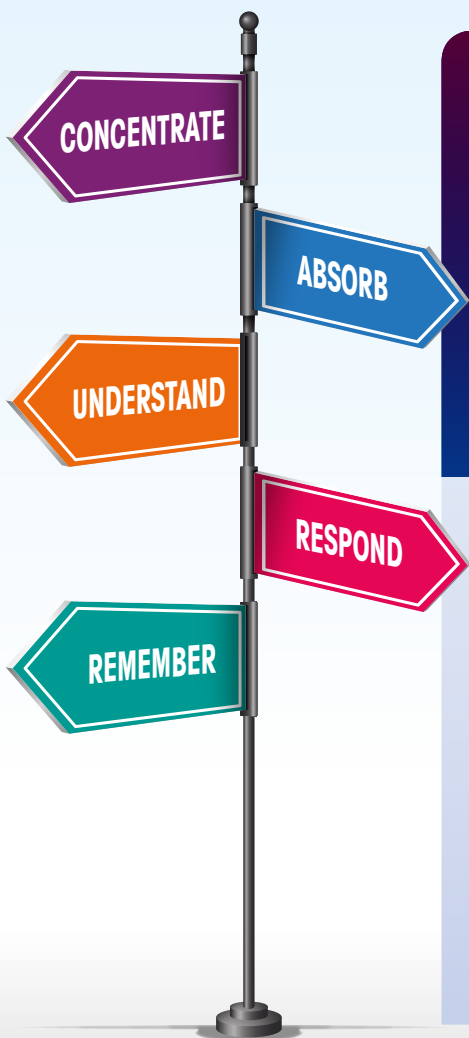


Listening with the heart:

Dementia Carer Voices emphasises person centred care and the [What Matters to You?](#) approach.

As such it is vital to listen to what people are saying and take into account their wishes and desires.

At the heart of this lies Active Listening – a communication technique that means the listener fully concentrates, absorbs, understands, responds and remembers what has been said.



5 PRINCIPLES OF Active Listening

- 1 CONCENTRATE**
on what is being said
- 2 ABSORB**
what was meant
- 3 UNDERSTAND**
the meaning
- 4 RESPOND**
in kind
- 5 REMEMBER**
what was said/requested

Rights and the Carer Voice

People with dementia and their carers have rights.

The ALLIANCE supports rights based approaches and adheres to the [Charter of Rights for People with Dementia and their Carers](#), which follows the United Nation's **PANEL** approach.

5 Aspects To The PANEL Approach

That is that people with dementia and their carers have the right to:

P

PARTICIPATE in decisions which affect their human rights

A

ACCOUNTABILITY of those responsible for the respect, protection and fulfilment of human rights

N

NON DISCRIMINATION and equality

E

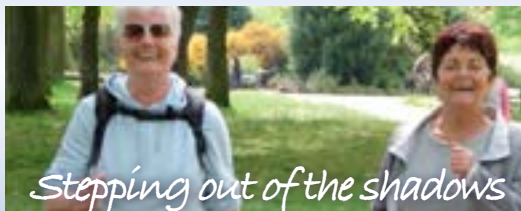
EMPOWERMENT to know their rights and how to claim them

L

LEGALITY in all decisions through a explicit link between human rights and legal standards in all processes and outcome measurements



**for People with dementia
and their Carers in Scotland**



The charter and the PANEL approach sits within the ethos of Dementia Carer Voices work. We see a rights based approach as fundamental to Leading Change – Transforming Care.

The Charter of Rights was debated by the Scottish Parliament in [2009](#) and [2017](#).



DEMENTIA CARER VOICES

leading change - transforming care

Caring with compassion:

Dementia Carer Voices is committed to

- Improving health and social care by encouraging people with dementia, their carers and health and social care staff and students to share their experiences;
- Forming policy recommendation and campaigns on the basis of these experiences;
- Working to create a culture change in health and social care away from time and task and towards caring with compassion.

Join us to create a movement for change

5 ways to engage:

1



@DementiaCarerVo

2



DementiaCarerVoices

3



dementiacarervoices@alliance-scotland.org.uk

4



0141 404 0233

5



Venlaw Building, 349 Bath Street, Glasgow G2 4AA

www.alliance-scotland.org.uk/people-and-networks/dementia-carer-voices



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