

## TA1 The rights of service users in H&SC settings

### Health care settings

- Hospital
- GP surgery
- Dental practice
- Pharmacy
- Optician
- Nursing home
- Walk in centre
- Health centre

### Social care settings

- Community centre
- Food bank
- Retirement home
- Support group
- Day centre
- Homeless shelter
- Residential home
- Social service department



### The rights of service users (3CEP)

#### - **Choice**

E.g., what food to eat, what activity to do, what treatment to receive.

#### - **Confidentiality**

E.g., keeping personal information safe, secure and on a need-to-know basis. Password protected area, share on a need-to-know basis, meetings taking place behind closed doors.

#### - **Consultation**

E.g., Service user and provider talking through their options and respecting each other's opinions.

#### - **Equal and fair treatment**

E.g., ensuring every service user can access services. Equal is everyone gets the same, fair is people get what they need such as a wheelchair if required.

#### - **Protection from harm and abuse**

E.g., being kept safe. Harm includes injuries where as abuse comes in many forms such as verbal, physical, emotional, sexual, psychological and neglect.

### The benefits of rights being maintained

- Empowerment
- High self esteem
- Service users' needs are met
- Trust