Speaking up for myself...
Standing up for human rights
This booklet has been dedicated to Yvonne, one of the service users, who has recently passed away.

‘Thank you for being our friend’
Tina feels that sometimes she is not treated like a human being

She thinks sometimes other people think they can treat her badly because they are normal and she has a learning disability. This makes Tina sad.

Tina and the group have learned this is wrong and they have rights.
'Human rights are basic rights and freedoms that belong to every person in the world'

It is important to be able to stand up for human rights and listen.

- A human being is every person in our world.
- From when a baby is born until a person dies they are a human being.

The following booklet is to show people what human rights are. All the stories are true and come from the group. We wanted to share them with others so they can also be treated with Fairness, Respect, Equality, Dignity and Autonomy.
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GLOSSARY

Important words and what they mean
IMPORTANT WORDS

**Articles**
- Articles are the laws in the Human Rights Act (1998).

**Autonomy**
- To respect people’s wishes and choices.
- To allow people to make choices on their own or with support if they need it.
- To help people to be as independent as possible.

**Choice**
- To have options available.
- To choose from e.g. would you like orange juice or milk at breakfast time.
**Diabetes**

- Problem with the level of sugar in your blood.
- This can lead to becoming really poorly. BUT can be helped with the right equipment and help.

**Dignity**

- To respect someone’s privacy.
- To listen to someone about how they would like to be treated.
**Discrimination**

Is treating a human being or a group of human beings differently, either in a good way or a bad way, based on:

- Their beliefs (religion).
- Race (colour of skin).
- Country they are born in.
- Age.
- Gender (man or woman).
- Sexuality (who they love).

**Equality**

Do not treat someone differently, less importantly or less valuably because of their disability or the colour of their skin, who they love, what they believe in or how old they are.
**Important Words**

**Fairness**
Is to treat every human being with respect, dignity, equality and autonomy.

**G.P.**
General Practitioner or your local doctor.

**Individual**
- Everyone is different from one another.
- Every human being has the right to believe in what they want, what they want to look like and decide who they want to love.
- People should not be discriminated against because of how they are.
Learning disability

- Means that a person might need some help with things in their life.
- Help with speaking to people.
- Caring for themselves and staying safe.
- Learning new skills and remembering old things.
- Everybody needs help sometimes, just like people who have a learning disability.

Listen

- Hear what people say.
- Give people the chance to say what they want to.
- Give someone time to speak.
- Do not interrupt until they have finished.
**PALS**

PALS is the Patient Advice and Liaison Service within the NHS.

**Respect**

- Is to be polite.
- To listen.
- To value yourself and other people.

**Speaking up for myself**

- To say what is on my mind.
- To tell someone my needs and wishes.
- To be brave and speak about my feelings and thoughts and dreams.
We decided that FREDA is a woman and she is for everybody. Her name stands for:

- **Fairness**
- **Respect**
- **Equality**
- **Dignity**
- **Autonomy**
PERSONAL EXPERIENCES

Personal experiences of service users

All these stories are true but all names and photos were made up by the group for illustration purposes and to protect anonymity.
FAIRNESS - Francesca’s Story

• Francesca is a woman who believes in animal rights in the same way as human rights.

• Francesca has two cats that are black and white, called Dean and Sam.

• Francesca has experience of not being treated fairly which made her feel “like rubbish”.

• She feels this is unfair.

• Francesca does not want her two cats to feel “like rubbish” and so treats them both fairly and equally.
RESPECT - Rebecca’s Story

- Rebecca has lots of people from services visiting her at home.

- She hates it when they are late or don’t even turn up when they say they will.

- She feels that this is not respecting her.

- She will often stay in especially for these visits.

- If people turn up late or not at all this makes her anxious and angry.

- If she is on time and waiting for them she feels that they should be on time and respect her too.
• Emma has a learning disability.

• Emma wants a relationship and is looking for a man with blonde hair, blue eyes and a nice car.

• When Emma sees other people in relationships she feels jealous.

• She wants to feel safe and protected and loved.

• She hopes to start a family one day.

• She says this would make her and her mum and dad proud.

• Emma’s carer said she can’t have a relationship because of her learning disability.
DANNI - Danni’s Story

• Danni has Diabetes.

• Sometimes other people don’t know what to do to help her and she gets scared.

• In the past, Danni has told people how to care for her with dignity when her diabetes makes her sick.

• “It’s nothing to worry about but people need to know how to help me and listen”.

• “I might need privacy with personal issues”.

• “I am the expert on my diabetes and listening to me and treating me with dignity will help me”.
• Amy has staff support to help with cooking and cleaning in her house.

• She lives with another lady but didn’t choose to live with her.

• What Amy wanted was to live on her own.

• Social workers said that she couldn’t have her own house because she couldn’t afford to pay the bills and couldn’t cope on her own.

• Amy feels that she is not being listened to and that her choices are being ignored.
In this booklet we talk about articles of the Human Rights Act that were most important to the group.
ARTICLE 2
Right to life

Story 1 - Julie

• Julie is a woman with a learning disability.

• Her health is getting worse.

• Julie’s GP has given her tablets for her lungs.

• Julie’s community nurse went with her to see a specialist doctor to improve her health.

• This was to find out if Julie could have a different, better treatment.

• This treatment would give Julie a better life.

• The specialist said “no” because of Julie’s learning disability.
WHAT WOULD FREDARA SAY?

• This is wrong.
• This is treating her badly and unfairly.
• She could get a second opinion.
• The doctor is judging her because she has a learning disability.
• She will be feeling sad as no one is listening to her or explaining why.
• The doctor is restricting her right to treatment which could save her life.
ARTICLE 3

Right not to be treated badly

Story 2 - Steve

• In the morning Steve is sat in a chair with wet clothes on.

• Steve asks someone to help him get changed.

• Steve is ignored.

• By lunchtime he is still sitting in his wet chair.

• People are passing him by.

• Steve is now sore and very upset.
WHAT WOULD FREDA SAY?

- This is wrong.
- Staff are not treating him like a human being.
- This could affect his health.
- This is not treating him with dignity.
- This is not respectful.
- They could put a ‘shadow shift’ on to help staff learn how to better support Steve.

* Shadow shift means to put on extra staff to watch and observe and offer support and advice to make care better.
ARTICLE 3
Right not to be treated badly

Story 3 - Louise

• The people I was living with did not treat me with respect.

• I used to get scared when crossing roads.

• They were horrible about this and made fun of me.

• This made me feel uncomfortable, not listened to and I felt like I was not worthy of being a part of their family.

• This made me feel very sad.

• I don’t like people making fun of me. It is not right or respectful.

• It made me feel sad and even more scared.
WHAT WOULD FREDA SAY?

• Tell somebody.

• Phone and speak to a person in charge.

• Say something like “I can’t stay here anymore” and ask to go somewhere private and talk.

• Ask them to write down what you talk about and what will be done.

• Tell them you would like to move.
ARTICLE 5
*Right to liberty, freedom and security*

Story 4 - Ben

- Ben was poorly and chose to go into hospital.

- Ben could not get out of the ward when he wanted to.

- Ben told staff but they still would not let him out.

- Ben felt he was not free and this made him even more upset and angry.
WHAT WOULD FRED A SAY?

- Anyone who feels that a person needs to be locked up for their safety or for the safety of others, must do it in a way that the law describes, like using the Mental Health Act.

- Report it to a different member of staff that you can trust. You might be scared at first but try to tell someone straight away.

- You could write a letter of complaint.
  - The PALS service within the NHS can help you to do this.
  - You could also ask an Advocate or a friend to help you do this.

See contact details at the end of this booklet.
Story 5 - Pete

- Pete lives with another family.

- He was placed there by social services so that this family could help and support him.

- Whenever anyone comes to the house he is told to go upstairs to the loft or go into the conservatory with the dog.

- Pete feels he is not being treated equally.

- This makes him feel very sad and angry.
WHAT WOULD FREDA SAY?

• This is not right.
• This is not treating him like a human being.
• Find a good person to talk to first.
• You could talk to a person in charge or someone you trust.
• You could write a complaint to social services to tell them how you feel.
ARTICLE 8
Respect for private and family life

Story 6 - Alice

• Alice is in hospital because she is poorly.

• She has her own room.

• Alice was having lunch and when she went back to her room she found another person going through her drawers and looking at her diary.

• Alice didn’t say that the person could do this.

• Alice was very upset.
WHAT WOULD FREDA SAY?

• It is wrong to go through someone’s private things.

• We all have a right to privacy and to have private things.

• If this happens to you try and find a person you can trust, this might be a member of your family or a friend.

• Ask if they would help you to make a complaint.

• There is also the PALS service within the NHS, you can make a complaint to them and they will help you.
Story 7 - Bob

• Bob’s mum is white and his dad is black.

• Bob is mixed race.

• Bob was brought up by his mum.

• He has only ever lived with other people who are white.

• He did not see himself as different from others.

• When Bob went to live with new people they bullied him about the colour of his skin.

• This made him very sad and made him hurt himself.

• Bob thinks that no one should be treated differently because of the colour of their skin.
WHAT WOULD FREDA SAY?

• He is being discriminated against because of the colour of his skin.

• There is a law against this.

• Whatever colour skin we have, we should be treated fairly.

• He is not being respected.

• He is not being treated equally to others.

• He is not being treated with dignity.

• He should speak to someone he can trust like a member of the family or a carer or a social worker or even the police.
Story 8 - Mark

- Mark is a young man who lives in his own house.
- He has support staff to help keep him safe.
- Mark’s support staff, managers and doctors have regular meetings.
- This, Mark says, is to “make sure I don’t do silly things or get into mischief”.
- The only thing he doesn’t like about the meetings is that they “don’t let me speak”.
- Mark feels sad about this and feels they are not respecting him.
- Mark would like support to talk at his meeting.
• This is not respecting Mark.

• He should be able to speak up for himself in the meetings.

• This might be because they see him as being disabled.

• This is not treating him fairly, he is able to speak up for himself but just needs a little bit of help.

• If this happens to you speak to someone you can trust, a carer, family member, or PALS service in the NHS.

• Sometimes when you feel you are not able to say what you want it can be easier to just give up trying.

• It can be hard to tell people how you feel sometimes but you feel better and stronger for doing it.
Story 9 - Susie and Denise

• Susie and Denise are girlfriends.

• They love going out together and having fun.

• They like to go out to a club where they have a smooch on the dance floor.

• When they were out a barman told them to stop smooching or leave the club.

• This was because they were lesbians.
WHAT WOULD FREDÁ SAY?

• This is not fair.

• It is wrong to treat lesbians differently to men and women couples.

• They are not being treated equally to others.

• They are not being respected.

• The barman is discriminating which is against the law.
WHO CAN HELP?

If you want help or advice about what your rights are then try contacting these people:

**PALS** Patient Advice and Liaison Service
Find your local office: www.pals.nhs.uk
Or ask your doctor or nurse to tell you

**Equality and Human Rights Commission**
www.equalityhumanrights.com
Tel: 0845 604 6610

**Mencap** www.mencap.org.uk
Tel: 020 7454 0454
WHO CAN HELP?

People First www.peoplefirstltd.com
People First is an organisation run by and for people with learning disabilities to raise awareness of and campaign for the rights of people with learning disabilities and to support self advocacy groups across the country.

CHANGE www.changepeople.co.uk
Tel: 0113 388 0011
CHANGE is a leading national equal rights organisation led by disabled people.

Liberty – Human Rights advice
www.yourrights.org.uk
Tel: 0845 123 2307 / 020 3145 04615
0845 123 2307
WHO CAN HELP?

Citizens Advice
www.citizensadvice.org.uk
To find your local office,
Tel: 020 7833 2181

Disability Law Service
www.dls.org.uk
DLS is run by and for disabled people as an independent, national registered charity. Disabled people and their families, carers and advocates, are all welcome to get in touch with the helpline for advice.
Tel: 020 7791 9800.
Minicom: 020 7791 9801
WHO DESIGNED THIS BOOKLET?

Amanda
“Listening to the groups’ experience I have been able to understand how human rights can make a real difference to people’s lives”

Yvonne
“Being in the group has made me feel less shy”

Tony
“Coming to the group has been good”

Annie
“Learning about my rights with the group and listening and sharing stories with each other has been a powerful and positive experience”
WHO DESIGNED THIS BOOKLET?

Meryl
“I am so glad I was able to go on this journey with all the members of the group”

Anne-Marie
“Coming to the group has made me feel more confident and I will miss it when it finishes”

Claire
“Thinking about my cats in relation to animal rights has helped me learn about human rights”

Tina
“The group was good and helped me with my confidence. I am not as shy, nervous or scared anymore”
WHO DESIGNED THIS BOOKLET?

Jeneen
“Being part of the empowerment group has been nothing less than inspirational”

Ellie
“I have learnt how important people’s human rights are, and how vital it is that people stand up for their rights”

Carol
“I think it was excellent and made me come out a bit more, it encouraged me to say what I was thinking and feeling”
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Thank you all for co-producing our booklet.

Contact

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This is an audio CD.
You can listen to this as you read the booklet.
FREDA stands for fairness, respect, equality, dignity and autonomy.

If you feel you are not being treated how FREDA says you should be, then please tell somebody.