

# Rights and Responsibilities

Easy Read version



## Introduction



The Scottish Government is working to make health and social care support better in Scotland. They are working with people and organisations across the country.



We want everyone to have access to good local services across Scotland. People should get them when they need them.



We held events across Scotland in the summer of 2023 as part of our work to make a National Care Service. These happened in places all over Scotland.



We worked with people in towns and cities. We also worked with people in the countryside and island communities.

## What we learned about rights and responsibilities



People said they would like to have a charter explaining their rights. The charter is a list of your rights and information on what to do if you do not think your rights are being met.



We learned a lot from the events and some of the main topics are below.

### Accessibility



People said that the charter should be written in plain and simple language. It also should be accessible in different formats.

We asked people what sections from the charter are too hard to understand. People told us that:



- The information on going to Court was confusing.
- Words such as ‘integrated’ and ‘collaboration’ can be difficult for some people to understand.
- ‘Community health’ and ‘self-directed support’ can be hard to understand. The charter should explain these words.



We will change the charter to include what people told us at the events. This will help to make the charter accessible to all.



People said they want:

- The charter to be as short as possible and in different formats.
- To have posters, leaflets or booklets explaining the charter.





We know people want the charter to be made available in Easy Read, Braille, BSL and other languages.



We will work to make the charter simple and easy to understand but keep important information.



Once we have finished the charter we will make different accessible formats and translate the charter into other languages.

## Charter detail and language



People want the charter to be clear, so it cannot be misunderstood. This means people know what to expect from the services.



At the events people said words such as 'may happen' or 'where possible' are not clear. People asked us to change them and give examples.



We will change as many of these words as we can, but we might not be able to change all of the words. This is because if we change the words, it might tell people the wrong information.



People told us to provide more information on:

- how to complain and include how long it takes to make a complaint



- what National Care Services are
- who works for the National Care Service

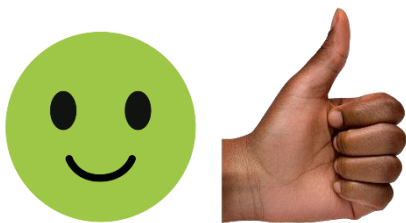


We will work on the introduction and complaints parts and provide more information on National Care Services.

## Rights in the charter



We wanted to hear from people about the rights in the charter. We also wanted to know whether there was anything missing or things that people disagreed with.



Most people agreed with the rights. A small number of people felt some rights were missing.



Young carers said that the right to breaks from caring should be included in the charter.

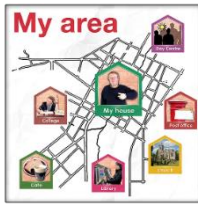


Rights

We will continue to work on adding more rights in the charter. We will add rights people thought were missing if possible.



Some people said the rights in the charter could be clearer to understand. People suggested we could use real life examples.



People in rural areas told us about the barriers they face when accessing:

- social care
- social work
- community health services
- transport
- internet connected devices



People told us to include this in the 'Equality, Dignity and Respect' part of the charter. This would explain that people should have equal rights in rural and urban areas.



Some people said the part on the 'right to family and private life' could include information on needs of family and privacy for people accessing services.



We will improve the charter to include the needs of rural communities and families.



## Next steps

### What is next for realising rights and responsibilities



We will keep working on the charter and there will be more ways to have a say on it. We learned from the events and we will:



- add examples of some of the rights
- add information on advocacy in the charter. Advocacy is an independent service, separate from the care services to support people to speak up for their rights.



- add people's suggestions where possible.
- make words in the charter clear and easy to understand where it is possible.



- make sure all information in the charter is correct.



We will make changes that people told us would help make the charter better. We will then ask people to look at the charter again.

## Work to make the charter better



**Rights**

People told us that the rights in the charter are different from what they experience of social care, social work, and community health.



People felt that the way social care and health are delivered would need to be different for people to have the rights in the charter.



People suggested that National Care Service staff should receive training on the charter.



People felt that there would need to be a good complaints process to make sure that they can have the rights in the charter.



We are working to make sure the charter, the complaints process and advocacy are joined and work well together.



We will continue to work with services to make sure the rights in the charter are delivered and respected by the staff.

## What is next for the National Care Service



The Scottish Government wants the National Care Service by 2026. We are now working to improve the social care system.



Events will help us to make the National Care System, its policies, and the National Care Service (Scotland) Bill better.



A Bill is a proposed law that needs to be passed by the Parliament before it could become a law. The Scottish Parliament will vote on the National Care Service (Scotland) Bill in January 2024.



Over the next 18 months we will continue making the National Care Charter.



We will involve people who have used social care support. We will also involve groups of people whose voices are not heard.

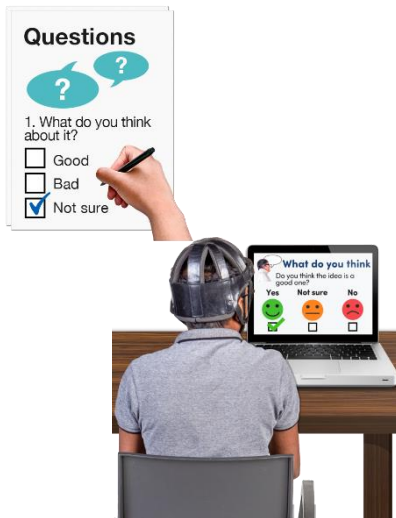


We will keep improving the social care sector for the existing staff and to make it a good profession to work for.

## Getting involved



We want to hear from you as we develop the new National Care Service. If you would like to share your experiences you can join our [Lived Experience Expert Panel](#).



If you join the panel, you will be invited to take part in different things like:

- surveys
- interviews
- discussions

For more information about the National Care Service, visit [gov.scot/ncs](http://gov.scot/ncs)



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