Do your carers respect your rights?

• How do you feel at the care home where you are living?
• Do you feel you are treated with respect?
• Are you encouraged / allowed to take your own decisions regarding the care you receive?
• If you feel your rights are not being respected, you have the right to complain to the relevant authorities in your country.
• Are you informed about how to complain if you are not happy?

You can start by telling someone you trust to help you.
• The care centre where you are should provide you the information you need.
• You have the right to access this information and be able to write about how you feel in regard to the aspect of your care you are not happy with.
• It is also your right to do so privately - without having to give your name.

For more information on your rights, see ennhri.org/rights4elders.

All humans have the right to be treated right!

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What are Human Rights?

Human rights are rights every person has. They are universal, they apply to all humans, they are all equally important.

They refer to:
- Respect
- Freedom
- Equality
- Dignity
- Fairness

Human rights laws are made to protect the rights of all persons, including older persons.

What are the Human Rights of Older Persons in Receipt of Long-term Care?

- The right to life – this means carers must protect you so your life is not at risk.
- The right not to be treated badly or be punished in any way.
- The right to move freely – you don’t have to be restrained – you should be able to move around as you like. If your safety is at risk, your carers should provide you with possible alternatives you’re happy with.
- The right to dignity and to be part of the community – you should get the care and support you need to have a good life. You should be able to take part in various community activities, along with everyone else.
- The right to a decent life – your carers and the care home where you are living should provide you with a decent bed, food, access to water (and hot water) and cover all your basic needs.
- The right to respect for private and family life – this means the right to live as a family.
- The right to freedom of expression – this means you are free to express your opinion and ideas.
- The right to access the same high quality, affordable health services as everyone else.
- The right to make your own choices, and get help to make those choices.
- The right to be equal and not be treated differently from others due to:
  - your gender;
  - your ethnic or national background (where you come from);
  - your sexuality (your choices in relation to sex);
  - your disability.

If this happens, you have the right to complain and be protected.

- The right to have access to justice and get a response – if you feel your rights are not being respected and you make a complaint that is not taken into account you have the right to reach to justice and have a response or a compensation for the harm that might have been caused to you.
- If you do not feel comfortable in the care home where you are staying or you would like to move out from it and return to a family member house or another household, you have always the right to leave the care home.

However, the government cannot always ensure that you have a place in a long-term care institution.