

**Care
Rights
UK**

**Our impact
2022 -2023**

Your care champion



Care Rights UK is your care champion, the charity focused on defending the rights of people in care.

We want people to know their rights and how to use them. We offer information, advice and support to empower people using care services and the relatives and friends who help them.

As a community of families and experts, we have joined forces to fight for better lives for people in care. We identify poor care and highlight good practice, and demand a better care system.

Care Rights UK brings together the charity, the Relatives & Residents Association, and the Rights For Residents campaign group. In February 2023 we joined forces to create a powerful new voice for people needing care and their families.



Reflecting on 2022-23

The past year has been extremely tough for people needing care and their families. The pandemic and the response to it continued to have a devastating impact. The crisis engulfing social care left people without the support they needed to live safe, dignified, fulfilling lives.

We worked tirelessly to call this out. We were a lifeline of support for families. We fought for people's rights and we gave voice to the voiceless.



I am so pleased I joined you
as a member. You're doing
an amazing job.

Care Rights UK member

Empowering older people and their families and carers

We supported bereaved, distraught and anxious families who tell us they were left feeling bereft, frustrated and powerless by the system.

Our helpline was a lifeline for people needing care and their families, empowering them to challenge poor practice and bring about positive change in their lives.

With our support a stroke survivor used human rights law to secure access to a wheelchair in her care home, giving her mobility and a better quality of life

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Thank you so much for your help and encouragement, it has been a very stressful and exhausting time. I was ready to give up. So glad I didn't.

Helpline client, April 2022

Empowering older people and their families and carers

The Rights For Residents Facebook group has been a beacon of light for families to support each other, creating a safe, friendly space and a community of voices empowering each other to speak out and achieve better care.

Our accessible resources and tools empowered people about their rights, including videos, template letters, guides and frequently asked questions (FAQs).



Raising awareness

Our campaigning shone a spotlight on the continued harm caused by the Government's mismanagement of the pandemic and called for people to be reunited with their family carers.

We marked the third anniversary of lockdown with a video featuring loved ones lost in care during the pandemic, alongside a poem read by Rights For Residents Ambassador, Ruthie Henshall.



Raising awareness

70+ national organisations joined our call (in collaboration with our friends at John’s Campaign) for a new right to a Care Supporter, including large health and care providers.

We made hundreds of media appearances, including:

- TV interviews on ITV and BBC
- Six front page stories in national newspapers including the Times, Mirror and Guardian



Your care champion

Influencing practice

We wrote to the regulator, the Care Quality Commission (CQC), expressing continued disappointment with their role during the pandemic and concern about their guidance to care providers on infection control.

In addition, we raised concerns with the CQC about how they respond to people's poor experiences in care. Our evidence was quoted in CQC's report 'Listening, Learning, Responding to Concerns' where they accepted they needed to change, to better act on concerns.

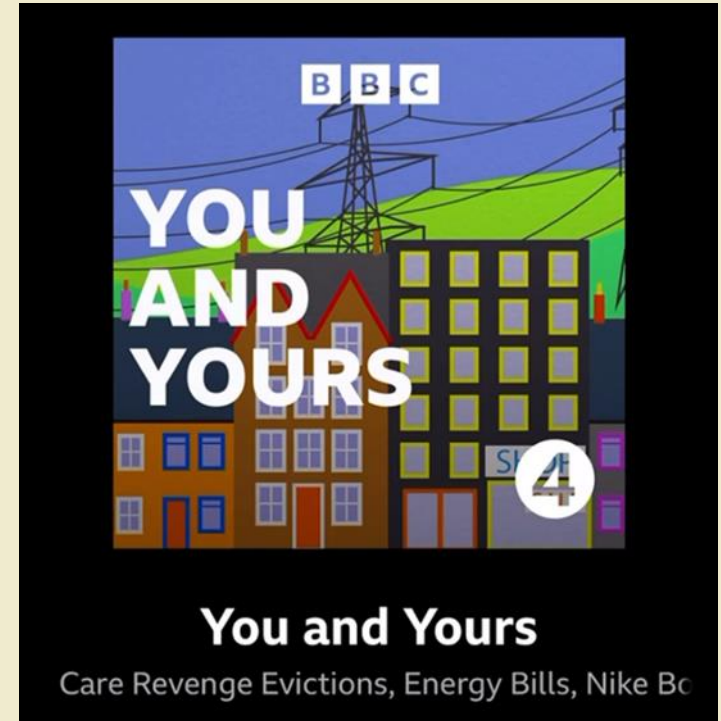
CQC must urgently review its internal procedures, policies and training on how to respond when people share their experience of poor care.

Our recommendation to CQC,
November 2021

Influencing practice

We supported a research project on the impact of evictions from care homes by King's College London. Our joint letter to the regulator requested urgent action to monitor and challenge inappropriate evictions. The research was covered by several media outlets, including a documentary on ITV's Tonight, on BBC Radio 4 You and Yours and on the front page of the Observer.

We worked with care providers to raise awareness of the rights of people needing care, speaking at conferences, workshops and private meetings.



Influencing practice

Our joint letter to local health leaders called for an end to isolation in care settings and for respect for legal rights.

We conducted a survey of visiting restrictions in care homes, which demonstrated the extent of additional restrictions in place in excess of Government guidance.

60% of respondents to our survey said that there were additional visiting restrictions in place in their care home, outside those which were stipulated in the Government guidance during an outbreak.

Our survey on Care Home Visiting Restrictions in England, April - September 2022

Influencing policy

Working in collaboration with John's Campaign:

- We convinced the Care Minister that change is needed over access to family carers; she is considering legal options
- A backbench business debate in Parliament secured further cross-party support for our call for a new legal right to a Care Supporter (Gloria's Law)
- Over 60 MPs wrote to the Secretary of State supporting our call for the new legal right



I would also like to thank those who have been campaigning so hard for visiting rights, such as the Rights for Residents campaign, John's Campaign and the Relatives & Residents Association.

Helen Whately, Minister for Care, October 2022, debate in Parliament

Influencing policy

We achieved significant improvements to the Government's guidance on visiting during the pandemic, to better protect the rights of people living in care.

We were awarded core participant status for the COVID public inquiry, submitting evidence to ensure lessons are learnt.

Our policy submissions were heavily quoted in several reports, including:

- Parliament's Joint Committee on Human Rights (JCHR) report on the Bill of Rights Bill, mirroring many of our concerns with this proposed new law
- An expert panel report on workforce, finding Government progress inadequate

CMM
CAREMANAGEMENTMATTERS

DHSC UPDATES COVID GUIDANCE FOR SOCIAL CARE

July 7, 2022

The COVID guidance for social care has been updated today, which incorporates many of the changes called for back in April by the Relatives & Residents Association (R&RA) on visiting.

Growing to meet the challenge

We have invested in the charity to undertake a programme of change:

- modernising the charity with a fresh new look and name
- our new website is helping to improve our supporter engagement, grow and diversify our reach
- merging with the Rights For Residents campaign group has redoubled our campaigning

This has transformed our profile and status, allowing our small charity to have a big impact.

We are eternally grateful for the invaluable support of our volunteers, and our members, followers and donors. Without your generosity and support, none of this would be possible. Thank you!



Its great that so many people are being and will be supported by such a fabulous team. Proud to be a supporter.

Facebook supporter

Our strategy

This has been the final year of our 2020-2023 Strategy. Although written before the pandemic, the Strategy steered us through these very challenging years.

Our small, dedicated team worked tirelessly to support people needing care through this turbulent time, and to achieve our strategic objectives:

- For older people needing care, and those who support them, to be well informed about their rights and entitlements and empowered to speak up about poor quality care
- For older people to receive high quality care which respects their rights
- For older people to receive the care they need from a system which is appropriately funded, staffed and valued
- For more older people and their families/carers to be supported by a financially sustainable, efficient Relatives & Residents Association



Care workers work in people's homes, residents don't live in their business.

Richard Hawes, Care Rights UK trustee and former CEO of a care provider

Looking forward: stronger together

Care Rights UK combines the shared passion and campaigning talents of the Rights For Residents campaign group with the regulatory expertise and the vital support that the Relatives & Residents Association has provided via our helpline over 30 years.

Coming together, we are a much stronger, united voice for people needing care and their families. That voice has never been more needed, with the care sector in crisis and people facing an uphill battle to have their care needs and rights met. We will:

- support and empower more people needing care and their families about care rights, including those facing reprisals for speaking out about poor quality care
- campaign for a better care system, to help redress the power imbalance in care
- work with care providers, residents and families on what good quality care looks like, and push for these standards to be met across the entire sector



The challenges are many and great, but we are determined that the care system must now improve.

Trish Davies, Chair of Care Rights UK

To find out more about our work or to support us, please get in touch:

www.carerightsuk.org

team@carerightsuk.org

0207 359 8148

Twitter: [@CareRightsUK](https://twitter.com/CareRightsUK)

Facebook: www.facebook.com/groups/rightsforresidents

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