

## Respecting the dignity and rights of people who use services

### Statutory guidance chapter 15.11

People can expect to experience care services which are underpinned by a human rights-based approach in which their rights are respected, protected and fulfilled; they are involved in decisions that affect them; informed of their rights and entitlements; and provided with a form of redress if they believe their rights are being denied. People must be treated with dignity and, as far as possible, be in control and able to express themselves about their requirements. This would include involvement of their representatives as appropriate.

For example, the Health and Social Care Standards, state in paragraph 4.1 'My human rights are central to the organisations that support and care for me'.

### Documents you may consider:

- [Adults with Incapacity \(Scotland\) Act 2000](#)  
Section 1, part 2, 6
- [Guidance related to the Self-directed Support \(Scotland\) Act 2013](#)
- [Rights, risks and limits to freedom](#)
- [Human Rights Act 1998 \(legislation.gov.uk\)](#)  
Articles 2, 3, 8, 14 plus section 6 makes it unlawful for a public authority to act in a way that is incompatible with a Convention right
- [Social Care \(Self-directed Support\) \(Scotland\) Act 2013](#)
- [Public Bodies \(Joint Working\) \(Scotland\) Act 2014](#)  
Framework for integrating adult health and social care in Scotland