Equality and Human Rights Commission

easy read

What happens when someone is unhappy with a decision about their care or support?

Some work we will do to look into that and see what needs to change

About us

We are the **Equality and Human Rights Commission**.

We work to make sure that everyone is treated fairly and gets their rights.

About this document

We will be looking at decisions about care and support for adults in England and Wales.

The care and support we are looking at is called **adult social care**.

We want to know what happens when someone is unhappy with a decision about their care or support.

We want to see if problems are solved in the right way.

The work we will do is called an **inquiry**.

What is care and support?

Care and support is not about health care.

It is when people get support to do things like:

- Get washed and dressed
- Eat meals
- Meet friends
- Go shopping
- Do a job or something they enjoy

We are looking at care and support for older people and disabled people.

We are also looking at support for carers who are not paid for giving care.

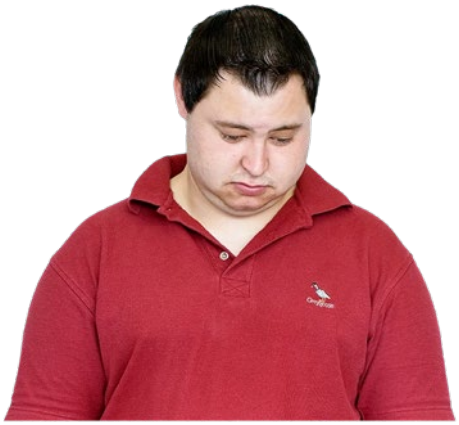
Carers look after someone they know.

They might need support like a break from their caring work.

What we will be looking at

Local councils decide about some people's care or support.

For example, they decide what care or support people can get.



Some people might be unhappy with a decision about their care or support.

For example, people might be unhappy about:

- What care or support the council says they can have

- Where the care or support will happen

- How they will get care or support

- Any changes to their care or support

Some decisions can really change people's lives.

For example, if someone gets less care or support than before.

This could make their life worse.

We want to see what happens if people are unhappy with decisions that local councils make.

We want to know the following things:

Is it easy for people to speak up if they are unhappy with a decision about their care or support?

Do people get enough information about:

- Their rights to get care or support
- Decisions about their care and support
- What to do if they are unhappy with a decision about their care or support

We also want to know the following things:

Can people get support if they want to speak up about a decision?

People called advocates can support people to speak up.

How do local councils try to solve any problems with care and support decisions?

Do local councils and others learn from decisions that go wrong?

Are there ways to check that decisions are made well in the first place?

How we will do the work

We will speak to adults who get care and support in England and Wales.

We will speak to:

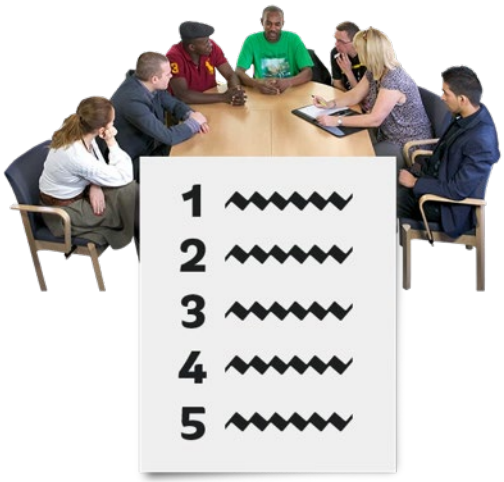
- Older people
- Disabled people
- Carers who look after someone else but do not get paid

We will also talk to friends or family who want to give us information.

We will ask for information from other people.

For example:

- Local councils
- People who look into complaints about care and support
- People who give advice and support about the law and care and support
- Other people who know a lot about care and support for adults



We will look at what everyone says.

We will say what we think governments and other organisations should do next.

How to find out more

You can get in touch if you have a question about this work.

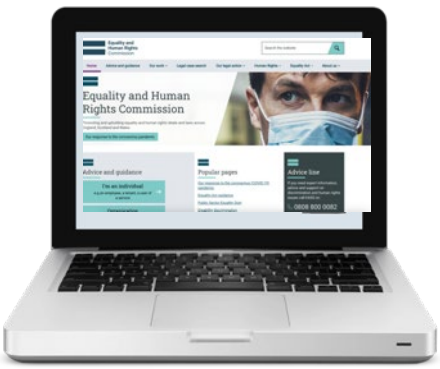
Or if you have some information for us about this work.

Email us at:

sci@equalityhumanrights.com

Or phone us on: **0161 829 8180**

Leave us a message and someone will get back to you.



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