Getting the Basics Right

**Lawful**
- Adhere to age-equality legislation
- Adhere to disability, race, religion, sexuality, and gender legislation
- Protect the human rights of the individual
- Protect information and confidentiality

**Aspirational**
- The best possible quality of life
- People are free to express their individualism
- People think their care is excellent
- A high quality service

**Accountable**
- Clear systems and accountability for reporting abuse and negligence
- Nutritional, personal, and clinical dietary requirements to be met
- Medication to be administered in an appropriate and timely fashion
- Safe, clean care

**Outcomes**
- **Local Priority Indicators**
  - Evidence that confidentiality is maintained
  - Evidence that the workforce know which patients have food related special needs and are ensuring they get it

**Key lines of enquiry**
- Evidence of adherence to human rights legislation e.g. the Universal Declaration of Human Rights, the European Convention on Human Rights and the European Union Charter of Fundamental Rights.
- Evidence that patient information is shared to enable care, with their consent.

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10.1 % Patients who stated that they were given information on how to complain about the hospital care they received
10.2 Evidence of policies, which ensure that older people are receiving and eating food that meets their personal dietary requirements including religious and cultural needs
10.3 Evidence that there are safe procedures for medication, with users keeping control where possible
10.4 Evidence of race, disability, gender, sexuality and religion equality scheme according to appropriate acts
11.1 Evidence that older people's needs and wishes described in the care plan are adhered to when providing treatment and care
11.2 Evidence that social, educational, cultural and recreational activities meet individuals' expectations
12.1 Evidence of a race, disability, gender, sexuality and religion equality scheme according to appropriate acts
12.2 Evidence of adherence to human rights legislation e.g. the Universal Declaration of Human Rights, the European Convention on Human Rights and the European Union Charter of Fundamental Rights.
12.3 Human rights regarding mental & physical abuse are always adhered to
12.4 Confidentiality is always protected

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  - Protect the human rights of the individual
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**Key lines of enquiry**
- Evidence of adherence to human rights legislation e.g. the Universal Declaration of Human Rights, the European Convention on Human Rights and the European Union Charter of Fundamental Rights.
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