



***Human Rights: a foundation for service  
delivery, improvement and external  
evaluation***

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- Putting people at the heart of what we do
- The need to become more outcome focussed
- The learning from Mid Staffs and Winterbourne view
- Developing partnerships with other UK care inspectorates
- The review of care standards
- The need for the public to be more involved in knowing what constitutes good care and knowing their rights and responsibilities



- The Care Inspectorates partners on the National Preventive Mechanism and the working group on rights based scrutiny
- The United Kingdom is required by its status as a party to the Optional Protocol to the United Nations Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) to establish a National Preventive Mechanism (NPM) to carry out independent, preventative inspections and monitoring of all places of detention.



## Developments in Northern Ireland (RQIA)

- ‘ the key question for RQIA is not so much based upon how to build a Human Rights Framework as this matter has arguably already been tackled by regulators in other sectors, but rather the real innovation will be to identify then operationalise a strategy which demonstrates how such a framework works to improve services’
- ‘ An added benefit should be standards which are more readily understood by practitioners’
- Training, policy and operations



- Focussing in on the voice of service users through looking at the effectiveness of complaints procedures and how organisations learn from concerns and complaints.



- The Action Plan (SHRC)

<http://scottishhumanrights.com/ourwork/actionplan>

- The review of Care Standards
- The implements Public Bodies Joint Working Act and the Children's Act and the expectation of regulation
- The review of inspection methodology and reporting to the public



- Our user- focus
- An increasingly outcome focussed approach
- Our communication strategy
- Our duty to promote equality and human rights



- What we do collectively to influence policy and regulation to be rights based?
- How can inspection focus on improvement to demonstrate a rights based focus in action?
- What we might look for in strategic inspections.