

# Know your rights

A guide to the important rights you have



This document was written by the **Older People's Commissioner for Wales**. It is an easy read version of 'Know your rights – an easy guide'.

March 2024

# How to use this booklet



This is an easy read document. But you may need support to read it. Ask someone you know to help you.



Where the document says **we**, this means **Older People's Commissioner for Wales**. For more information contact:

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# About us and this booklet



We are the **Older People's Commissioner for Wales**.



We speak up for older people in Wales.



We try to protect their rights and help people to age well.



Everyone has rights.



When you know your rights, it can help make sure other people treat you right.



There are a lot of laws which help to protect rights.



This booklet explains what your rights are.



If you think you have been treated unfairly, **pages 13 to 16** tell you who can help.

# Some of your important rights

## You have the right to be treated fairly



You should be treated fairly, no matter how old you are.



The **Equality Act** is the main law about this.

## You have the right to be treated with dignity and respect



You should be treated well by public services, like hospitals.



Professionals should listen to you, not just decide what is best for you.



The **Mental Capacity Act** is a law that supports this right.

## You have the right to be part of decisions that affect you



People should listen to your views when decisions affect you.



If you need help to say your views, you should get it.



The **Social Services and Wellbeing (Wales) Act** says you have the right to an **Advocate**. This is someone who will speak for you if you need them to.



The **Mental Capacity Act** and the **Mental Health Act** are important for this right.

## You have the right to continue to work



You should be given a job because you are good at it, no matter your age.



An employer cannot make someone retire at a certain age. Unless there is a good reason.



# You have the right to have a say about where and how you live



It is important that your home is right for your needs.



The **Human Rights Act** protects this right.



If you live in a care home you should be asked about where you want to live.



If you receive care you should be asked about your choices.

# You have the right to health



It is important you can get good health care.



The Government should provide high standards of health care to people. But they also have to think about money.



If you are not happy with your health care, talk to your doctor.



Or contact **Llais** for help. Their details are on **page 14**.

# You have the right to be safe and protected



You should be protected from abuse. Abuse is when you are treated very badly.



There are lots of different types of abuse. For example, it could be someone:

- Hurting you.
- Saying mean things.
- Taking your money.
- Not taking care of you.



Abuse may be from family, a carer, or a social worker. Or anyone who should be looking after you.



The **Human Rights Act** protects this right.



The **Social Services and Wellbeing (Wales) Act** says social services have to check if you are safe and protect you.

## You have the right to be yourself



You can live your way. For example, you can believe what you want.



You should be treated fairly and well.



You have the right to get information in Welsh.



The **Equality Act** is one of the main laws related to this right.

# Who to contact for support

If you are not being treated well, here is who can help you:

## Help with general rights or getting older:

### Age Cymru

Phone: 08000 223 444

Website: [www.ageuk.org.uk/cymru](http://www.ageuk.org.uk/cymru)

### Citizens Advice

Phone: 0800 702 2020

Website: [www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales)

### Equality Advisory and Support Service

Phone: 0808 800 0082

Website: [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com)

## Help with work rights:

### ACAS

**Phone:** 0300 123 1100

**Website:** [www.acas.org.uk](http://www.acas.org.uk)

## Help to make a complaint about health care:

### Llais

**They have different numbers for each health board area:**

**Abertawe Bro Morgannwg:** 01639 683490

**Aneurin Bevan:** 01633 838516

**Cardiff and Vale:** 02920 750112

**Cwm Taf:** 01443 405830

**Hywel Dda:** 01646 697610

**Powys (Brecon):** 01874 624206

**Powys (Newtown):** 01686 627632

**North Wales (Bangor):** 01248 679284

**North Wales (Wrexham):** 01978 356178

**Website:** [www.llaiswales.org/in-your-area](http://www.llaiswales.org/in-your-area)

## Help about the Welsh language and rights:

### Welsh Language Commissioner

**Phone:** 0345 6033 221

**Email:** [post@cyg-wlc.wales](mailto:post@cyg-wlc.wales)

**Website:** [www.welshlanguagecommissioner.wales](http://www.welshlanguagecommissioner.wales)

## Help when public services treat you badly:

Public services are services run for the public. For example, social housing.

### Public Services Ombudsman for Wales

**Phone:** 0300 790 0203

**Email:** [ask@ombudsman.wales](mailto:ask@ombudsman.wales)

**Website:** [www.ombudsman.wales](http://www.ombudsman.wales)

## Other guides



### **Social Services and Well-being (Wales) Act 2014**

To get a guide about this law go to:

<https://olderpeople.wales/social-services-in-wales-factsheets-bsl-versions/>

### **The Mental Capacity Act 2005**

For a guide to mental capacity go to:

<https://olderpeople.wales/resource/mental-capacity-an-easy-guide>

### **Independent Professional Advocate**

For a guide about making sure that your views are heard go to:

<https://olderpeople.wales/news/older-peoples-commissioner-action-needed-to-ensure-that-older-peoples-voices-are-heard>



For printed copies of these guides please call  
**03442 640 670.**