

Positive Care... Be PANEL Aware

What is PANEL?

PANEL is a Human Rights based approach to caring for people. Human rights are basic rights and freedoms that belong to every person in the world. As an organisation we are committed to upholding these values and rights.

What are the PANEL Principles?

P PARTICIPATION

Involve the people you look after in their care. They are partners. At all times start off with involving the service user in decisions. If they don't understand, then change how you communicate to support their understanding.

A ACCOUNTABILITY

Be aware of the processes and guidelines that you work under in your unit. Makes sure you always know who's in charge and who is responsible. Make sure you know about the processes that you have to follow when you're faced with a decision. As always, if in doubt, ask.

N NON DISCRIMINATORY

Treat everyone as equal, regardless of their race, age, culture, class, beliefs, disability or sexuality. We expect others to treat us in this way, so we have to deliver this to people in our care.

E EMPOWERMENT

Our service users have often had a lot of their power taken away from them. Wherever you can, support them to make decisions that increase their confidence to make their own decisions and to advocate for their rights.

L LEGALITY

All our work is controlled by laws designed to look after people when they're under the care of others – the Mental Health Act, the Mental Capacity Act and the Human Rights Act. Be aware of what you are and aren't able to do under these laws, and if you're not sure, ask the person in charge. Don't just assume you can do something to someone because they are a service user.