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SERVICE USERS RIGHTS IN ACTION (SURIA) Findings from *the Nothing About Us Without Us* report 2020

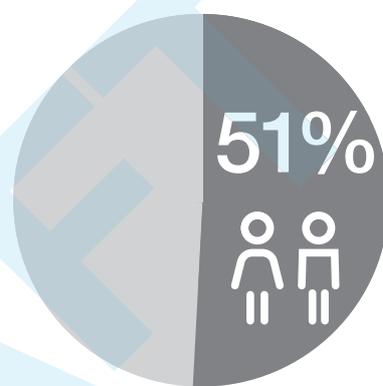
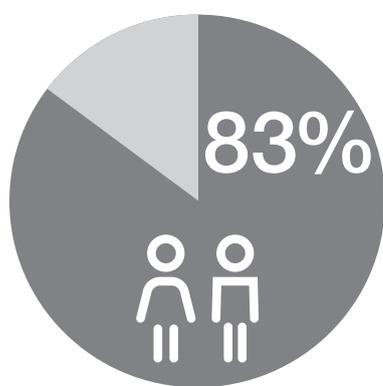
Profile of Treatment

Progressive Realisation of the Right to Adequate Health for Service Users



Progress over four data sets: 2012, 2017, 2018, 2019/20

Key Findings



Poor quality of life controlled and trapped



Failure to improve quality of life

Internalised low expectation of anything being different

Normalisation of mistreatment, poor treatment and non-evidence based treatment



Linked to power, sanction and control

Harmful and undignified life



Complaints – nobody makes them formally – why is this?

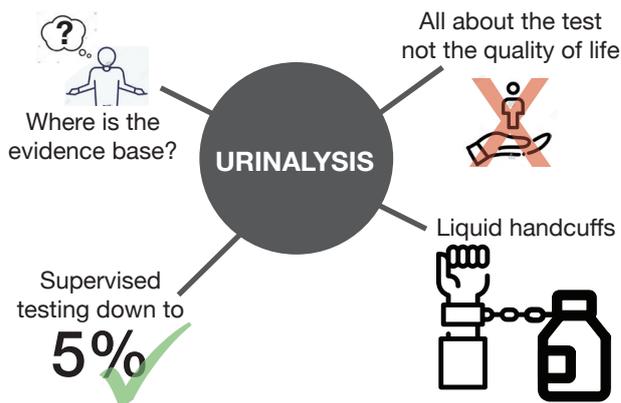
76% never made a complaint



don't know how to make a complaint **52%**

Instruments of care

urinalysis 'keeping people on track', controlling



69%

don't know what a **CARE PLAN** is

SERVICE USERS RIGHTS IN ACTION (SURIA)

Locating The Service User Experience In A Human Rights And Equality Context

Right to adequate health



Human rights policy/instruments

Article 25 UN Declaration of Human Rights

Article 12 International Covenant on Economic, Social and Cultural Rights

Article 11 European Social Charter

Public Sector Duty: Article 42 of Irish Human Rights and Equality Act 2014

For more information...

<http://www.canaction.ie/publications-service-users-rights-in-action/>



Recommendations

1 Meaningful relationship with your doctor



2 Cessation of use of urinalysis



3 Choice of treatment

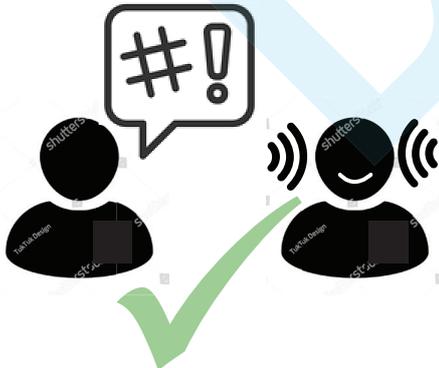
residential and community detox

Suboxone
methadone detox

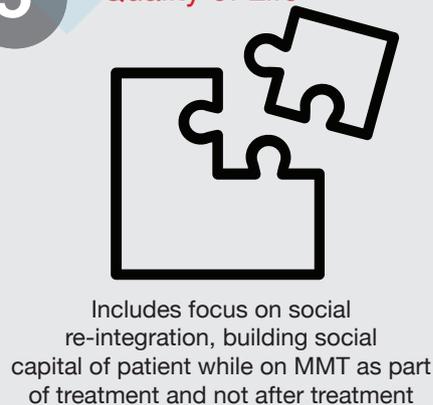
SUBUTEX
methadone tablets

methadone maintenance

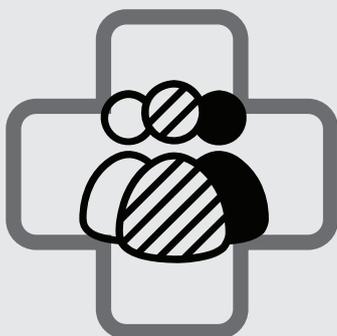
4 Effective complaints procedures



5 Quality of Life



6 Culture of dignity, respect and equality



HSE design and promote dispensing and treatment structures that:

- are person-centred
- are flexible
- recognise the diversity of service users

Structures should aim to facilitate service users to engage in:

- employment
- training and education
- carrying out family and caring duties

