

## August 2022

### Right To Know Film: Facilitator Prompt Sheet for Discussions

**Terminology:** When we say Key worker, support worker, social worker: They all mean your named support person and may be from a charity, social services, housing, hotel, or facility where you are living. They can help signpost you to the right services and help where necessary for you to access the service. If you are unhappy about a service talk to them first. You can ask to talk to their manager if you are unhappy.

Health professionals can include GPs, Pharmacists, Nurses, Health Visitors, Midwives, Therapists, Paramedics and so on.

**Emergency number 999:** When you call 999 you are given three options, police, ambulance, or fire. Police will help you if you are in immediate danger from other people. Fire will help you if there is a fire or you are physically stuck somewhere. Ambulance will come if it is life threatening. Think quickly what service you want help from.

**NHS 111:** where possible, it is best to access 111 on line first rather than calling if you can. You could also go to a pharmacy for advice and treatment for minor illnesses, such as coughs, colds, sore throats, aches/pains.

**Mental health:** seek help and advice from your support worker or your GP Practice, it is ok to seek help.

**Confidentiality:** Information Shared with a Doctor or other Health Professional: this is kept private and confidential by health professionals but there are times they may share something if they feel you or someone else are not safe, this would normally be discussed with you first.

**Police:** Police in this country keep people safe by investigating crimes and giving people advice. You can talk to Police or call non urgent to **101** if you are worried you or a loved one may be the victim of a crime, which includes someone pressuring or scaring you in to doing something you do not want to do.

**UK law:** laws in the UK cover everything from spitting in the street, throwing down a cigarette end, to swearing, to treating your animal kindly. Police officers can also stop you and ask you to provide identification or search you for items if they are concerned. Always keep calm and be respectful. The laws are also there to protect you too so if you feel like you have been verbally abused for example it can be reported. The police will do everything they can to support you.

**Complaints:** When wanting to talk about an issue you are unhappy about remember to be respectful and calm. People want to help and won't always help you if you are rude, angry, or confrontational.

**In the community:** If you visit areas like parks, remember play equipment as it is there for children to use and not for adults to sit on. There are green areas and benches provided for sitting.

**Alcohol:** If you drink alcohol as it says in the film, be careful as it makes it difficult to take care of your self and can lead to problems with your health and your safety. Always use bins for bottles and cans, cigarette butts and other rubbish, if you cannot find a bin, bring

the rubbish back to the hotel or other accommodation to throw away. Littering is against the law as well as being unpleasant for the community.

If you are concerned about your alcohol use, there is support available, talk to your support worker or GP for advice, you can also get up to date information by visiting <https://www.nhs.uk/conditions/alcohol-misuse/>

**Drugs:** it is illegal to sell and use drugs in this country although you may be offered them or asked to sell them. Talk to your support worker or the police if you feel worried about drugs, you can get advice from your GP practice or visit <https://www.nhs.uk/live-well/addiction-support/drug-addiction-getting-help/> for up to date information on support and treatment near you

**Cultural differences:** The UK is a diverse country, and everyone is seen as equal. For example, families work together, and this may be with the men staying at home to look after the children, clean the house, whilst the woman goes to work and earns the wages. Women are given the same respect and equal rights as a man. Same sex relationships are also seen as normal in the UK and for a peaceful society acceptance is key.

**Relationships:** As talked about women and men have equal rights. This also means being able to say no to any sexual advances or relations. No man or woman should be afraid in a relationship and can walk away if it doesn't work. Laws in the UK also protects people in relationships and any violence or abuse will be investigated even if the man or woman doesn't want to get anyone in trouble. Healthy relationships are also taught in school from a young age so teenagers will and can speak out.

**Interpreters:** Where possible all services will help by getting an interpreter for you so you can talk to them. Some languages are rare in the UK so think about other languages you are familiar with. Please be patient as getting the right person and language can take time. Remember if you don't understand them, then tell the person as they may presume you do and carry on. Services are interested in what you have to say so please be patient. Remember interpreters must keep all information confidential

**Feeling safe:** everyone wants to feel safe whatever age or nationality. As you saw in the film the mother's reaction to a stranger speaking to their child was worry. In schools, children are taught from a really young age not to speak to or accept anything from a stranger. You are a stranger to them so please don't be offended, it's how we can make sure children are kept safe. Parents and carers are very protective of their children so may react in all different ways, to save any misunderstandings, never approach a child unless a parent or carer tells you it is ok.