



Equality News

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**Equality,
Diversity
and
Inclusion**

**Carer
Support**

Involvement

Training

**Interpreting
And
Translations**



Welcome

We are delighted to share with you our latest edition of Equality News. We hope you enjoy reading what we have been working on this year to promote equality. Good equality practices make sure that the services provided are fair and accessible to everyone. This year we celebrated the launch of our Disability Equality Training Video, designed and delivered by disabled people and available for everyone to share.



*Alison Irwin,
Head of Equality*

Year 1 of our Workplace Equality, Diversity and Inclusion Framework has concluded and we are delighted to report on our activities in this News Bulletin. We say a fond farewell to the Chair of our Steering Group, Wendy Magowan, Director of Operations who has been instrumental in the development of both our framework and Steering Group. We welcome Owen Harkin, Director of Finance and Deputy Chief Executive as our new Chair and look forward to realising our ambitions within our People Plan and to celebrating #teamNORTH as ‘more than a workplace’.”



*Michelle Morris
Senior Human
Resources Manager*



Working together



Excellence



Openness & Honesty



Compassion

Respiratory Health Seminar



On 2 November 2022, in partnership with the Inter Ethnic Forum and Stronger Together we held a Respiratory Health Seminar to provide accessible and up to date information to support ethnic diverse communities on promoting good lung health.



Wendy Anderson, Respiratory Consultant and Dr Darshan Kumar, Consultant and Clinical Lead Acute Medicine and Chair of Trust's Ethnic Diversity Task group provided information on genetics and tips on what we can do to protect our physical health and improve our mental health.

Human Rights Day 10th December 2022



As part of the Trust's Winter Health, Wellbeing and Inclusion Campaign, we took the opportunity to highlight the importance of the Universal Declaration of Human Rights (UDHR) - as it enters its 75th year. In doing so, we recognised its significance in relation to our work towards enabling a fairer, more inclusive environment for patients and staff.

Northern Trust Disability Consultation Panel

The Disability Consultation Panel is a user advisory group that promotes partnership working between disabled people and Trust to support and influence the planning and delivery of Trust services.



Torie Tennant, Chair of the Disability Consultation Panel

What we do? The Panel have been involved in a number of initiatives and projects, such as developing the Assistance Dog Policy and working with AccessAble to produce guides for Antrim and Causeway Hospitals.

The Panel was also involved from design stage of the Ballymena Health and Care Centre. Our latest project is the new co-produced and co-delivered Disability Equality Training.

Who are we? Panel membership is made up of service users with a disability and members of Trust staff and representatives from the community and voluntary sector.

**The Panel always welcomes new members.
For more information please contact the Equality Unit.**



Disability Equality Training Resource

With support from the Trust's Disability Consultation Panel, we produced the new regional Disability Equality training resource.

The video is co-designed and co-delivered by people with a disability to train staff on the real issues and barriers faced by disabled people. It provides practical advice as well as a better understanding about the barriers that disabled people can face. Torie Tennant, Chair of the Northern Trust's Disability Consultation Panel and Paul McGowan, Disability Equality Officer in Mencap presented the video.

On World Quality Day, 10 November 2022, the video was launched with over 100 people attending. The video can be viewed on the Northern Trust website and via this link [Co-Produced Disability Equality Training Resource](#).

Contact the Equality Unit on equality.unit@northerntrust.hscni.net if you wish to receive an email link to the video.





As part of Learning Disability Week, we were delighted to attend LD Pride on Saturday 24 June 2023. The carnival parade was led by Oscar-winning actor James Martin and local model Kate Grant. The event is a great opportunity to raise awareness and change attitudes by showcasing abilities and celebrate with family, friends and the wider community.

Joint Equality, Human Rights and Good Relations forum



The Joint Equality, Human Rights and Good Relations Forum met in May to discuss S75 and health related policy issues and priorities. The Forum was established to improve collaborative working and share best practice between health and social, respective Commissions and the Council. Members include Regional Equality Leads from each of the Health and Social Care Trusts, Department of Health, colleagues from the Northern Ireland Human Rights Commission, the Equality Commission for Northern Ireland and the Community Relations Council.



Are you up to date with Mandatory Equality Training?

Equality, Good Relations and Human Rights; Making a Difference is mandatory online training programme, providing an overview of the legislation, rights and responsibilities and guidelines for ensuring that equality, diversity and inclusion are embedded into every area of our work. The Making a Difference programme is provided in two modules – a general module applicable to all staff and an additional module for those with management responsibilities.

Every Trust staff member regardless of their job, their location or their rank, must complete mandatory Equality, Good Relations and Human Rights training. Staff training is available via [LearnHSCNI](#).

If you have any queries please contact equality.unit@northerntrust.hscni.net

Equality Unit Training

The Equality Unit provides a range of training courses and development opportunities to support staff.



Training available:

- Disability Equality Training, available as a video
- Specialist Policy Screening for Equality and Rural Needs
- Carer Assessment Training
- Involving Service Users, Carers and Communities
- Engage and Involve E-Learning Programme
- Citizen Space Training
- Facilitation Training
- Care Opinion Responder Training
- Working Well with Interpreters Training



If you have any queries or would like further information on the training we provide please contact equality.unit@northerntrust.hscni.net

Equality and Disability Action Plans



Over the year, we have been working with the other Trusts to develop our draft Equality and Disability Action Plans for 2023-2028. These Plans outline the proposed actions to be taken forward by the Health and Social Care Trusts over the next 5 years to address Section 75 inequalities, and to promote positive attitudes towards people with a disability and to encourage participation in public life. The draft Plans have been informed by an audit of inequalities and engagement with experts by experience and key stakeholders. **We are seeking views and welcome your feedback** regarding the potential impact of our proposed actions or how they could be improved. The draft Plans are available to view at www.northerntrust.hscni.net.



In partnership with AccessAble the Trust provides **86 detailed access guides** for disabled people to access services in Causeway and Antrim Area Hospital. During 2022/23, the guides had 20,301 Users and 32,563 page views.

[Click here to View NHSCT Guides](#)

Equality Screening Toolkit



The Equality Screening Toolkit was launched in September 2022 to support staff with equality screening in relation to policies, projects, service redesigns and service developments.

Staff can also take advantage of the one to one screening clinics where specific screening advice can be given relevant to a policy, project or service. Rural needs impact assessment advice can also be included within these appointments if required.

Rural Needs Toolkit



On 10 October 2022 the Rural Needs Toolkit for Health and Social Care was launched regionally by Minister Swann and endorsed by Minister Poots.

The Toolkit seeks to help those in the health and social care sectors to address the needs of their rural populations when they develop strategies, initiatives and service delivery plans.

Interpreting and Translations

During 2022/23 a total of **916** appointments were supported with sign language interpreters and **274** documents were translated into minority languages.



The Trust must ensure all health and social care communication is accessible and inclusive.



During 2022/23 the Northern Trust made a total of **15,525** requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service.

The top three languages requested during 2022/23 were **Polish, Romanian and Arabic.**

Sign Language Interactions



On 1 April 2023 a new provider, **Sign Language Interactions**, was appointed to deliver Regional Health and Social Care Communication Support Service in Northern Ireland for people who are Deaf, deaf-blind and hard of hearing.

The new service provides face to face and remote sign language interpreting services for people who are Deaf and provide a full

range of communication supports for people who are deafblind and Hard of Hearing attending health and social care appointments. The new service is delivered through one booking service.

The Trust has a legal requirement to provide a British or Irish Sign Language Interpreter when communicating with someone who is deaf/Deaf or hard of hearing. Failure to do so could constitute disability discrimination and pose clinical safety risk.



Approximately **8,000 people use sign language in Northern Ireland** - approximately 5,000 British Sign Language (BSL) users and 2,000-3,000 Irish Sign Language (ISL) users.

Staff can make bookings via:

- Online at <https://signlanguageinteractions.com/hscni/>
- Telephone to SLi on 0333 344 7712
- Email at bookingsni@signlanguageinteractions.com



including out of hours

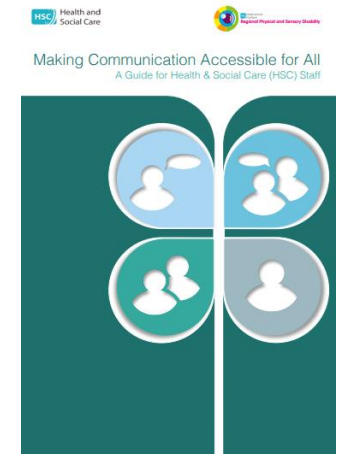
Users can text 07520 645 246 to check an interpreter has been booked

Access to Health and Social Care Booklet



The Access to Health and Social Care Services information booklet developed for visitors arriving in Northern Ireland provides information about health and social care services and how to access them. The booklet includes information on the various Trusts across Northern Ireland and the health and social care system and services, along with the rights of a person who is not proficient in English, to have professionally trained interpreters. The booklet has been translated into 15 languages. Please click [here](#) to access the booklet.

Making Communication Accessible Booklet provides staff with guidance to ensure people get support with communication.





Our Involvement Network has continued to grow, and we currently have over 300 service users, carers and representative organisations who work in partnership with the Trust to develop health and social care services.

During 2022/23 members received **69** involvement opportunities and **331** members attended more than **38** engagement events. Our service users and carers have helped to shape and develop number of service improvements including developing communication materials for the Direct Assessment Unit in Antrim Hospital.

The Network helps shape and design services, and contribute to the development of service information.



If you would like more information or to become a member of our Involvement Network, please contact InvolvingYou@northerntrust.hscni.net or phone (028) 2766 1453.

View our [2022/23 Involvement Annual Report here](#).

Care Opinion

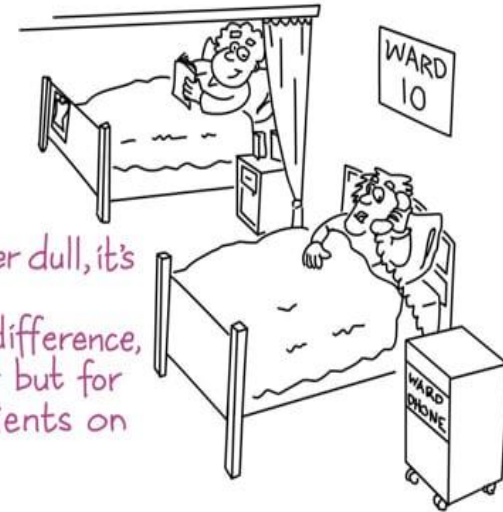


Care Opinion is a place where you can share your experience of health or care services, and help make them better for everyone.

During 2022/23, **354** stories of health care experience were shared by service users, families and carers through the online user feedback platform 'Care Opinion.'

Your stories help the Trust identify opportunities for learning and improvement.

Patients, service users, families and carers told us what they feel contributes to a positive health and social care experience



"I think my story is rather dull, it's about phones! But I think it made a difference, not just for my mother but for other visitors and patients on that ward."

WE are listening, and we want to learn from YOU
We value your feedback....

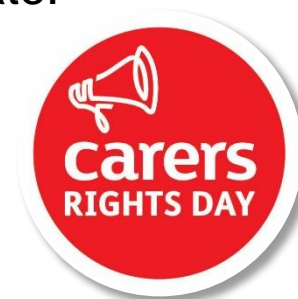
Visit [Care Opinion](#) for more information



Through the Carer Hub unpaid/family carers can access information:

- relevant to the caring role
- on their right to a carer assessment
- on what support is available across the Trust area

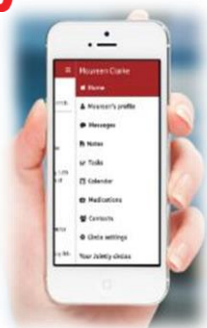
During 2022/23, the Trust's Carer Hub had **18,341 contacts/queries** and held **76 support programmes** for family carers, with **1034 carers attending** to date.



On Carers Rights Day, the Carer Hub hosted a regional online session with Make the Call service to provide rights and entitlements advice to 86 carers.

jointly

by  carersUK



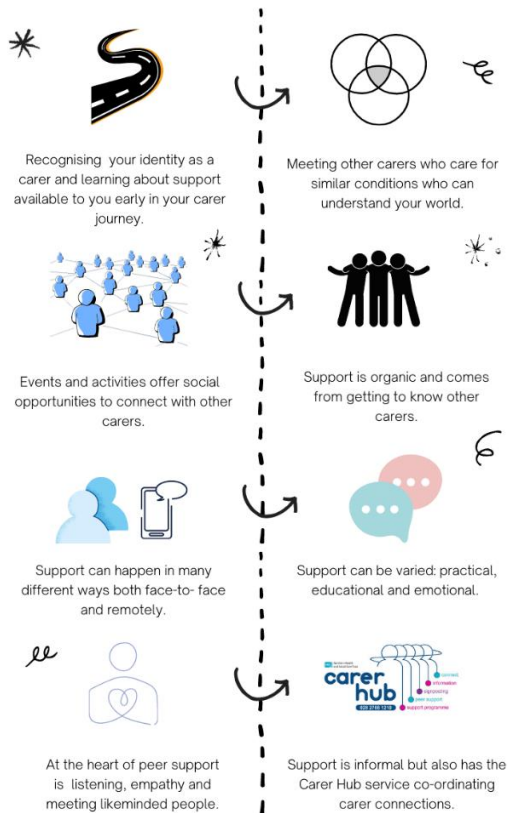
Sharing Care is easier when you do it Jointly.

Carers in Northern Trust area can access a specific website of resources hosted on an online platform called “Jointly”, the app offers carers in Northern Trust area free access to a wide range of online resources to help make caring easier. The platform can be accessed using smartphone, tablet or on a web browser.

Carer Support

CARER PEER SUPPORT

What we see and value as carer peer support in our carer roles



Want to learn more?

Contact our NHSCT Carer Hub

Telephone: 028 27 66 12 10

Email: carer.hub@northerntrust.hscni.net

As part of our Carer Support Programme carers have told us they enjoy the opportunity to meet informally and more regularly as peer support is vital.



The Carer Support Programme continues to offer carers the chance to connect with each other through classes that support their wellbeing. Further information is available on the [Northern Trust Carer Hub](http://www.northerntrust.hscni.net/carersupport) website.



Committed
to carer support

HSC Northern Health
and Social Care Trust

Carer Support

The Trust's Carer Hub hosted a group of young carers ahead of **Young Carer Action Day** in March 2023 to listen to their needs and work together. The Trust works closely with Barnardo's Young Carer Service to ensure that young carers are supported to cope with the new challenges they face around school/home and caring.



The Carer Hub central point of contact for carers and staff for signposting and support and continues to operate Monday-Friday from 9am-5pm.

**For further information, please contact Carer Hub
on 028 276 61210**

or email carer.hub@northerntrust.hscni.net

UK Race Equality Week



The Trust celebrated Race Equality Week in February 2023 to focus senior leaders and unite employees to continue their positive activities surrounding equality and to drive racial equality all year long. This year's theme was **#itseveryonesbusiness**".



*Dr Darshan Kumar,
Chair Ethnic Diversity
Staff Forum*

To promote the campaign and demonstrate our support we created a staff news bulletin which detailed Equality, Diversity and Inclusion (EDI) information, resources and support.

We also highlighted the newly developed 'Progress' programme launched in November 2022. This regional programme focused on leadership development for our ethnically diverse staff and was developed by representatives of our EDI Steering Group and led by the HSC Leadership Centre. The programme completed in March 2023 with very positive feedback from the participants.

A regional workshop was held on 30 March 2023, hosted by the Department of Health and NI Practice and Education Council for Nursing and Midwifery, to explore how Trusts can collaborate to support the career development of ethnically diverse staff.



Sexual Orientation and Gender Identity Equality



In July 2022, the Trust demonstrated its support for our LGBTQ+ staff and service users, during the main celebration of Pride. As part of our ongoing commitment to valuing diversity and promoting inclusion we signposted through our email signatures and other communication channels to internal and external sources of support and provided sexual orientation and gender awareness training for staff.

Equality Monitoring Campaign

One of the ways we reflect our diversity as an organisation is through the collection and reporting of equality monitoring data. In January 2023, the Trust Equality, Diversity and Inclusion Steering Group launched its campaign to improve equality monitoring data gathered from staff. The campaign will continue during the course of this calendar year.





IMPORTANT DATES



Good Relations Week: 18-24 September 2023



World Quality Day: 9 November 2023



Carers Rights Day: 23 November 2023



**International Day of Persons with Disabilities:
3 December 2023**



Human Rights Day: 10 December 2023



Race Equality Week: 5 - 11 February 2024



Sign Language Week: 13-19 March 2024



Deaf Awareness Week: 6-12 May 2024



Carers' Week: June 2024 (dates to be confirmed)



Learning Disability Week: June 2024 (dates to be confirmed)



LGBT Pride Month: 1-30 June 2024

Equality and Diversity



Equality means that everyone in the care setting is given equal opportunities, regardless of their background, abilities or lifestyle. **Diversity** means that differences between people should be appreciated and people's beliefs, cultures and values should be treated with respect.

Thank you for taking the time to read our equality newsletter. Our work would not be possible without the support and involvement of our staff, service users, patients and carers.

If you have any queries, suggestions or issues related to this newsletter or the work that we do, please contact the Equality Unit on the details below.



Phone: (028) 2766 1377

Email: equality.unit@northerntrust.hscni.net

SMS: 078 2566 7154

Web: www.northerntrust.hscni.net

If you are unable to access any of the links in this newsletter, please contact the [Equality Unit](#).