

EQUALITY NEWS

AUGUST 2021
ISSUE 8



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Working together



Excellence



Openness & Honesty



Compassion

#teamNORTH 

Welcome

Since the arrival of Covid-19 our health and social care system has faced many challenges and we know that the pandemic has exacerbated existing inequalities. We must work together and strengthen our efforts to push for fairness and equality. I would personally like to thank everyone who has worked in partnership with us during these challenging times. Your ongoing contribution has been invaluable.



*Alison Irwin,
Head of Equality*



*Michelle Morris
Senior Human
Resources Manager*

Our approach to diversity is simple - it's about embracing everyone. We want to make our Trust a great place to work, in an environment where you can bring the best of yourself to work and feel a sense of support and belonging. While we have more to do to advance diversity and inclusion, we're on a journey to move our Trust forward.

Good Relations Statement

The new regional **Good Relations Statement** was launched on Human Rights Day, 10 December 2020.

The Northern Trust worked with other HSC Trusts and key stakeholders to develop a clear, consistent and meaningful regional health and social care statement.

The statement clearly illustrates our commitment to promoting good relations amongst people of different race, religious belief or political opinion. The statement is displayed in offices and waiting areas across the Trust.



Promoting Equality, Good Relations and Human Rights



Equality is at the heart of what we do in health and social care and the regional Equality, Good Relations and Human Rights training 'Making a Difference' is an overview of equality and human rights law. It is mandatory for all staff and available both online and as a hard copy.

“Promoting Equality, Good Relations and Human Rights in HSC – Guidance for Board Members 2020” was disseminated to Trust Board members in September 2020 to help inform them of their roles and responsibilities.

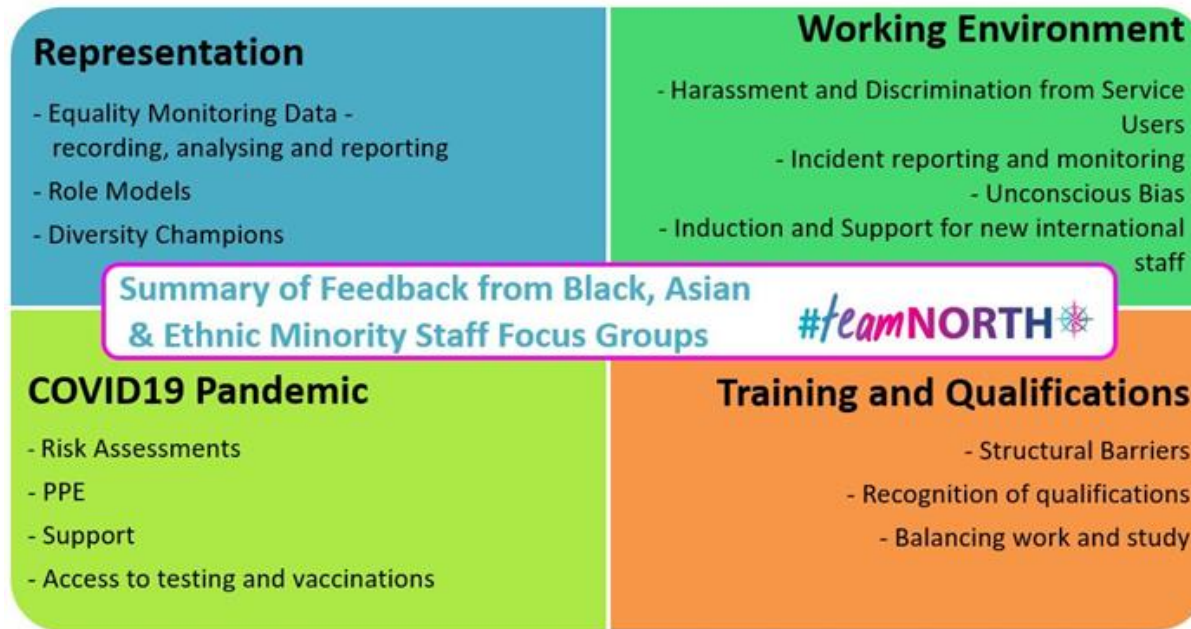
Promoting Good Relations through Partnership Working with our Trade Union Colleagues

The Trust launched the updated 'Joint Harmonious Working Environment Statement' that sets out principles to support a harmonious work environment agreed by management and Trade Unions representing the employees of the Trust.



A Focus on Ethnic Diversity

The Trust is committed to maintaining a safe and positive working environment for Black Asian and Minority Ethnic staff and to the elimination of racial discrimination for employees and service users.



The Trust has developed a Task Group to identify ways in which we can actively meet this commitment working in partnership with internal and external stakeholders. To date the group have identified a number of short, medium and long term priorities as outlined in the graphic above.

Equality, Diversity and Inclusion

The Health and Wellbeing Strategy has been extended to incorporate our work on equality, diversity and inclusion (EDI) and the Trust is in the process of establishing a Trust-wide EDI Steering Group.

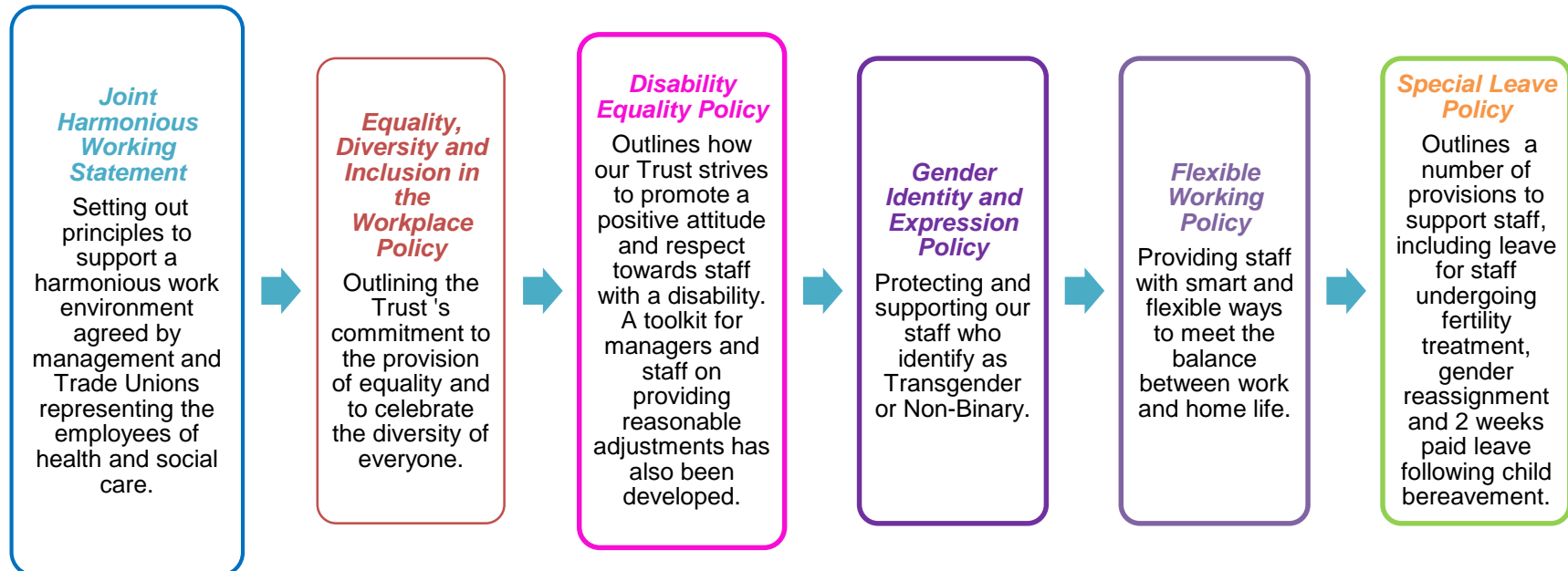


#teamNORTH

Equality, Diversity and Inclusion

Be yourself, we like it that way!

A range of policies have been introduced and updated to support all staff and to further our journey towards equality, diversity and inclusion.



Sexual Orientation and Gender Identity Diversity



The Northern Trust is proud to support the PRIDE movement in celebrating LGBTQ+ identity and raising awareness of the inequalities surrounding sexual orientation and gender identity that exist within our society. Although this year's Pride month was celebrated differently given the COVID-19 pandemic, it marked the opportunity to promote and celebrate diversity and individuality in our Trust.

The Northern Trust firmly believes everyone deserves to be able to work within a safe, inclusive and fair environment.

The Trust launched a new regional Gender Identity and Expression Policy and worked with the Rainbow Project to deliver a series of awareness raising virtual workshops for staff and managers. The Policy ensures our services and workplaces are accessible and welcoming to all people regardless of their sexual orientation or gender identity.

For further information on workplace equality, diversity and inclusion strategy please contact:

Workplace Relations, Inclusion and Business Partnering

Directorate of Human Resources, Organisational Development and Communications

Ewart Building | Holywell Hospital | 60 Steeple Road | Antrim | BT41 2RJ

Telephone: 028 94 413232 |

Email: WorkplaceRelationsandInclusion@northerntrust.hscni.net



Northern Ireland Equality and Diversity Awards 2020



The Northern Trust was 'highly commended' in the 'Best Race Initiative' category in the digital Legal Island NI Equality and Diversity Awards 2020 in respect of multi-agency partnership working with ethnically diverse communities.

Mental Health Charter

The Trust has signed up to the Equality Commission's Mental Health Charter demonstrating a commitment to improving the working lives of staff experiencing mental ill-health.



On Mental Health Awareness Week (8th - 24th May) the theme was 'kindness' in recognition of the challenges we have experienced. Our staff have demonstrated kindness over the last number of months, with colleagues and services users. The week was a great opportunity for us to reflect and celebrate and also an opportunity to remind how important it is to show kindness to ourselves.



Engagement



The Involvement Network

is a group of over 250 service users and carers who enjoy working with us to develop our services. Whether this is co-designing a new service, co-producing training or having input into the information we provide, they are a key resource for the Trust.

New Advisory Group

The Trust is establishing an Engagement Advisory Group to help us shape our services together. We must consider who we engage with and what are the best methods of engagement. Membership will reflect the communities we serve to make sure we reach out to all those who use our services. Service users and carers are experts in their own lives and we need to recognise this in all that we do.



For further information about our Involvement Network or to join please contact Lynda:

Email: ppi.coordinator@northerntrust.hscni.net

Tel: 028 2766 1453

Mobile/Text: 07721108171

Virtual Consultations

The COVID-19 pandemic resulted in Trust staff, across most settings, considering alternative methods of service delivery where face to face consultations were high risk for both service users and staff. As a result, we changed how we communicated with our service users, making more telephone calls and appointments by video.



HSC Northern Health
and Social Care Trust

Virtual
Consultations
in the
Northern Health and
Social Care Trust
A Staff Guide

On 23 October 2020, we held an engagement event with service users, carers and representative organisations to find out what their experiences and views were on the effectiveness and accessibility of these virtual consultations.

Experiences were mainly positive and we came away with 4 main themes to keep in mind when planning a virtual consultation – **Choice, Preparation, Accessibility and Communication.**

We also developed an easy access staff guide to help in preparation for virtual consultations.



Interpreter Now

INTERPRETERNOW

InterpreterNow enables Deaf and hearing people to communicate instantly via telephone or web-based video link.

Since the outbreak of Coronavirus our interpreting service has also seen some changes. The InterpreterNow app is available for service users to download to give them access to an Interpreter remotely 24/7. The app also enables service users to ring into clinics, access helplines and contact their GP etc.

Lifeline service through InterpreterNow

If you are in distress or despair, you can contact Lifeline using the HSCNI Remote Interpreting Service for people who use British Sign Language (BSL) and Irish Sign Language (ISL).

HSC Health and Social Care

24/7
INTERPRETERNOW

On-line Remote Video Sign Language Interpreting Service

A free remote interpreting service for BSL and ISL users providing access to NHS111 and all non-emergency Health and Social Care Services

How to use...

Deaf people	Hearing people
- Register at interpreternow.co.uk/reg	- Call 0333 344 6012
- Open InterpreterNow app - click on HSC button	- Connect to online interpreter
- Or use PC/Laptop	- Check Deaf person is online
- Connect to online interpreter	- Start conversation
- Connected!	- Connected!

On-demand and pre-booked sessions available
www.interpreternow.co.uk/hscni
24 hours | 7 days a week | Non-emergency calls only

Assistance Dog Etiquette



Through Care Opinion we became aware of the lack of knowledge around assistance dog etiquette.

We worked in partnership with a group of service users to co-design a poster for display across Trust facilities.

The poster has also been shared regionally to improve awareness of assistance dog etiquette.



Do you know your Assistance Dog Etiquette?



Assistance Dogs need to concentrate on their job to keep their owner safe. If you break that concentration, you could be putting the dog and its owner in serious danger!

Please respect Assistance Dogs and their owners by following this simple etiquette guide

DO ✓

- Speak to the owner first, not the dog.
- Allow the dog to work without distraction.
- Respect that the dog is working.
- Allow the dog to rest undisturbed.
- Let the dog owner know if the dog approaches you as this may be unwanted behaviour that needs correcting.

DO NOT ✗

- Approach, touch or speak to the dog without the owner's permission as this can be a distraction.
- Offer the dog food.
- Allow other pets to interact with the dog.
- Be offended if the owner does not want to answer questions or says no when you ask to pet the dog – they may be in a hurry to get somewhere.



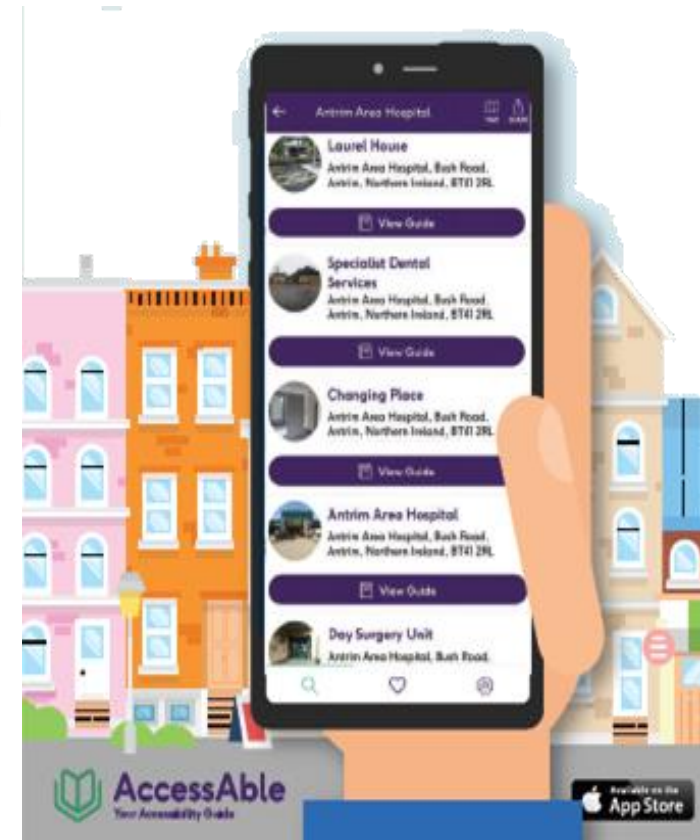
If you think a handler needs help, remember to ask before acting!

NHSCT Launch of our new Accessibility Guides

Northern Health and Social Care Trust became the first healthcare Trust in Northern Ireland to partner with AccessAble. The Trust worked in partnership with AccessAble and a number of service users to create over 80 Detailed Access Guides to facilities, wards and departments at Antrim Area Hospital and Causeway Hospital.

The Guides include facts, figures and photographs to help patients, visitors and staff plan their journeys to and around the hospitals, covering everything from parking facilities and hearing loops, to walking distances and accessible toilets.

You can view **Northern Health and Social Care Trust's** Accessibility Guide here: <https://www.accessable.co.uk/northern-health-and-social-care-trust>



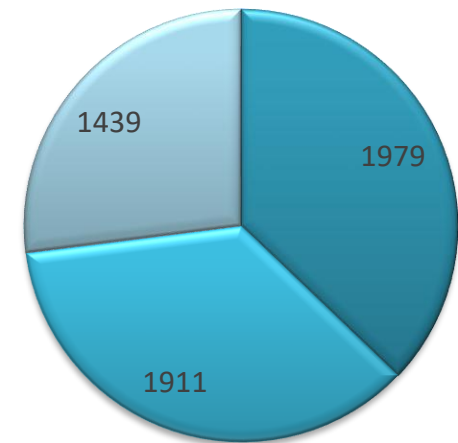
Accessible Communication

During 20/21 we were provided with a lot of vital information about how to stay safe. Information about the Coronavirus, guidance on staying home and social distancing along with information about the vaccine process was just some of the information we received and shared with our networks. This information was translated into various languages, put into easy read and provided in alternative formats. This information was made available on the Trust website and shared regionally.

During 20/21 a total of 639 appointments were supported with sign language interpreters and 225 documents were translated into minority languages.

The Northern Trust made a total of 8137 requests for interpreters through the Northern Ireland Regional Health and Social Care Interpreting Service.

The top three languages requested during 2020/21 were Romanian, Polish and Arabic



■ Romanian ■ Polish ■ Arabic

Carer Hub

The Carer Hub responded quickly to the Covid 19 pandemic to ensure carers were supported and to provide help and advice. Carers were provided with up to date information on public health guidance, PPE and delivery information available from local shops and hospital and care home visiting guidelines.

In early 2021, the vaccination programme was rolled out to informal unpaid family carers as a priority group. We are proud to have helped thousands of family carers access the covid vaccination.

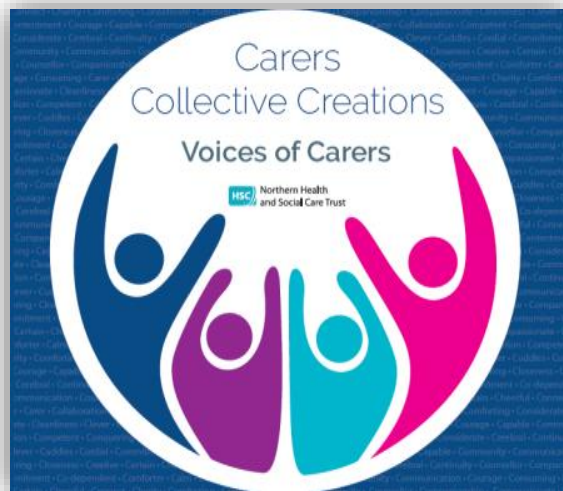


The Carer Hub central point of contact for carers and staff for signposting and support and continues to operate Monday-Friday from 9am-5pm.

For further information, please contact **Carer Hub on 028 276 61210**
or email carer.hub@northerntrust.hscni.net

Carers Collective Creations

During carers week Robin Swann, Health Minister launched a unique collection of creative stories produced by informal family carers. The Carers' Collective Creations are the personal stories of seven carers told through illustrations and creative writing. The stories describe how their caring role has shaped their lives and the impact of caring during the COVID-19 pandemic.



The carers wrote the stories together, benefitting from new friendships, a sense of connection and community. This co-produced resource will not only offer other carers the chance to relate to and benefit from the stories, but will be of great value to a wider audience.

Carer Support Programme

The pandemic changed the way in which we hold our carer support classes and we are delighted to have been able to offer our carers a wide variety of courses online. The carer support programme is released quarterly and we have had over 970 people attending our online classes in the last year.



The programme is modelled on the Take 5 steps to wellbeing and co-produced with carers telling us what classes would help support them in their caring role.

We have held a wide variety of classes this year under each of the 5 themes – **Connect, Be Active, Take Notice, Keep Learning and Give.**

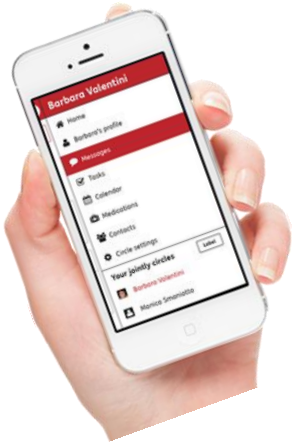


Committed
to carer support



Carers Digital

Carers in Northern Trust area can access a specific website of resources hosted on an online platform including, e-learning, “Jointly” a care co-ordination app, a self advocacy guide as well as many more links to local information and support for carers specific to the Northern Trust area.

The platform can be accessed using smartphone, tablet or on a web browser. The aim of the resources is to help carers manage tasks and care.



To access the platform
the web link is:
www.carersdigital.org
Your Free Access Code
is: DGTL2770

Brought to you by  In collaboration with 

FREE
digital resources
for carers

Looking after someone?




Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

Visit carersdigital.org



Your Free Access Code is: DGTL2770

Use this code to get free access to all the digital products and online resources, including:

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About Me eLearning Course
This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.

Jointly Care co-ordination app
A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.

Free publications Carers UK guides
Essential reading for carers including: *Upfront guide to caring*, *Looking after someone - Carers Rights Guide 2016 and Being heard: A self-advocacy guide for carers*

Links to more info and local resources
Access links to further resources and sources of local information and support for people who are looking after a loved one.

Scan to register without using a code:



Diary Dates



Good Relations Week – 20-26 September 2021
International Day for Older Persons – 1 October 2021
Carers Rights Day – 25 November 2021
LGBT Pride Month – 1-28 February 2022
Race Equality Week – 7-13 February 2022
International Women’s Day – 8 March 2022
Deaf Awareness Week - 15-19 March 2022
Young Carers Action Day – 16 March 2022
Carers’ Week – 6-12 June 2022
Learning Disability Week – 20-26 June 2022

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

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Email: equality.unit@northerntrust.hscni.net

SMS: 078 2566 7154

Web: www.northerntrust.hscni.net