

Equality Bites

Edition 4: 2018

I am pleased to welcome you to the fourth edition of our Equality Bites newsletter.

This newsletter has been written to highlight some of the good practice initiatives that promote equality of opportunity and to celebrate the many examples of how our everyday work impacts Equality, Good Relations and Human Rights. Our newsletter also reminds us that when we improve the quality of our services we not only ensure better patient outcomes, improve our working lives but also fulfil our legal obligations of respecting and embracing diversity.

We aim to be one of the safest, effective and compassionate Health and Social Care organisations and therefore recognise that our Equality and Disability duties are intrinsic elements in good decision-making and improving health and social care outcomes for the people of Belfast and beyond. Accordingly, I am delighted to announce that, following an extensive consultation, the Equality and Planning Team in our directorate are now working with colleagues from across Belfast Trust, regionally and in collaboration with Community and Statutory stakeholders, on implementing the agreed five year Equality and Disability Action Plans (2018-2023).

We share this newsletter with our staff and consultees and to date, a range of stakeholders both internally and externally have commended previous editions and welcomed the user-friendliness and accessibility of the resource.



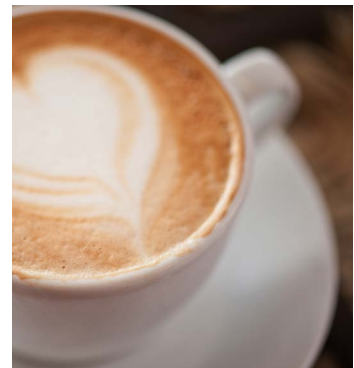
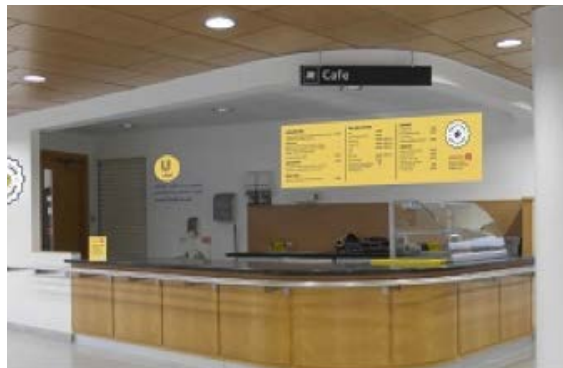
We always want to hear what you think and how we can improve so all comments about the newsletter are welcome and should be sent to Estella.dorrian@belfasttrusthscni.net or at 028 95 043298.

If you wish to view previous editions of the Newsletter please go to [Equality Bites Newsletter](#)

Jennifer Thompson
Interim Director Performance, Planning and Informatics

Employment prospects of Learning Disability Service Users improved

Staff from Learning Disability Services and Human Resources have been working in partnership with USEL (Ulster Supported Employment and Learning), Orchardville, Mencap, Belfast Met and the Open College Network (OCN) to improve the employment opportunities of service users through the opening of Ability Café and through the Trust's Employability Programme (Positive Action – Making it Work) which is creating Ring Fenced Jobs.



Trust CEO Martin Dillon recently called at **Ability Café** based in the Knockbreda Wellbeing Centre to sample some of the delicious food (which is sourced locally) and the barista style artisan coffee. **Ability Café** provides breakfast, lunch and snacks (8.00am - 3.30pm, Monday-Friday) and also caters for corporate meetings, functions, conferences etc. held within the Centre.

Most importantly, **Ability Café** provides adults with learning disabilities from across Belfast with accredited onsite training to enable them to prepare for and access paid employment opportunities in the hospitality industry.

The Social Enterprise café is a one year pilot so **PLEASE SUPPORT** our staff and service users by using the cafe. For more information email abilitycafe@usel.co.uk or contact Angela Amorello on 07917276455.

Equality Bites

Another project highly commended for 'Best Disability Initiative' at the 2017 Legal Island Diversity Awards was the Trust's **Employability 'Positive Action - Making it Work' Programme**.

Launched on World Job Shadow Day on April 25th the Programme involves: 12 ring-fenced posts for adults with a learning disability, Patient & Client Support Services (PCSS), Human Resources department, an accredited 12 week learning programme and the availability of support in terms of applying to the programme, doing the programme and then if appropriate getting a permanent job.



Did you know?

Less than a quarter of people with learning difficulties, a speech impediment or mental health conditions are in employment.



Shopmobility Service opens at Belfast City Hospital

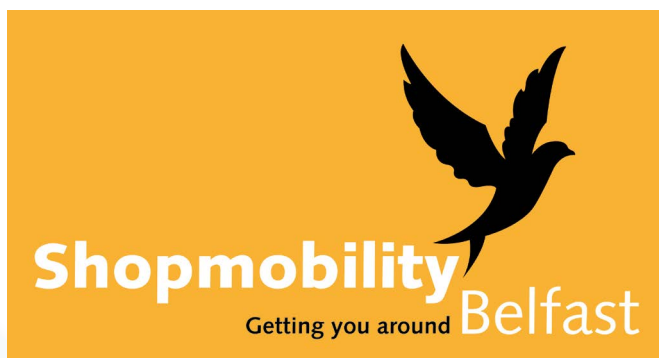
Working in partnership with Shopmobility, the Equality and Planning team opened a new service for people with mobility difficulties. Open 9am - 5pm, Monday to Friday the **FREE** service is available to patients, service users and visitors and is located next to the accessible car parking opposite the Tower Block and Cancer Centre. The service is an extension of the successful Shopmobility service available at the Royal Hospital site since 2007.

Cutting the ribbon to launch the service Monica Wilson who is a member of the Trust's Disability Steering Group said the development of the service recognised the right of people with restricted mobility to be able to visit the hospital and attend appointments comfortably and independently.

The Chief Commissioner at the Equality Commission NI, Michael Wardlow, welcomed the new service saying that it was 'an illustration of the Trust's commitment to ensuring that people with disabilities had equality of access to services'.

A highlight of the launch was the energetic harmonies provided by 'Equal Notes'. Equal Notes is a community choir for adults with learning disabilities in Belfast. The choir is one of many day opportunities supported by Belfast Trust.

Shopmobility offers a 'Meet and Greet' service with staff and volunteers trained also as 'Sighted Guides' (to accompany patients and visitors, who are blind or have partial sight loss, to their destination). For more information telephone: 02890 230 380 or email: info@shopmobilitybelfast.co.uk



Did you know?
Staff who are not disabled can be disciplined if they misuse Accessible Car Parking spaces.

New Acute Mental Health Inpatient Centre: Staff and Service Users involved



The new Acute Mental Health Inpatient Centre at the Belfast City Hospital site is really taking shape with many people remarking on the amount of space there will be in the single storey building. From the first sod-cutting in November 2016, remarkably, if all goes to plan, services should be moving into the new premises around summer time 2019!

The modern facility will allow practical working with service users and their families towards recovery in a specially designed therapeutic environment.

A lot of work has been put into the design of the new building to achieve the best experience for patients, their families, carers and staff. Bedrooms have been co-designed by staff and over 300 patients, the extensive gardens, water features and courtyards will ensure outdoor spaces will be 'a positive space for healing' and It is hoped there will be training and development opportunities for service users within the everyday running of the café. In addition, there is currently a range of design options for the graphic panel within the café (Contact maryb.mcshane@belfasttrust.hscni.net; geraldinem.graham@belfasttrust.hscni.net for details if you want to be involved).

LGB&T Artwork celebrated, visible and welcomed at BHSC

Recognising that around 2,000 members of staff and 34,000 of the population that we serve are likely to identify themselves as Lesbian, Gay, Bisexual or Transgender (LGB&T), Belfast Trust was delighted to host a photographic exhibition entitled 'Underexposed' in the foyer of the main hospital within the Royal Victoria to mark LGB&T Awareness Week in May 2018.

With visibility as the theme, the exhibition included images that reflect the unseen aspect of Lesbian, Gay, Bisexual and Trans life and was compiled by Belfast Exposed and the Queerspace Collective. The aim of the exhibition was to challenge perceptions and celebrate the diversity of our community.

Staff were challenged to take time and ask themselves or in their teams **if they do enough** to ensure our workplace and our services are openly sensitive and welcoming to members of the LGB&T community and what could be done to be more inclusive?



Did you know?
The Trust has a Gender Identity and Expression Policy.

Trust 5 Year Equality and Disability Action Plans agreed

Following extensive consultation our new Equality Action Plans and Disability Action Plans for 2018-2023 have been agreed. Working with all of the other Health & Social Care Trusts Regional Equality and Disability Action Plans were produced together with Trust specific Equality and Disability Action Plans.

Our 5 year plans include actions aimed at:

- Ensuring the effective discharge of our Section 75 duties
- Promoting equality in our service
- Supporting our staff
- Meeting our disability duties
 - to promote positive attitudes towards disabled people and
 - to encourage participation by disabled people in public life

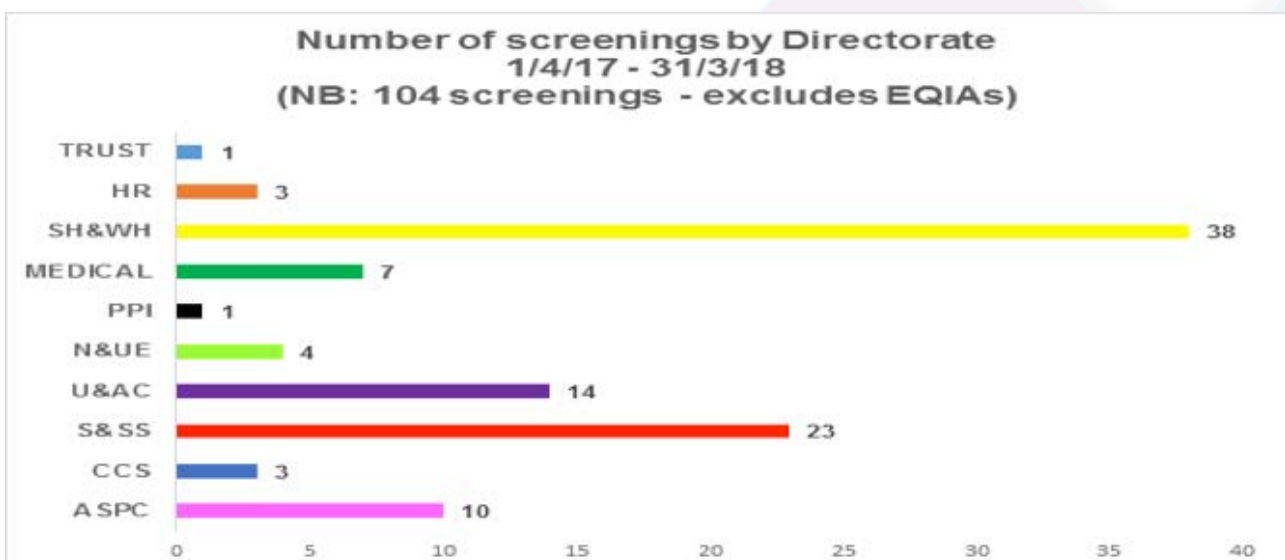
Our work will be informed by the principles of fairness, respect, dignity, equality and autonomy.

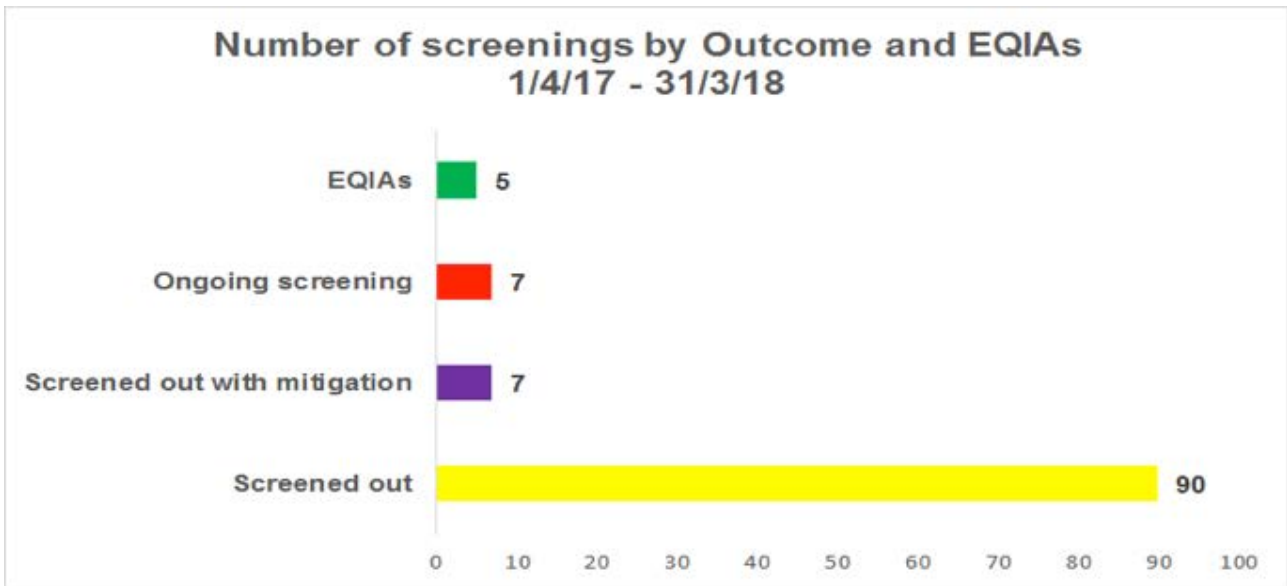
Our plans are living documents which mean they are designed to be responsive to changing circumstances over the five year period.

We will be accountable for the implementation of our plans not only through an annual progress report to the Equality Commission NI but also by working and sharing best practice with the Regional Equality and Human Rights Group and the Trust's Disability Steering Group, Healthy Relations Group and the Partnership, Equality and Engagement Steering Group.

Equality Screening: A must for all managers!

Between April 2017 and March 2018 Belfast Trust carried out **104** equality screenings and **5** Equality Impact Assessments (EQIAs). The screenings and EQIAs are classified below in terms of Directorate and outcome. Many of the policies were screened out because they were clinical or technical policies and so did not have any bearing on equality of opportunity or good relations.





The Trust produces quarterly screening outcome reports, which are available via the following links:

[April – June 2017](#)

[July – 8 November 2017](#)

[9 November – 31 December 2017](#)

[January 2018 – March 2018](#)

If you wish to discuss Equality Screening or require training please contact the Equality and Planning team at Lesley.jamieson@belfasttrust.hscni.net / 028 9504 8734.

Did you know?

If a policy / project or initiative is not equality screened it may be challenged in court through a judicial review?

Needs and Barriers to accessing health care: BME older people

A report commissioned by the Trust called 'Black and Minority Ethnic (BME) Communities: The Health and Wellbeing of Older People in Belfast' made a range of recommendations including more cultural awareness for staff. One third of those that took part in the survey reported that they felt they had been treated differently because of race, religion or ethnicity.

Some shared their experiences which included: rudeness, 'eye-rolling', not being listened to and being treated as if they were stupid.

Some barriers to accessing health care were identified including:

- Language – 35%
- Lack of information – 33.5%
- Staff attitudes – 13%
- Lack of self-confidence – 10.5%
- Lack of confidence in the service – 7.5%



Belfast Trust is committed to providing accessible and welcoming services in shared spaces where everyone is treated with respect and dignity and are comfortable accessing all Trust services regardless of race, religion or political opinion. Working on good practice and developing new initiatives the Trust has produced its second good relations strategy called [Healthy Relations for a Healthy Future 2](#).

Read & Write key features

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| Text-to-speech | It reads aloud emails and on screen documents. |
| MP3 generator | It converts emails and on-screen documents into MP3 audio files which allows staff to listen to them on the go. Print-based documents can be scanned and converted to MP3 files too. |
| Word prediction | Read & Write's intuitive word prediction helps staff to construct sentences easily and quickly. |
| Advanced spellchecker, dictionary & homophone checker | Errors become a thing of the past with these advanced features which will alert staff to mistakes and suggest alternatives. |
| Screen masking | This helps staff focus their attention on a particular section of the document, blocking out peripheral distractions. |
| Widgets | Easy Read documents can be produced. |

Testimony from member of staff using the software user

TextHelp software has provided me with Read&Write software that can assist in reading materials and composing reports. The most common tool I use is the Read Out Loud Tool. This supports me immensely as it enables me to read printed documents eg. emails, reports etc. There are many other tools included such as spellchecker, dictionary and picture dictionary. I particularly benefit from visuals and therefore the picture dictionary has been an excellent support. I also benefit from colour screening and predictive text. I can read much better when the background is yellow, however at the advanced training lately, it was explained that a number of colours can be used and this has been of great help. I also like the highlighting pens as this will clearly outline the information as it is being read to me. The above tools allow me to follow and listen to digital text which has improved my reading fluency and understanding of unfamiliar words.

I would highly recommend Read and Write for anyone who has dyslexia and other members of staff who have extensive paperwork. Given the high volume of recording demands, and now the requirements for all recordings to be on the PARIS system, the software has assisted me greatly in getting caught up on my recordings coupled with my admin support.

Geraldine O'Hagan, Social Worker

New approach to improving Traveller health

For several years, the Trust had had a very proactive approach to working with members of the Traveller community.

Building on this, through workshops a review was undertaken. Working with Belfast City Council and an inter-agency group the Trust, in partnership with PHA, launched the Traveller Support Network in December 2017. The four priority areas for the network are:



Following approval from the PHA a range of programmes were funded by the Trust including:

- Funding to Extern to provide specialist support to the increasing number of homeless Travellers and Travellers in hostels
- The Heart Project was funded (on behalf of all Healthy Living Centres in Belfast) to provide support to Travellers in accessing mainstream services, particularly early years services like Surestart
- Funding was provided to Community Restorative Justice to provide mediation within the Traveller community and between the Traveller and settled communities
- Additional resources were made available to Barnardos to allow them to provide a bridging/support service for Traveller children transitioning from Primary to post-Primary School
- Resources were released to Extern to compile a Traveller experience narrative in Belfast to identify issues of concern and Traveller views on the way forward.



Did you know?

The average life expectancy of a male Traveller is just 61.7 years, compared to the general population average of 76.8.

Did you know?
 During 2017-18, 1519 work life balance applications were received by HR with an 80% approval rate.

Trust signs up to the Mental Health Charter



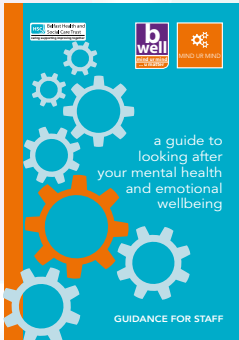
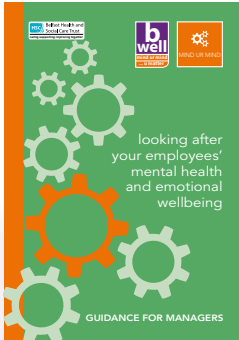
Mental Health Charter

Aware of the fact that approximately 1 in 4 adults will be affected by mental health in their lifetime, the Trust as an employer and health and social care provider has signed up to the Mental Health Charter with the Equality Commission NI.

What the Trust is doing

- **Check out** the bwell website for support and advice on a wide range of issues such as Mental Health, Eating Disorders, Ovarian Cancer and Oral Health
- **Have a look** at the new Mental Health Leaflets which provide self-help tips
- **Watch out for** the b well health fairs and lunch time sessions in your area. Previous sessions include 'Managing the menopause', 'Drink, Work and Me' and 'Money Matters'
- **Take part in** the free Here4U activities and events ranging from Spin Classes to Choir, Boxing to Pilates
- **Read the information** about how the Trust can support employees with caring responsibilities – sometimes physically exhausting and emotionally stressful.

The Trust is committed to a mentally healthy workplace and will continue to adopt best practice to benefit all staff.



Learning Spot – what are ‘Reasonable Adjustments’?

Key principles:

The Disability Discrimination Act (DDA) says that one way discrimination can occur is when reasonable adjustment in relation to a disabled person are not made.

The duty to make reasonable adjustments applies in work and when delivering a service.

Reasonable adjustments are practical ways to remove certain disadvantages faced by a person with a disability to enable them to work or use a service.

The duty to make reasonable adjustments applies to the physical features of a premises and to Policies, Procedures and Practices. The duty may also mean providing ancillary aids.

The adjustments that an organisation must make is determined by what is deemed ‘reasonable’. This depends on things like cost, resources and impact etc. However, many changes that make a big difference often do not cost a lot.

The duty is both proactive and reactive which means it is not just about waiting for disabled people to use your service or be employed organisations must anticipate that disabled people will do so.

The key is that the reasonable adjustment must remove or reduce the substantial disadvantage the disabled person faces compared with a non-disabled person.

Failure to make reasonable adjustments is discrimination that can never be justified.

Examples of Reasonable Adjustments

SOME THINGS THAT MAKE IT EASIER TO SERVE CUSTOMERS WITH DISABILITIES:



Large print



Clear signage



Induction loops



Lower counters



Seating

Examples of failing to make Reasonable Adjustments

- Failure to provide a sign language interpreter for deaf service user
- Failure to change the 'Did Not Attend' practice for service user with a disability
- Failure to provide a quiet area for a young service user with autism
- Failure to provide appointment letters in easy read / braille
- Failure to provide a part time hours request by an employee for disability related reasons
- Failure to consider suitable alternative posts for an employee who becomes disabled.

Did you know?

Mandatory Equality Training for staff and managers is now available on-line. Go to <http://www.hsclearning.com>.



respect & dignity



openness & trust



leading edge



learning & development



accountability

If you want to learn more or have any comments
or need the newsletter in an alternative format please contact:
Lesley Jamieson: 028 9504 8734/ lesley.jamieson@belfasttrust.hscni.net