

Equality Bites

Edition 2: 2015/2016

Welcome to the second edition of our annual Equality Bites newsletter. The Newsletter provides bite-size highlights of what we, in Belfast Trust, are doing to promote equality and good relations, what we do to promote and uphold human rights and how we achieve more than best practice in service delivery to disabled people and the employment of people with a disability.

When working to deliver integrated health and social care services, equality, human rights and good relations must be at the core of our thinking, behaviour and practice. By doing this we will certainly go some way in realising our ambition to be a world leader in health and social care provision.

Our work is very much enhanced by working in partnership with a wide range of partners whose input and expertise we value - including service users/patients, carers, staff, Trade Unions, the community /voluntary sector and with other providing organisations across the HSC sector in NI.

This Newsletter has been set around our 5 corporate objectives. The pillars are the foundation for the way our services are planned/developed, what we do, how we do it and for whom it is important to show how equality, good relations / human rights are integral to them.

A culture of safety and excellence – to foster an open and learning culture and put in place robust systems to provide assurance to our users and the public regarding the safety and quality of services

Continuous improvement – seek to be a leading-edge Trust through innovation at all levels of the organisation

Partnerships – work collaboratively with all stakeholders and partners to improve health, social care and well being and tackle inequalities and social exclusions

Our people – achieve excellence in the services we deliver through the efforts of a skilled, committed and engaged workforce

Resources – work to optimise the resources available to us to achieve shared goals

Our complimentary values demonstrate how equality and human rights are fundamental to how we behave, why we do what we do and how we treat our patients, clients and colleagues – that is what our culture is within the Trust.



respect & dignity



openness & trust



leading edge



learning & development



accountability



I hope that you take the time to read this short publication to learn about some of the pioneering work that we are doing. It is only a snapshot of all the efforts and commitment that go into achieving excellence and best practice.

Damian McAllister

Director of Human Resources and Organisational Development



What they said...

Catherine McNicholl, Director at the opening of a conference how the Trust supports Traveller & BME communities in accessing Health and Social Care:

“I want to point out that the reason we do this work is not because of any governmental directive we do it ... because it’s the right thing to do. If we as an organisation, ... want to promote social inclusion, support integration and address inequalities then we must address health inequalities as a priority because without our health we have very little”

Manager Christina Menage explained why the Trust Maternity Services website is available in many languages:

“Our philosophy of care is to treat all women with dignity and respect, it is therefore important that we make information as accessible as possible to all women irrespective of which language they speak.”

A Service User of Shopmobility at the RVH contacted the Trust and said:

“I attend a regular ... clinic at the RVH. I am only able to do this independently because of your generous provision of mobility scooters. As you know I have mobility problems and I use two sticks to get around. The distance from the car park to the main entrance, followed by the long corridors to clinics is too far for me to manage independently. I therefore do appreciate being able to use a scooter and attend clinics on my own”

Chief Executive Michael McBride during Community Relations week 2015:

“Good Relations means there is:

- A high level of dignity, respect and mutual understanding
- An absence of prejudice, hatred, hostility or harassment.

In my view and that of the Trust, no one should expect any less when they come to access services or work in health and social care”

Evelyn O'Reilly: Irish and European Ombudsman addressing a conference on "Human Rights - A 21st Century Approach to the Work of Ombudsmen":

"Doing human rights as an Ombudsman was rather like feeding vegetables to children. You cut them into funny shapes, you cover them in ketchup or sweet chilli sauce, above all you never ever let them know that they are in fact eating vegetables"

Member of Belfast Trust Carers Reference Group:

"By taking up engagement opportunities, I have found that my lived-experience insights of caring are listened to, valued, and are used to help shape future Carer service design and provision"

David Galloway Director RNIB speaking at the launch of the Making Communication Accessible guide:

"Long after today, this guide will ... ensure that people with communication difficulties receive written and oral information in a way that is easily understood ... by making a small effort, and taking the time to communicate better we can make a big difference to people's lives"

Orla Barron: Health and Social Inequalities Manager: Belfast Trust during Pride Week:

"We know that one in six LGB people experienced forms of discriminatory behaviour in receiving health care.... Belfast Trust enshrines dignity and respect at the heart of its core values and is committed to treating people fairly – whether it is our service users, patients or staff"

Equality Bites

Equality, Good Relations and Human Rights in the Trust : Whose responsibility?

The Health and Social Inequalities Team work to ensure the Trust goes beyond just meeting legal duties in terms of Equality, Good Relations and Human Rights. We provide operational and strategic advice and guidance and aim for excellence and best practice in these areas. The team works closely with colleagues in Employment Equality and Community Development.

Within the Trust there are also a wide range of steering groups involved in Equality, Good Relations and Human Rights:



However everyone in the Trust is responsible for the promotion of equality, human rights and good relations. Together we can all make a difference.

Equality Bites

Here are the Top 10 Tips to help YOU meet your responsibilities

What should **we all do** to make sure people we work with and people we provide a service to are treated fairly, with respect and dignity?

1

Remember - Equality doesn't always mean treating everyone the same. Some services need to be provided differently so that everyone can access them.

2

Be aware of your roles and responsibilities to promote equality of opportunity for all staff and service users in line with Trust equality policies and procedures.

3

Help ensure your working environment is one in which the dignity of all staff, patients and visitors is respected.

4

Make sure that your behaviour does not cause offence and could not in any way be considered as bullying or harassment.

5

Challenge or report any incidents of discrimination, bullying or harassment.

6

Don't forget – People (service users and staff) have diverse needs. Stereotyping is often based on assumptions which are wrong and if acted on can lead to discrimination. Avoid acting on assumptions!

7

If you are a manager equality screen every policy, plan and project to ensure the Trust's public sector equality duties are being met. This can mean screening decisions to change service locations, introduce new rotas or modernise services.

8

Keep your equality monitoring information up to date through the Employee Self Service Portal of HRPTS.

9

Complete the mandatory equality training once every five years.

10

Above all else . . .

Think Human Rights* . . . Remember **FREDA**

NB : FREDA are the principles of human rights and means Fairness, Respect, Equality, Dignity and Autonomy

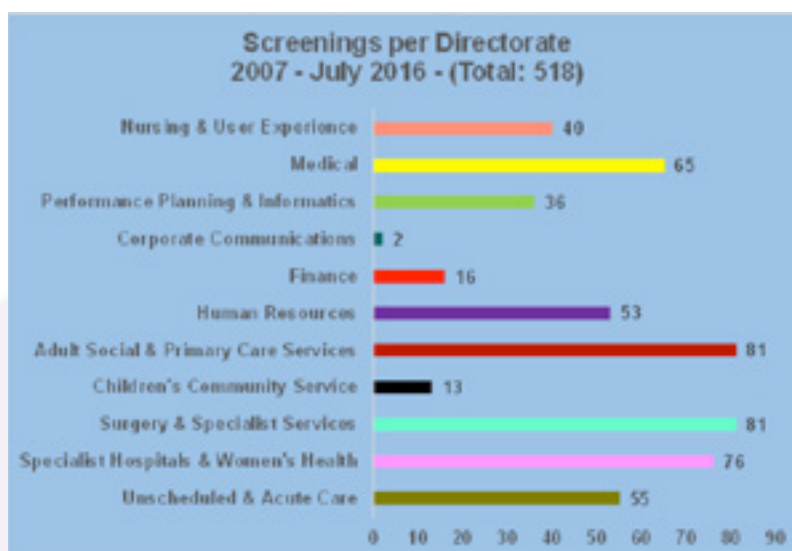
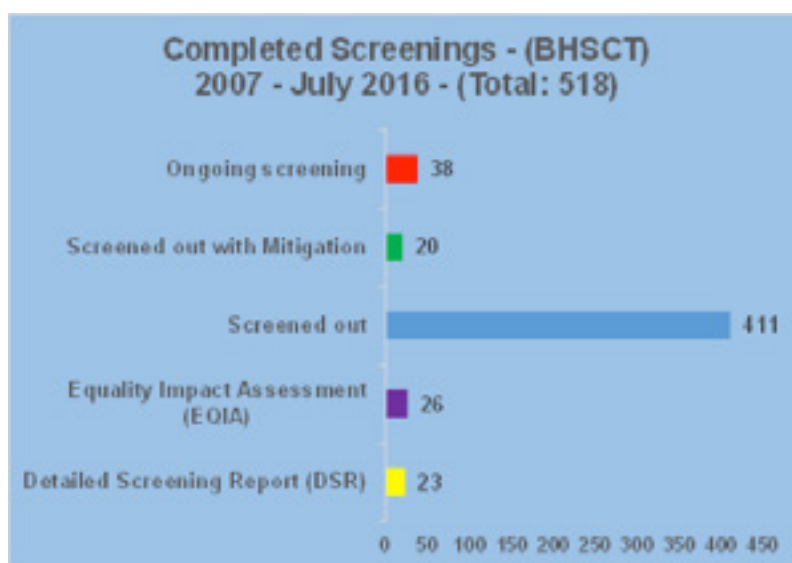
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Trust Equality Screening Activity: Policy makers take note!

In Belfast Trust anyone who is involved in writing a policy, managing a project/initiative or developing a strategy is required by law to screen their work in terms of Equality, Good Relations and Human Rights.

So let's have a look at our equality screening activity.

Between 2007 and July 2016 we completed **518** equality screenings. The first table looks at the screenings according to the **results** of the screening and the second table looks at screenings done **per directorate**.



If you are a manager responsible for planning, projects, strategies, policy development, relocating services or staff please ensure you include equality screening as early as possible in your decision making process. For more guidance and a copy of the Good Practice Guidance on Consultation and Communication contact the Health and Social Inequalities team.

Service Users: A Culturally Diverse Group

The population we serve is a culturally diverse group which has important implications for how we deliver our services.

The increasing linguistic diversity of our service users is best illustrated by looking at the number of interpreting requests the Trust makes to the NI Regional Interpreting Service.

Between April 2015 and March 2016 Belfast Trust made **29,476** requests for face to face and telephone interpreting. Interestingly the main user is Ormeau Road Health Centre.



You might have noticed recently the new online system introduced to modernise booking the NI Regional HSC Interpreting Service. Orla Barron, Trust Health and Social Inequalities Manager, is part of the Project Team which introduced the new system and hopes the new technology will produce a more efficient, paperless, robust system which will mean fewer double bookings, cancellation costs, agency staff and a better service for all!



Human Rights Project

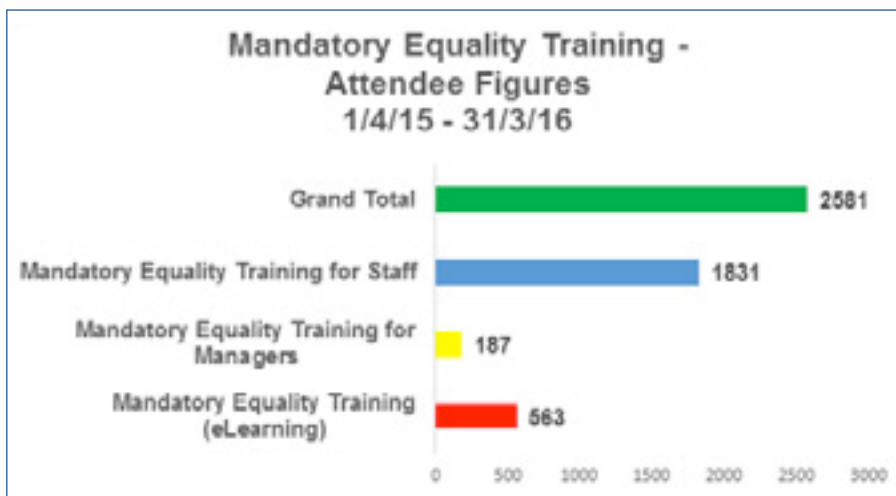
The Trust is proud that an exciting and challenging human rights pilot has started in partnership with the NI Human Rights Commission. To kick start the pilot with the Emergency Department the Trust Health and Social Inequalities team organised a Human Rights masterclass. Showing a Trust wide commitment to the project, the masterclass was attended by Directors, Co-

Directors and Senior Managers. The event was facilitated by Professor Paul Hunt, former UN Special Rapporteur on the right to the highest attainable standard of health.

The project co-ordinator Louise Neeson hopes that the pilot project will produce tangible differences for both staff and service users including training, briefings, charter for patients and staff, decision making and policy making tools plus a short film about the project...One to watch!

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Equality and Diversity Training for staff



Equality Training is mandatory for all staff. A new Equality Manual for staff was produced this year. The manual is an excellent resource to help staff with integrating equality into their everyday working lives. The manual can be downloaded from:

<http://view.pagetiger.com/EqualityTrainingManual>

The Trust also provides a wide range of Equality and Diversity Training including:



Managing Disability and Reasonable Adjustments in the Workplace	Disability Awareness	Working Well with Interpreters	Domestic Abuse Awareness
Human Rights Awareness	Embracing Diversity	Multi-Faith & Cultural Awareness	Bullying and Harassment
Maternity Information Sessions	Domestic Abuse Awareness	Traveller Awareness	Migrant Awareness

Did you know?

Two Romanian speaking staff were employed by the Trust to support the Roma Community to access health and social services

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Welcome Diversity Art unveiled during Community Relations Week

Artwork completed by service users across Belfast as part of the Trust's Good Relations Strategy (Healthy Relations for a Healthy

Future) was unveiled during Community Relations Week. The Artwork involves a colourful range of cultural and ethnic symbols of welcome including the word 'Welcome' in 29 languages.

The theme for Community Relations Week was 'One place, Many people' and certainly complemented the message behind the ethos of the artwork ie. everyone who enters each of the Trust Wellbeing and Treatment Centres irrespective of race, religion or political opinion is welcome.

St Mary's Primary School Choir, made up of children from a diverse range of ethnic backgrounds welcomed everyone to the event whilst Bollywood dancers entertained those attending.

Did you know?

Appointment letters to patients will soon be on yellow paper (not white) as it is more accessible especially to people who have dyslexia.



Members of the Good Relations Strategy Group

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Making Communication Accessible Best Practice Showcase Event

The event and guidance are excellent examples of the Trust working proactively with many partners ultimately to improve services.

Did you know?

Trust staff and managers must attend mandatory equality training every 5 years

An accessible information guide for healthcare staff called 'Making

Communication Accessible for All' was launched at a regional event hosted by Belfast Trust. 3,000 hard copies were produced with funding allocated through the Regional Physical and Sensory Support Strategy.

The groups we worked with to produce the best practice guide include:



You should read the guide if you want to:

- ✓ Make sure that your service users have access to the appropriate communication methods they need
- ✓ Gain practical advice and support
- ✓ Learn and think about the many different ways to communicate effectively eg. speaking, writing, sign language, photographs, pictures, symbols, objects, electronic aids, as well as non-verbal communications such as facial expressions, body language, sounds and gestures.

For hard copies of the guide and promotional items contact the Health and Social Inequalities Team or to download the guide go to

www.belfasttrust.hscni.net/MakingCommunicationAccessible

Equality Bites



Orla Barron, Health and Social Inequalities Manager welcomed everyone to the event.



Non-Executive Director BHSCT Martin Bradley opened the event



Patrice Hardy, Deputy Director Public Sector : NI Equality Commission endorsed the guide as a best practice example in its 'Every Customer Counts' campaign

Speakers including service users, staff and David Galloway (RNIB Director) talked about hospital passports, an international deaf club, consultation panels, patient stories being heard in wards, easy read cookery tools and RQIA peer assessments.



Orbit Dance group performed at the event - demonstrating how innovative ways of communicating, in this case through dance, can be effective and all inclusive.



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Feedback from the event: We asked for feedback and what participants will do because of attending the event: Some of the things we were told include:

"I will look at different processes within service which may cause barriers to service users"

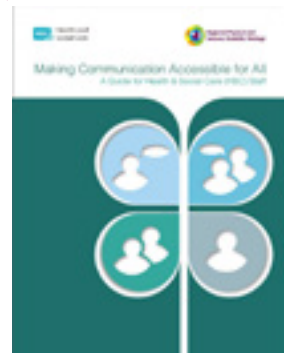
"Valuable to hear users remind us of the importance of everyone being heard"

"I will now re-visit how patients check into Clinics"

"Guide is a valuable resource"

"Highlighted the importance of how simple ideas and powerful small gestures could be"

"We need a communication mantra"



Have learned really good tips

"I will bring ideas from the guide into practice, particularly interested in communicating with clients who have dementia"

"Need to do an audit on how we communicate"

"Definitely recommend the guide"

"All reception staff should read the guide"

"Effective and thought provoking"

"Orbit dance group expanded the vision of communication – excellent!"

"Listening to service users was powerful and moving"

"Inspiring Event"

"Would love disability awareness to become mandatory"

Equality Bites

Focus on Disability Steering Group

The Trust Disability Steering group is chaired by Shane Devlin, Director of Planning, Performance and Informatics with membership from across the Trust including representatives from our staff Disabled Employee Network and the community and voluntary disability sector eg. Mencap, Disability Action, Royal National Institute for the Blind, Action on Hearing Loss and the British Deaf Association etc.

Did you know?

New **age discrimination** law relating to goods, facilities and services is planned for NI

The group meets quarterly and allows Trust staff to gain first-hand experience on how we can remove barriers, communicate better and improve access for disabled patients and staff.

Key achievements:

- Production of a Best Practice Accessibility Design Guide: useful if you are involved in new buildings or refurbishments
- More accessible Patient Appointment Letters including a text message service for service users who are deaf or hard of hearing
- Monitoring of accessible car parking to prevent misuse
- Production of a staff Disability Awareness Training programme.

If you are interested in the work of this group please contact the Health and Social Inequalities Manager Orla Barron Orla.barron@belfasttrust.hscni.net / 028 9063 5678.



Members of the Disability Steering Group.

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Trust listens during World Autism Awareness Week

The Trust held an Adult ASD Family Workshop during World Autism Awareness Week. Parents, carers, siblings and Individuals were all welcomed.

A wide range of speakers gave insight into the experience and impact of receiving a diagnosis as an adult and reflections on being a parent who has autism. The workshop was also an opportunity to get the views of family members on the priorities which would help them feel supported.

The LOTS group (which is a group of young adults based at 'The Hive' on the Grosvenor Road) also showcased their comic book idea to raise awareness about autism and living with autism.



Engaging our service users: Drafting & Co-Design

To be a world class service meeting the diverse needs of our service users with respect and dignity, we must CONSULT.



The Trust does a lot of this every day formally and informally using a variety of methods and we strive to get better at listening.

Let's look at two of the many innovative examples of consultation that have happened in 2015/2016 in the Trust.

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New Carers Strategy for Belfast Trust

To help the Trust develop and write its Carers Strategy, the Trust involved key stakeholders. In addition a wall poster was drawn at a large stakeholder event to capture the key points of discussion on the day.



Carers at Consultation Events (282)



Online Carers' Survey (35)



Postcard Carers' Survey (100)

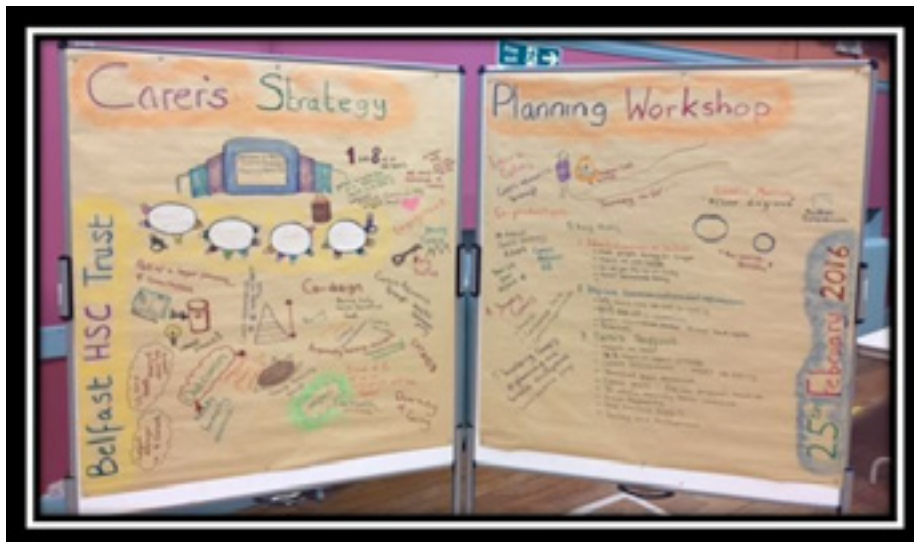


Strategic Priorities Workshop (80)



Carers Reference Group (10)

Total =
500+
voices



Reflective wall poster drawn during the carers' strategic priorities workshop

Did you know?

Health and Social Care Board now covers the **cost** of both face-to-face and telephone **interpreting**

Equality Bites

New Purpose Built Acute Mental Health Inpatient Unit for Adults

A new inpatient facility for people with acute mental ill health is being developed at the Belfast City Hospital site.

The state of the art facility at one location with emphasis on recovery will have some amazing features including:

- 80 en-suite single bedrooms
- Communal and staff areas
- Coffee Shop & Gym
- Child visiting rooms and play area.

Significant service user and staff engagement and involvement in the design of the new unit has taken place. This has been particularly effective in terms of the proposed bedrooms based on a mocked-up one built in the old Library within the Everton Complex.

To date the project has been featured as an exemplar in best practice at a regional Personal and Public Involvement conference.



The overall design and layout was excellent and I liked the raised ceiling at the living space. A bright, modern fit

I think the bedroom and en-suite are excellent

I love it! The standard that we should be providing for our service users. Very comfortable and highly functional without appearing clinical

Very high standard, attractive yet practical to clean and comfortable for patients

This is an excellent design, carefully thought through. Communications screen very innovative

Overall the room is very pleasing, would aid recovery and would also reassure the relatives of patients who are leaving loved ones

I believe this room will be therapeutic for the patient. The layout of the room is lovely and looks spacious. The screen will be a nice touch if tailored to each patient. The nice open windows will also add relaxation to the patients own personal space

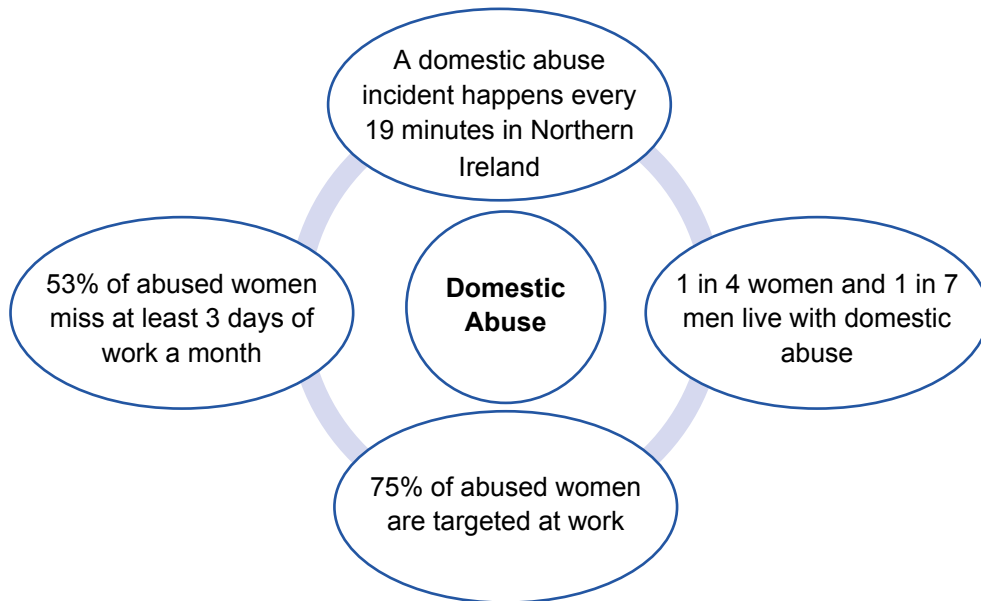
HSC Belfast Health and Social Care Trust
caring supporting improving together

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Working Together to End Domestic Violence: 7th anniversary of Support Service for staff

To mark Human Rights Day on Thursday 10 December the Trust celebrated the 7th anniversary of the launch of our domestic abuse confidential and free support service for staff. Living free from abuse - be it physical, mental, emotional, sexual or financial - is a fundamental human right.

Phone the Confidential Domestic Abuse Support Service for staff
028 90 565369 / 028 95 048 667



Did you know?

Trust staff attended an Equality and Human Rights best practice workshop on **procurement**

Belfast Trust: An Employer of Excellence!



On International Day of People with a Disability the Trust was proud to be re-accredited as an Employer of Excellence by Employers for Disability NI. To achieve this accolade the Trust scored >90% in an audit. Other members of excellence include Belfast City Council and Queen's University Belfast.

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Summer Scheme

Yet again the Trust provided an excellent service for almost 300 staff by providing a summer scheme to almost 500 children over a 7 week period. Feedback was excellent with everyone clearly having a good time!



The LGB&T Staff Forum



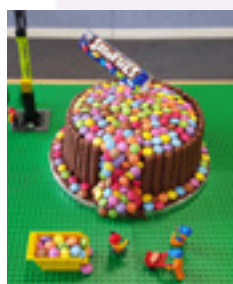
HR & OD Director Damian McAllister supporting Pride Week in the Trust

The LGB&T Staff Forum continues to meet quarterly, in order to provide a safe, welcoming and open space for LGB&T staff to discuss a range of issues to promote visibility and inclusivity.

The LGB&T website can be accessed by the following link: <http://www.lgbtstaff.hscni.net/> and a dedicated LGB&T e-learning tool, entitled 'Creating Inclusive Workplaces' can be accessed at <http://lgbtelearning.hscni.net/>

Baking a difference

Learning Disability services staff in the Trust held a bake off event in aid of the Mehayo Centre for children and young children with intellectual disabilities in the central highland town of Morogoro in Tanzania. The event attracted 22 entries and raised an amazing £631.78. As you can see the standard was very high!



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Opportunities for people with disabilities to work for the Trust

As well as making 'reasonable adjustments' to retain existing staff who are disabled the Trust is involved in a number of 'Workability' projects. The projects seek to increase the opportunities for disabled people to work in the Trust and to improve their employability. Examples include:

- Work Experience opportunities – 20 currently being offered
- Ring Fenced posts – these exist in the area of mental health.

If you wish to know more about these projects please talk to Susan Miller on susan.miller@belfasttrust.hscni.net/ 028 9063 5678

Did you know?

The NI Muslim Association had a '**Visit My Mosque**' day in February with an open invitation to Trust staff.

Interview with Ruth Kennedy, OT Assistant recruited through the 'Workable' programme

Q. What do you do in your job?

I work as an Occupational Therapy Assistant. I have bi-polar disorder and working at Belfast Trust has helped my mental health. I do a very varied and interesting job working with people who have mental health problems. I work mostly with clients, taking them out and about, doing study support, listening and doing activities in the home. I also run writing groups and a walking group.

Q. How did you get the job you are doing now?

Finding work was the goal which helped me to move through bi-polar disorder to recovery. It was difficult to find paid employment. My mental health was such that I would, at times, not even be able to fill out application forms or have the confidence to present well.

Through the 'Workable' programme, I found out about a job that was available in occupational therapy and that job was ring-fenced for someone with a mental health problem. I was delighted to get this job

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Q. What do you like most about your job?

I love my job.

Work has given me the chance to have routine in my life, to have security and to be out and about meeting people. I feel like I am a part of life and have a renewed sense of confidence in myself. People need to feel that they have a purpose and are connected to life. Without this purpose life can be extremely isolating and lonely.

Q. How do you think working has improved things for you?

Employment at Belfast Trust works really well for me. I have been able to get support and talk about the things that I found difficult. I have learnt that I am a practical person and am well able to cope with daily tasks. This has increased my confidence and I am able to acknowledge that I am organised and capable. I am able to see parts of myself and qualities that I never acknowledged before. My family are delighted that I'm doing so well and that I have been given the chance of a job that I enjoy. It is great to feel that I have progressed with my goal of finding the right job and that I have hope for the future.

Trust staff win their own Bronze medal!

Similar to many Olympians this year we, in the Trust, successfully achieved BRONZE status in the Investors in People award. Well done to everyone!



To achieve the award we met 39 Core Standards plus an additional 44 standards - many of the additional standards involved Equality.

Gender Equality in the Trust



The Trust, together with Business in the Community, has signed up to the 'Gender Project' – a programme designed to assist organisations with men and women to be able to work in a way that encourages productivity and engagement.

Equality Bites

Focus on Staff

Interview with Geraldine Graham and Mary McShane about the new acute mental health unit for adults



Q. Tell us about your role in the project

Geraldine: I work in Capital Planning and Redevelopment and am the project manager for the new facility. I worked on the business case to secure the £22m to build the new unit.

Mary: I am nurse lead on the project and have many year's experience working as a mental health nurse in acute services.

Q. What type of user involvement has there been in this project?

Geraldine: From the outset, true involvement of carers/service users/staff has happened even in terms of the planning and development of the new unit. In the early days we visited three other hospitals in Scotland/Liverpool and Birmingham and some service users /carers accompanied us on those visits.

Mary: I sit on the users and carers group and am the dedicated link for service users/ carers. I ensure there is a two way flow of information from the steering group and service users/carers. We have done lots including organised workshops for carer support groups, produced several newsletters, talked to a wide range of staff and worked with the Trust mental health user consultant to make sure we get the design right.

Q. Tell us a bit about the mocked-up bedroom?

Mary: I arrange visits to the bedroom every week for staff / service users / carers/ community groups – really anyone – all are welcome! Everyone that visits is asked what they like/dislike about the room. To date over 300 people have given feedback.

Geraldine: While the feedback has not resulted in major changes in design doing this now means that the small changes can be made before we begin to build. These changes can make a huge difference to a person's recovery and costs nothing to do now !

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Q. What have you enjoyed most working on this project?

Geraldine: I have enjoyed the design process – it has been a journey - one involving an opportunity to design the first ever purpose built acute mental health facility for adults in Belfast and also a challenge to design something which could facilitate new ways of working for multi-disciplinary teams.

Mary: I feel really privileged being involved at every stage of the process. I have really enjoyed the many alliances that have developed and the genuine team working that is happening.

Q. What are you most proud of?

Geraldine: The fact that we have incorporated dignity and respect into the design and that the design has been very inclusive from architects to clinical experts to service users and their families. The close collaboration between clinical and planning has been invaluable and having Mary in a dedicated post has been an outstanding resource. We have managed to use the design and the environment to help meet the therapeutic needs of service users eg rooms will be located around a garden area and every room will view an outside space.

Mary: This is the first time a new acute mental health build for adults in Belfast will be on a general hospital site and really is the epitome of the vision of Bamford. I am proud to be part of the move to normalise things for patients one that emphasizes recovery, one which is more integrated and challenges the stigma of being acutely ill mentally. Service users will be able to use all of the services currently available to any patient using the hospital.

Equality Bites

Accessing Health and Social Care booklet

Given the diversity of our service users our new Accessing Health and Social Care booklet which is available in 11 languages is really timely and welcome!

The booklet includes information about:

- Eligibility for free treatment
- How to get a medical card
- Finding a GP practice
- Medication/prescriptions
- Minor injuries units & hospitals
- Northern Ireland New Entrants Service
- How to make a complaint.



Shopmobility at The Royal Hospitals: One to Celebrate!

Trust and Shopmobility staff and volunteers celebrated 8 years of the Shopmobility service for patients and visitors at the Royal Hospitals.

Over 4,800 service users have used the free service which is opened 9 – 5 Monday to Friday. The service is located beside the accessible car parking bays on the ground floor of the main public car park near to the School of Dentistry.

The service provides patients and visitors with the opportunity to remain independent and dignified when accessing Trust services/buildings.



Equality Bites

Things to look out for:

1 Equality E-Learning for staff/managers called 'Making a Difference'

2 Information for staff about the Human Rights Pilot project

3 'Embracing Diversity' training

4 Domestic Abuse Support for Staff showcased at Trust Corporate Induction

5 Shopmobility service extended

6 Gender Identity policy for staff

7 Service users and patients being asked their ethnic group

8 Toolkit for NHS employers to prepare for an ageing workforce

9 New Equality and Disability Action Plan – Staff and Service User views will be sought.



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