

Volume 1 – December 2013

Healthy Relations for a Healthy Future

Welcome to our first edition of the Trust bulletin dedicated to highlighting to you, the community we serve and our staff, some of the work carried out by the Trust as part of its Good Relations Strategy 'Healthy Relations for a Healthy Future 2012 - 2015'. The Strategy, which was launched this year, demonstrates the commitment by the Trust to embrace diversity and promote good relations amongst people of different religious beliefs, political opinions and racial groups. Belfast HSC is the first Trust to develop a good relations strategy.

Promoting good relations is more than a legal requirement for the Trust, it is the right thing to do when providing public services. The Trust is the largest Trust in Northern Ireland serving an increasingly diverse population of 340,000 people in Belfast and regionally across Northern Ireland and employing 20,000 staff. The Trust wants to go beyond compliance and

proactively create an organisation where service users and staff feel valued, respected and comfortable irrespective of race, religion or political opinion.

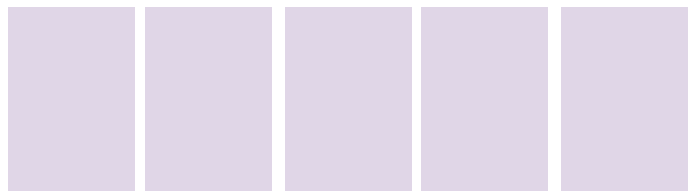
When we talked to staff and service users in a community engagement event and during research carried out as part of the strategy consultation process, feedback said that the public were not made aware of some of the sterling work that is done in the course of our daily work to promote good relations in the provision of health and social care and in employing our staff. Having taken on board this feedback, we decided to launch a bi-annual bulletin to publically demonstrate our commitment to the promotion of good relations and our belief that good relations really do influence health outcomes by reducing inequalities. Being a bi annual bulletin, this publication will only provide a flavour of some of the good work that is undertaken to uphold and foster good relations. We will circulate

this bulletin to a wide range of individuals and organisations which will include staff, Wellbeing and Treatment centres, community and voluntary groups, other statutory organisations and Section 75 groups including religious organisations, political parties and ethnic minority organisations – I hope you find it of interest and we would welcome any feedback for future editions.



Marie Mallon





Trust's executive director launches Innovative Strategy



At the launch of the Strategy at Belfast City Hospital in May this year, Belfast Trust director, Mr Cecil Worthington, commended the Good Relations Strategy and underlined the senior commitment and strategic importance which the Executive Team affords to the promotion of good relations.

Speakers included Joan Peden Co-Director, HR, Dympna McGlade, Community Relations Council, Reverend Derek Johnston, lead chaplain Belfast

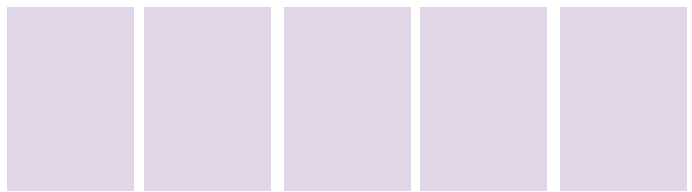
Trust, Ray Rafferty, Unison, Richie Smith, NIHSCIS Interpreter and Mary McDonagh, Trust Traveller liaison worker.

Joan Peden, Human Resources Co Director, who chaired the Good Relations Steering Group, acknowledged the importance of partnership working and collaboration with key stakeholders when developing the Strategy. She said that 'While the Belfast Trust recognises that it cannot address all the ills in our society, we, as the largest employer and provider of integrated health and social care in Northern Ireland, believe it is important that we play a significant role in building an inclusive and shared society based on mutual respect.'

Trust Good Relations Statement launched with Strategy

A core part of the Strategy was an undertaking by the Trust to develop a Good Relations statement outlining its commitment to the promotion of good relations. The statement will be prominently displayed at each Trust facility:

“BHSCT wishes to publicly express its commitment to providing an environment where Health and Social Care is provided in a safe and welcoming environment. The Trust will ensure that all service users and staff experience equality of opportunity in accessing Trust facilities, services and employment irrespective of race, religion or political opinion. The Trust will be proactive in challenging sectarianism and racism and will promote good relations to ensure access to services for everyone.”



Embracing Good Relations for Better Health

Strategy – Key Themes to embed and mainstream good relations

One of the fundamental priorities for the Trust was that the Strategy reflected the needs of the community we serve. It was designed to ensure that the principles of diversity and good relations were embedded and mainstreamed within Trust structures and practices. Feedback that the themes identified below represent the views of service users and staff and, therefore, form the basis of the strategy with a range of initiatives and projects which are linked to each theme:

- **Communicating our Commitment to Embracing Diversity and Good Relations**
- **Embracing Diversity and Innovation to improve Access to Services**
- **Working Together for Healthy Relations for a healthy Future**
- **Embedding Good relations in Trust Corporate Functions**
- **Promoting Diversity and Good Relations through Employment.**

Delivering the strategy

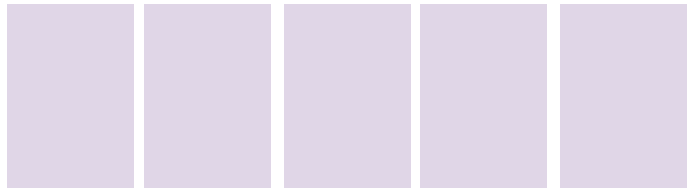
Trust welcomes patients in 18 languages

Patients who do not speak English as a first or proficient language can now communicate better with staff and access information on hospital services due to the development of a Translated Welcome Pack in 18 different languages. 200 of the packs have been distributed across the four acute hospitals in the BHSCT.

The pack provides a 'Point to your language card' enabling staff to quickly identify a patient's language to provide them with a pack or arrange an interpreter. A menu for patients is also provided as well as information on social services, visiting times, meal times, chaplaincy services and the Northern Ireland Health and Social Care Interpreting Service. Contact [Lesley Jamieson](mailto:lesley.jamieson@belfasttrust.hscni.net) – email: lesley.jamieson@belfasttrust.hscni.net Tel: 028 9504 8734 for more information on the Translated Welcome Pack.



Donna Zhang Trust Interpreter, Wang Yu-Lian Service User, Chairman Pat McCartan, Marie Mallon, Deputy Chief Executive & Director of HR and Derek Johnston Trust Chaplaincy Service



Multi-Cultural and Beliefs Handbook benefits staff/ patients

A [Multi-Cultural & Beliefs Handbook](#) has been developed by Trust Chaplains and HSC Trust Equality leads. It is a valuable resource for all health and social care staff, patients and their families providing a range of information on patients' religious, spiritual and cultural needs particularly those from the minority populations. The handbook is also included in the Trust Translated Welcome pack.

Removing barriers to Health and Social Care through:

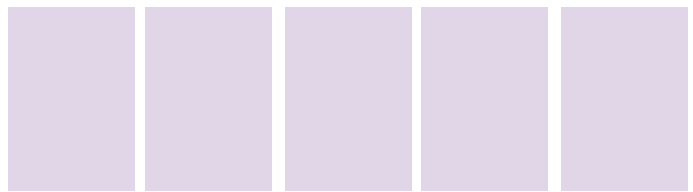


Northern Ireland Health and Social Care Interpreting Service (NIHSCIS)

The Trust manages the NIHSCIS whose primary aim is to improve access to health and social care for patients who do not speak English as a first or competent second language.

Growing cultural diversity in Northern Ireland has resulted in an increasing demand for the NIHSCIS. It has received over 400,000 requests since its inception in 2004. It has 400 regional Interpreters providing interpreting in 35 Ethnic Minority languages. NIHSCIS Interpreters are professionally trained and adhere to a Code of Practice/Ethics. The Service is available 24/7 and is free of charge to patients.

The success of the service has been recognised both regionally and nationally, when it was awarded 1st prize in the national HPMA Awards in the category of Equality & Diversity in June 2012. The Service was also shortlisted from 63 entries across Health and Social Care Northern Ireland. It undertook a comprehensive process of interviews and presentations before winning 3rd prize in the Institute of Healthcare Management and Department of Health and Social Services and Personal Safety Quality Awards in November 2012. The Trust acknowledges that with the advent of Transforming Your Care, the NIHSCIS will continue to become an important and intrinsic resource in the delivery of person-centered care.



Promoting Black and Minority Ethnic (BME) mental health awareness



The Belfast Trust is working in partnership with the [Public Health Agency](#) and [Aware Defeat Depression](#) to develop cultural competence amongst health professionals particularly in the complex area of mental health. An event funded by the PHA was held to explore best practice and learn from other professionals on how best to deliver health and social care to someone from a black or minority ethnic background. Professor Rachel Tribe (left), School of

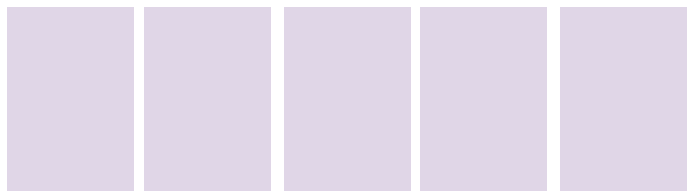
Psychology University, London provided information on how to deliver culturally competent services.

Belfast Trust has developed Ethnic Minority Mental Health Awareness training for community leaders and workers to enable them to carry out activities to promote mental health within their own communities. One output from the event is the intent to develop a toolkit to help mental health professionals deliver a cultural sensitive service. Contact [Orla Barron](#) – email: orla.barron@belfasttrust.hscni.net Tel: 028 9504 6567 for details on the initiative regarding cultural competence in BME Mental Health.

Northern Ireland New Entrant Services

The Trust is improving access to healthcare for people entering Northern Ireland. Funded through the Public Health Agency the TB screening service has developed the Northern Ireland New Entrant Service (NINES). This nurse-led service aims to provide access to health care for new entrants to Northern Ireland to include new immigrants, asylum seekers, refugees and clients who are unable to register for GP services. The service will continue to offer Mantoux testing and BCG vaccination for children and infants identified through the 'at risk' screening programme.

A range of clinics can be accessed to address the health and social well being needs of the client group to include drop-in clinics for advice and support, health assessment clinics, immunisation clinics and health promotion sessions. Over the coming months clinic sessions will be further developed to include a GP clinic and a consultant-led paediatric clinic. Clients are offered a holistic health assessment; screening for communicable diseases such as HIV, Hepatitis B and Hepatitis C for clients from high risk countries and immunisations as required. Assistance is given with registration for GP and dental services; signposting to other services and onward referral as appropriate.



Embracing Good Relations for Better Health

Belfast Trust Traveller Health Strategy



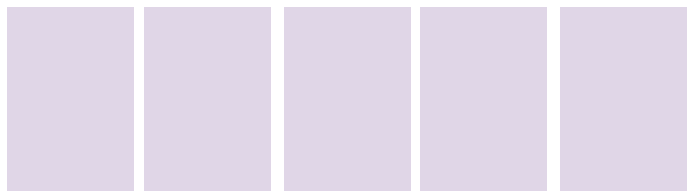
L-R Mary McDonagh (liaison worker) , Kate Monagan (liaison worker), Martin Sloan (social worker), Belfast Trust chief executive, Mr Colm Donagh and Bernie McNally, former director of mental health at the launch of the Trust Traveller Strategy for improving Traveller Health & Wellbeing

Removing barriers to services and improving health and social care for communities that experience poor health status is paramount for the Belfast Trust. In order to reduce Traveller health inequalities the Trust developed a three year **Traveller Health Strategy**. The Strategy is designed to facilitate better co-ordination in terms of service provision with the Traveller community, increase access to information and services and provide Traveller Awareness training to enable staff to have a better awareness and understanding of Traveller culture and health needs.

Key to the implementation of the Strategy has been the employment by the Trust of two Traveller liaison workers who act as a Traveller voice within the Trust. The liaison workers work in partnership with a range of service areas and external agencies to develop a range of initiatives and increase awareness for Travellers on how to use Trust facilities.

One innovative initiative from the Strategy was the development of a DVD 'Let's Talk About It', funded by the Public Health Agency. The DVD was designed by Travellers to help support Travellers cope with stress and mental health problems and encourage them to seek help. (For a copy of the DVD or more information please contact [Stephen Long](mailto:stephen.long@belfasttrust.hscni.net) – email: stephen.long@belfasttrust.hscni.net Tel: 028 9504 6695)





Promoting diversity and Good Relations through employment

Mandatory training for all Trust staff

The Trust is aware that its 20,000 staff is its main asset and recognises the importance of embedding good relations within the organisation. Trust staff undertake Mandatory Equality Training every four years. A separate programme is provided for staff with managerial responsibilities. In addition the Trust provides training on Bullying and Harassment through the Learning and Development Portfolio.



This training ensures that staff are aware of the key concepts of equality and diversity, with an overview of the main legislation and its practical implications for staff and service users.

Re-launch of Trust Harmonious Working Environment Policy

As a result of the Good Relations Audit, the Trust re-issued its [Harmonious Working Environment Policy](#) Statement – Joint Declaration of Protection. The Statement produced in poster format is displayed at facilities throughout the Trust to ensure awareness is raised. It aims to provide a good and harmonious working environment for staff which respects the dignity of all employees in the workplace. This policy recognises the moral and legal obligations placed on employers and trade unions by Northern Ireland employment equality legislation and aims to provide a good and harmonious work environment, which respects the dignity of employees in the workplace and provides an environment where individuals feel comfortable to work and where they do not feel threatened, intimidated, offended or unwelcome.

The Trust's Equal Opportunities Policy was revised in September 2013. This policy is concerned with the promotion of equality of opportunity, the prevention of unlawful discrimination and compliance with statutory obligations.

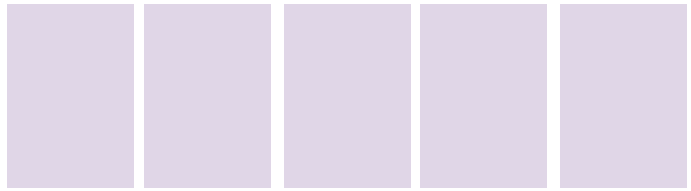
New staff information system shapes policies and promotes good relations



you can change the record.....

Over the next six months the new human resources, payroll, travel and subsistence system (HRPTS) will be rolled out to all staff across the Trust. The Employee Self Service component will allow staff to update their equality information. This is important to ensure that the Trust

can use accurate statistical data to help shape policies and procedures and ensure the promotion of good relations and equality in employment. (Trust staff can contact the Employment Equality team on 028 9504 4740 for further information.)



Employment Equality and Diversity Plan

The Trust is committed to ensuring that its staff is reflective of the community it serves. The Trust's second Employment Equality and Diversity Plan, in partnership with Trade Unions and following guidance from the Equality Commission for NI, sets out ten key objectives to which the Trust is committed to achieve during the period of the Plan (2011-14).

As part of the Plan and the Trust's obligations under the Fair Employment and Treatment (NI) Order 1998, an Affirmative Action Programme has been agreed with the Equality Commission. The Trust is committed to a range of measures to ensure the fair participation of persons from both the Protestant and Roman Catholic communities. Part of this work has involved the development of a project to identify barriers to employment with the Trust.

Migrant Worker Charter

As part of our commitment to ensuring an all-inclusive workforce, the Trust has signed up to the 'Employers Charter for Employing Migrant Workers in Northern Ireland' in partnership with Business in the Community. Existing policies and practices have been reviewed and an action plan has been developed which focuses on the three key stages within a migrant worker's journey: pre-employment, starting employment and continuing employment. Achievements to date include the development of an Etiquette leaflet, a Welcome Pack and the inclusion of a self-declaring paragraph in the offer of appointment letter. For any information on employment equality please contact the equality manager, michelle.morris@belfasttrust.hscni.net Tel: 028 9504 4740.

Comments, ideas or suggestions – We would like to hear from you!

If you have any views or ideas on how Belfast Trust can promote good relations and improve health and wellbeing for service users, staff and the community we serve, we would like to hear from you. Please contact us at:

Tel: 028 9504 6636

Fax: 028 9056 6701

Text phone: 028 9056 6755

E-mail: veronica.mceneaney@belfasttrust.hscni.net



Thank You!

If you require this document in alternative formats and/or minority languages please contact:

Equality manager: Veronica McEneaney (veronica.mceneaney@belfasttrust.hscni.net) or telephone 028 9504 6636.