

Healthy Relations for a Healthy Future 3: Good Relations Bulletin



Volume 17 – June 2023

Welcome to the 17th edition of the Good Relations Bulletin. We are delighted to share with you an update on the most recent work that has been ongoing to further promote Good Relations. As an employer and a Health and Social Care service provider, we strive to be welcoming, inclusive and accessible to everyone regardless of their race, religious belief and political opinion.



We were delighted to be involved in taking a lead role in Good Relations Week again this year, supporting this year's message 'Together.....'. Please do look out for more news about Good Relations week to be held September 2023. Good Relations week 2022 was a resounding success with positive feedback around the variety and scope of online and in person events and the networking opportunities that were created. We would like to build on that success and work collaboratively with all interested stakeholders to produce even more engagement this year!

We, in the Belfast Trust, recognise that good relations is key to the delivery of safe, effective and compassionate care. This is highlighted in the third of our Good Relations Strategies – Healthy Relations for a Healthy Future: 3. This strategy has been now been published following a programme of extensive engagement and formal consultation.

This edition of the bulletin also highlights information on the amazing work of the NINES team (Northern Ireland New Entrant Service), the Regional Interpreting Service and information from our Ethnic Minorities Staff Network.

We have also included articles on Ramadan, Multi-faith training, Race Equality week and International Nurses day.

I hope you enjoy reading our 17th Good Relations Bulletin and do get in touch with our Equality and Planning Team if you or your service would like to be involved in celebrating Good Relations Week, email us: equality.team@belfasttrust.hscni.net

Alastair Campbell
Director of Planning, Performance and Informatics

Celebrating International Nurses Day

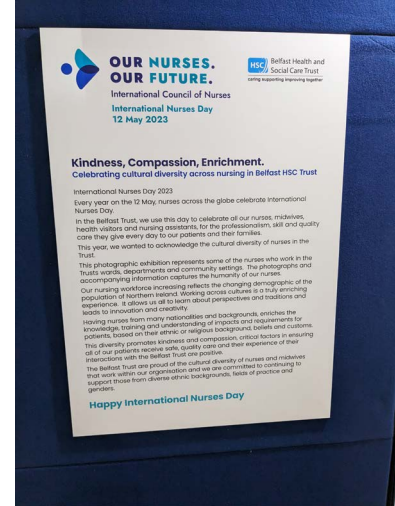
Belfast Trust has been recruiting nurses from overseas for a number of years.

In the last 2 years, overseas nurses have made up over 40% of new graduates.

During these times of nurse shortages, the Trust has been fortunate in being able to recruit international nurses to the workforce. International nurses bring a vast amount of experience and skills to our workforce, in all areas and departments.

To celebrate the diversity of our nursing workforce a photographic exhibition was displayed in the RVH Main Foyer and the Arches HWB Centre.

If you get the chance, go and see the photographic display and support all our nurses.



Brona Shaw, Deputy Director of Nursing said; “The exhibition is really lovely, and it really highlights the humanity of our nurses and the diversity of our nurses and midwives across the Trust.”

Click the link below to hear more from Brona.

[Click here](#)

Looking Forward to Good Relations Week 2023



The Belfast Trust will again collaborate with the The Executive Office and the Community Relations Council to organize and promote the Good Relations week in September.

The week will involve a series of events to highlight the great work being carried out across the region to promote Good Relations.

The theme this year will be “.....Together” (a series of words will be then attached to the main word “Together” see below for some examples)

These words will highlight how individuals and/or organisations feel at that time.

For Belfast Trust, we know that we are “Better Together”.

Good Relations week 2023 will occur from 18th – 24th September 2023.

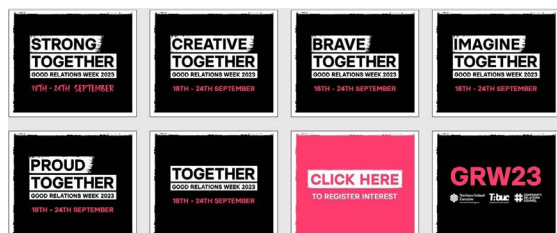
Collaborating with the Executive Office and the Community Relations Council we plan to promote the range of activities planned to celebrate Good Relations week as well as hosting our own events. Watch this Space!

Please do get involved! As an employer and service provider, we always encourage the richness that the diversity of our population and workforce bring; this week is a wonderful opportunity for this to be celebrated.



The official launch of Good Relations Week took place recently; the mission is to create a positive message to make a difference to breaking down barriers in our communities.

Everyone is encouraged to get involved with Good Relations Week 2023. For more information check out the website where you will be able to register an event. [Click here](#)



NINES (NI New Entrant Service) for Immigrants and Asylum Seekers goes from strength to strength

NINES provides a unique and diverse range of services relating to health care for newly arrived immigrants and asylum seekers. In addition, the team carry out health assessments and screenings for families and children in their current place of residence. The NINES service is based in the Maureen Sheehan Centre, [Click here](#) for more info.

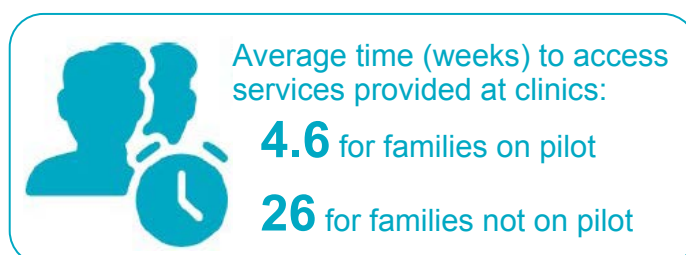


Newly arrived immigrants and asylum seekers often have complex health needs and initially find it difficult to engage with health professionals. In addition, there can be barriers in terms of language, cultural differences and a lack of understanding of the NI Health and Social Care system and entitlements to access services.

A new multi-agency service called the Family Help Service is currently being piloted in NINES. The service facilitates access to the:

- Education Authority
- Barnardos
- Trust services
- Surestart
- Mears (housing).

Initially the pilot was to run for 6 months, however, with the demand and success of the service, it is hoped this will be extended or even made a permanent service.



The service also provides support to register with a GP and to access additional support to clinics such as:

- GUM
- Maternity
- HYPE team (Health for Young People through Peer Education) For more info [click here](#)
- Safeguarding.

Within these services, there is a Sexual Health clinic - with a fast tracked approach into other services.

The NINES team are currently supporting up to 200 clients per month - this is a huge increase from the initial client cohort totalling 40 per month back in 2012.

It is anticipated that demand will continue to rise with the difficulties across the globe. With the increase in asylum seekers, it is inevitable this has also had an impact on the demand for both telephone and face-to-face interpreting services.

Is anyone better off?

Sample service provider feedback

“It’s beginning to feel like we are joining the dots as a team around the family.”

“This has been the best and most protective piece of work in respect of supporting families who are newly arrived.”

Sample user feedback

“We feel very welcome and cared for. Thank you.”

“We were worried it would be difficult to find the people we need to help our children. We don’t speak English. This has taken the stress away and we are so happy.”

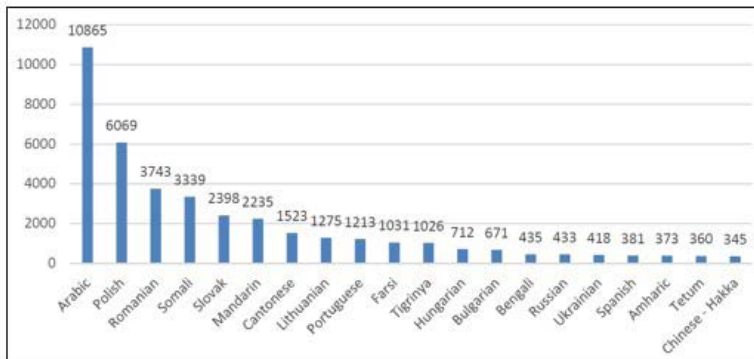
“I never saw so much help. Everyone was so kind. Thank you.”

Focus on the Work of the NI Regional HSC Interpreting Service

[NI HSC Interpreting Service \(hscni.net\)](http://hscni.net)

The regional interpreting service is a vital service to enable patients, service users and carers, who are not proficient in English, to have full access to health and social service provision through fully trained, professional ethnic minority language interpreters.

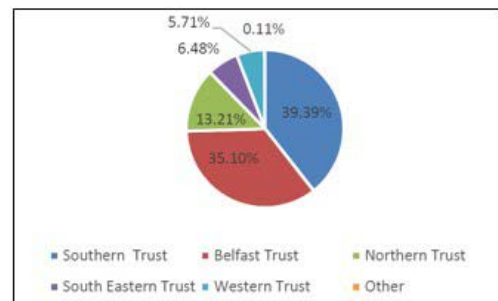
Belfast Trust usage of NI HSC Interpreting Service between April 2022 & March 2023



Arabic remains to be the most demanded language, with Polish the second in the Belfast Trust Area. However regionally, Polish is the language that is most in demand. With the Northern, Western and Southern Trusts also recording Polish as the language most in demand.

Belfast Trust is the second largest user of NIHSCIS in the region, with 35% of all requests.

Belfast Trust Maternity service uses interpreting more than any other service. This is also higher than all other services regionally, with Outpatients/Appointments the next largest service in Belfast.



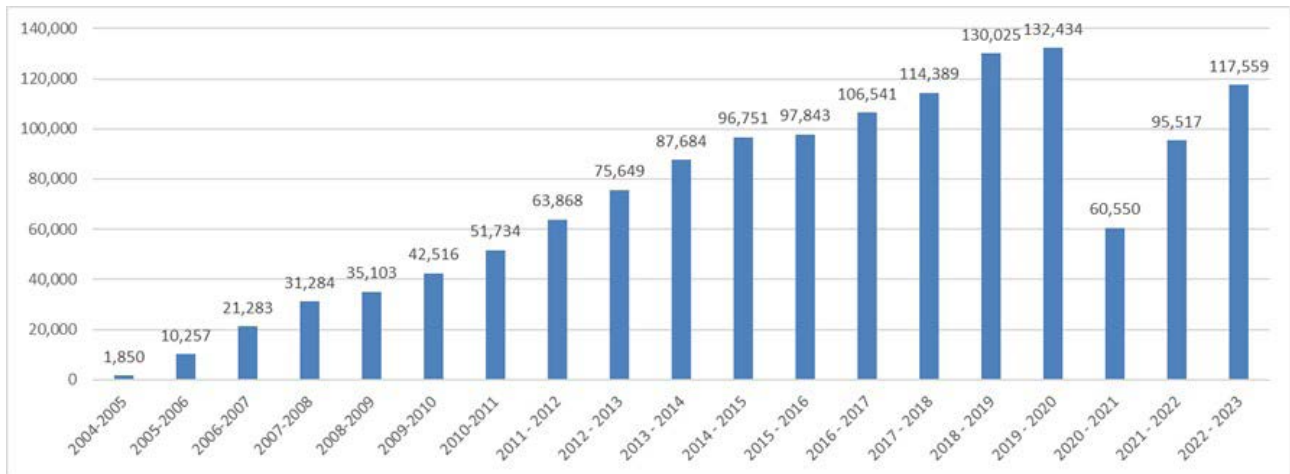
From a governance and safety perspective, it is important when communicating with service users/ patients or carers to ensure mutual understanding between the HSC provider and the patient or service user and to be assured of **informed consent**. This is a legal duty and benefits the clinician as much as the patient.

Failure to provide an interpreter **can constitute discrimination** or can lead to misunderstanding or misdiagnosis.

Face to face and telephone interpreting is free of charge to the Trust and to patients.

During the pandemic, there was a huge increase in telephone interpreting given the restrictions but usage of the face-to-face has started to increase to pre-pandemic levels.

This graph shows the dip in the use of the interpreting service during the pandemic.



The top languages for Belfast Trust currently include Arabic, Polish and Romanian whilst Polish is the most requested language in Northern, Southern and Western Trusts.

The Trusts are working with the NI HSC Interpreting Service to develop a document to prove the entitlement to an interpreter. Individuals can produce this document to their GP or services within the Trust to receive access to care with the support of an interpreter.

Want to ‘work well with interpreters’?

The Regional HSC Interpreting Service has offered training for Belfast Trust staff . The course “Working Well with Interpreters”. currently is being provided on 2 dates, with the possibility of further dates - if there is enough interest generated.

The dates are:

- 21 September 2023 10am-12.15pm
- 12 October 2023 10am-12.15pm.

If you would like to attend one of these sessions, please [click here](#) to register.

Interested in Interpreting? Find out about OCN (Open College Network) Level 4 Community Interpreting Training

Diversity NI Training Centre is a recognised OCN Centre, an Examination Centre for NI Chartered Institute of Linguists and a member of Institute of Translation and Interpreting. The organisation delivers accredited OCN Level 4 Community Interpreter Training. The training is non-language specific. All language groups are welcome.



The main purpose of the course is to:

- Develop an interpreting career for bilingual people.
- Provide employed and/ or unemployed black and ethnic minority groups with customised accredited training
- Support bilingual people to gain a qualification and to be helpful to their community
- Enable participants to access interpreting employment opportunities.

Course objectives include:

- To learn interpreting techniques
- To gain an understanding of the role of the community interpreter
- To learn about bilingual interpreting within the community
- To gain skills to enable participants to carry out interpreting assignments effectively
- To gain twelve OCN credits at Level 4
- Develop a successful career in Public Service Interpreting.

For further information regarding entry requirements and course fees etc see [website here](#)

International Day for the Elimination of Racial Discrimination celebrated

Did you know?

The UN General Assembly proclaimed 21st March as the International Day for the Elimination of Racial Discrimination in 1966. At that time, the UN General Assembly called on the international community to redouble its efforts to eliminate all forms of racial discrimination. Proclaiming the Day in 1966, the UN General Assembly hoped to highlight the struggle to end apartheid in South Africa.

The call was the UN General Assembly's response to what happened to demonstrators when they had congregated peacefully and called for a standing down of the apartheid "pass laws" in South Africa.

On the 21st March in 1960, police opened fire and killed 69 people at a peaceful demonstration in Sharpeville, South Africa.

What Can We Do to Help Eliminate Racial Discrimination?

Belfast Trust is committed to its Good Relations duty to pro-actively address and challenge racism and sectarianism and to deliver services and employ staff in facilities and workplaces, which, are welcoming shared spaces where everyone is treated with respect and dignity.

To mark International Day for the Elimination of Racial Discrimination, our Ethnic Minorities Staff Network encouraged staff to take proactive steps to ensure that all staff are not racially discriminated against and are supported appropriately in the workplace.

The network reminded staff that 'together we can' each:

- Create a welcoming environment that is genuinely inclusive for all patients, service users, families and colleagues.
- Encourage people to speak up if they feel they are being discriminated against because of their race/ethnicity.
- Complete mandatory equality, good relations and human rights training. [Click here](#) for more info
- Be familiar with what support is available to staff from ethnic minorities network. [Click here](#) Belfast Trust Staff only
- Read the Trust Race Pledge and advocate for racial equality. [Click here](#) to read Belfast Trust Staff only
- Join the Ethnic Minorities Staff Network by emailing AskEMNetwork@belfasttrust.hscni.net



Race Equality Week: Getting Involved!

Race Equality Week is an annual UK-wide movement uniting thousands of organisations and individuals to address the barriers to race equality in the workplace.

Over 2,000 organisations took part in the first Race Equality Week in Feb 2021. This increased to 4,500 in 2022.

The theme for 2023 was #ItsEveryonesBusiness because tackling race inequality is everyone's business.

[Click here](#) for more on Race Equality Week 2024.



New Research: Inequalities Experienced by Black, Asian, Minority Ethnic & Traveller people in Belfast

- The purpose of the research was to examine the inequalities experienced by Black, Asian, minority ethnic and Traveller people residing in Belfast in 2022
- It was jointly commissioned by Belfast Health and Social Care Trust, Belfast City Council and the Public Health Agency
- A team of 11 researchers, including 8 peer researchers, conducted interviews with 131 minority ethnic and migrant residents of Belfast in English and 8 other first languages.

Research Findings:

Some of the difficulties faced included:



Research Recommendations:

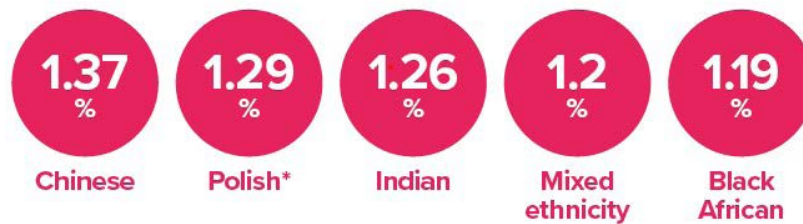


For the full report please click on the link: [Inequalities Experienced by Black, Asian, Minority Ethnic and Traveller people residing in Belfast \(belfastcity.gov.uk\)](https://www.belfastcity.gov.uk)

What did our Census 2021 tell us about ethnic minority groups?

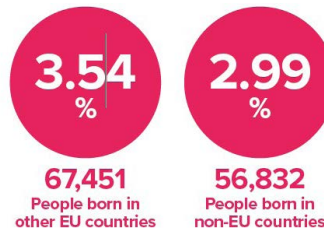
According to the 2021 Census, the largest ethnic group in Belfast identified as White (92.9%)*.

* People of Polish nationality are counted within the White ethnic group.



In Northern Ireland as a whole, minority ethnic people comprise 6.53% (124,283) of the total population including:

Also that:



Healthy Relations for a Healthy Future 3 – Our Good Relations Strategy 2023 – 2028

Promoting Good Relations amongst people of different race, religion or political opinion

Belfast Health and Social Care Trust has been developing its third Good Relations Strategy 'Healthy Relations for a Healthy Future 3'.

The public consultation on the strategy has now been completed and we have now launched the new Good Relations Strategy. This five-year strategy covers the period 2023 – 2028 and demonstrates our ongoing commitment to continue and build on the work outlined in our previous strategies to promote Good Relations amongst people of different race, religion or political opinion.

[Click here](#) to read the strategy.



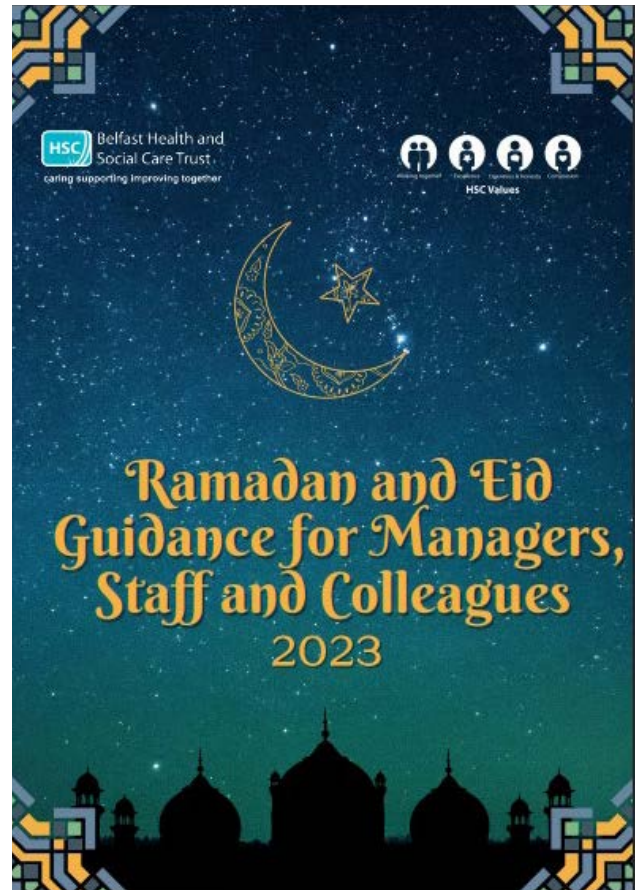
Ramadan Discovered!

Did you know?

- Ramadan is the ninth month of the Islamic (lunar) calendar and is one of the holiest months of the year for Muslims
- Ramadan is a time of spiritual reflection, self-improvement and worship. Taqwa is achieved through an increase in prayers, reading the Qur'an and giving charity, amongst other actions. Muslims aim to continue positive values such as generosity, patience and forgiveness, with the intention that they strive to maintain these model values throughout the year
- Ramadan is observed by Muslims worldwide as a month of fasting, prayer, reflection and community. It also marks the first revelation of the holy Qur'an to the Prophet Muhammad
- The annual observance of Ramadan is one of the five pillars of Islam and lasts twenty-nine to thirty days, from one sighting of the crescent moon to the next
- The start and end of Ramadan is dependent on the sighting of the new moon as the Islamic calendar follows the phases of the lunar cycle. Therefore, there are different scenarios for the start and end dates of Ramadan and when Eid Al-Fitr is celebrated
- Eid al-Fitr means "the feast of breaking the fast" and it is an important celebration after the month of Ramadan which can be celebrated for up to 3 days
- Ramadan took place this year from 21st March 2023 to 22nd April 2023 including Eid Al-Fitr
- Ramadan is marked in the Belfast Islamic Centre (BIC) each year. The BIC delivers services and supports from across the Muslim community, from young families and individuals to its older members. BIC was established in Belfast more than 40 years ago.

The link below gives further advice on Ramadan

[Ramadan and Eid Guidance for Managers, Staff and Colleagues 2023.pdf](#) Belfast Trust Staff only



A New Regional Personal Development Programme for Minority Ethnic Staff

We are very happy to share with you the amazing news that 25 staff from across NI completed the first bespoke development programme (Progress) for Ethnically Diverse HSC staff on 24th March 2023.

The new regional development programme for Ethnically Diverse staff is about community, authenticity, enhancing current skills and developing new ones. With a focus on personal development, the course facilitates staff to increase their confidence and self-belief, to allow them to grow and progress to where they want to be in their career. The programme was developed as a positive action measure to respond to the under representation of Minority Ethnic Staff on leadership courses and in leadership roles.

Participants completed modules in Emotional Intelligence, Interview Skills and Challenging Conversations as well as a Q&A with Mary Frances McManus, Deputy Chief Nursing Officer, David Cairnduff, Organisation & Development Team Belfast Trust, Elaine O'Neill, HR South Eastern Trust and Michelle Morris, HR/Equality team in Northern Trust.

In addition, participants took part in a panel discussion to share their experiences with over 100 HSC senior leaders.



“The programme was empowering, goal-directed and relevant to solving the roadblocks hindering ethnic minority staff from pursuing leadership positions within the Trust”.

Chidiogo Okechukwu

Belfast Trust nurse and participant of the Progress Programme



The course was delivered by the Leadership Centre with input from Wai-Fun Wong from the Organisation & Development (Belfast Trust) team and Coumilah Manjoo, Co-Chair of the Belfast Trust Ethnic Minorities Staff Network.

For more information on future courses, please contact the [HSC Leadership Centre](#)
Tel: 028 9536 1750

Multi-Faith/Belief Training for Belfast Trust staff: Get involved!!

Please see below for training sessions: please book early to ensure a space.

Staff Multi-faith/Belief Training:

1. Tues 20th June 2023 10.00-12.00

RVH, Elliott Dynes Education Centre Lecture Room 1

Representatives from:

- Chaplaincy
- Hindu faith
- Humanist/Non-religious belief
- Jewish faith

2. Wed 15th Nov 2023 2.00-4.00pm

Mater Hospital - Boardroom

Representatives from:

- Chaplaincy
- Hindu faith
- Humanist/Non-religious belief
- Jewish faith

3. Thurs 16th Nov 2023 10.00-12.00

BCH, Cancer Centre - Seminar Room 2

Representatives from:

- African community
- Chaplaincy
- Jehovah's Witness faith
- Muslim faith



Aims:

- To raise staff awareness of multifaith/belief/cultural issues relating to healthcare of the living and dying
- To help equip staff to provide appropriate support to those from a variety of faiths/beliefs/cultures
- To increase staff confidence when addressing multifaith/belief/cultural issues

20 places available for each venue, so early booking is advisable

Email: derek.johnston@belfasttrust.hscni.net

If you have any comments or would like to be involved in Good Relations week 2023 or if you require this bulletin in alternative formats or translated into another language please contact: The Equality & Planning Team on: Equality.team@belfasttrust.hscni.net