

Pennine Care NHS Foundation Trust

Equality and Diversity Annual Summary 2013-14

Introduction

Equality objectives

Under the Specific Duties of the Equality Act 2010, the Trust is required to publish one or more specific and measurable equality objective(s), at least once every four years.

Having considered the views of stakeholders and staff, and all other relevant information and monitoring data, the Trust set its equality objectives.

What we said

- Information and monitoring – effectively monitoring to improve the usefulness of information.
- Communication – improving communication between the Trust and service users and carers, voluntary and community groups, staff, and primary care.
- Engagement – improving engagement with a range of stakeholders.
- Learning and development – ensuring the Trust meets mandatory requirements and provides training that responds to the needs of staff.
- Making the organisation more reflective of the communities we serve.

The Trust works strategically through the Equality and Diversity Steering Group to develop suitable actions to support these objectives.

What we did and what we have learned

- We have looked at the way in which we collect and use equality information. We have identified gaps and improved our understanding of what needs to be collected.
- We have agreed that awareness and training to support the collection of equality data is needed
- We know that our service users need to be better informed about why we collect equality information and what we do with it
- We have improved our communications for staff and service users regarding access to translation and interpretation services

- We have produced a quarterly Equality bulletin
- We have delivered 33 Trust roadshows
- We have delivered Organisational Change training programme for managers
- We have re launched the Disability staff group
- We have provided training in Equality and Human Rights, Equality Analysis, Religious Diversity and Anti Discriminatory practice and Disability Awareness
- We have participated in Oldham and Manchester Pride events
- We have recruited 81volunteers in 2013, 15 whom are mental health service users.
- We have recruited 1746 Trust members
- We have held 33 Trust engagement events
- We have reviewed and improved our Corporate Welcome
- We have reviewed the core (mandatory) skills requirement for staff in the Trust and aligned it to the NHS Core skills framework. This now means that all staff will be required to complete Equality and Diversity Training 3 yearly and the training will meet the same outcomes as all other NHS Trusts who have signed up to the framework.
- We have reviewed the information provision to managers and staff about how well they are complying with core skills training. All managers now receive compliance reports on a monthly basis allowing them to quickly see where staff training needs to be prioritised.
- Managers identified that a key concern for them was handling feedback to staff about performance. A pilot session was delivered for managers focussing on open and clear conversations.
- The Trust has launched its Principles for Leadership and Management Development Framework which provides managers clarity about expectations of their role and helps them identify gaps in knowledge and skill and how to fill them.

Evaluating our objectives

We will begin to review these objectives in 2014. We will consult with stakeholders at our Equality Delivery System Workshop in February 2014 and further consultation will take place throughout the year. We aim to have agreed our new objectives and to publish them by December 2015.

Equality Delivery System 2 (EDS2)

Pennine Care will deliver a Board Development session in February 2014. This session will ensure that board members are fully on board with EDS2 and that equality and diversity are embedded into the Trusts business. The Equality and Diversity Steering Group have also agreed to hold an EDS2 workshop in 2014..

The objective of the session will be to share practice, gather evidence and case studies and to discuss key items to progress the integration of Equality and Diversity work into the Trust business. Discussion topics will include

- Disability – awareness, training and support for staff and service users
- Interpretation and Translation
- Equality Monitoring – future planning
- Equality Data – what does it tell us and how can we use it?
- Principles of Care in relation to Equality, Diversity and Human Rights
- Evaluation of our Equality Objectives

Equality Analysis and Intelligent Data

Equality Analysis Assessments are now integrated into the Trusts core business. EAAs and ERAs take place as a matter of routine. We have integrated EAA training into our Organisational Training for Managers Programme and this has resulted in an improved understanding of the process and of the quality of the assessments. In 2014 we will carry out Equality Analysis of each programme area of the Service Delivery Plan and aim to improve the consistency of approach to Equality Analysis.

Improved equality analysis will enable us to have a better understanding of health needs and inequality, service provision and access.

Equality Analysis Assessments 1st April – December 2013

Name of Policy

Access to Social Work

Adjusting Medicines

Adult Dysphasia Policy

Adult Learning

Adult Nursing service

Allergic Reactions

Antimicrobial Policy

Apo morphine Guidance

Audiology service integration

AWOL Patient absent without leave

Bank accounts and cheque books

Beale Community Hospital Discharge policy

Buccal Midazolam

Buccal Midazolam

CAHMS Transitional Protocol

Care of next infant policy

Case for Change Paediatric Occupational Therapy

Child Death Notification

CL25 Protocol for MH Inpatient Service Users who require care in the Pennine Acute Hospital

CL48 Falls Prevention and Management Strategy

CL63 Patient property

CL65 Policy re staff in event of patient death

CL66 Procedure for unexpected death of SU

CL68 Last Office policy

Clinical Audit Policy

Clinical Excellence Awards

Clinical Risk Assessment

Clinical Risk Assessment & Management Policy

Clostridium Difficile policy

Conduct and Disciplinary

Conduct and liaison with PCE

Consultant Job Planning

Covert administration of medicines

Criminal Records Bureaux

Dental Policy

Disclosure Discovery of Assisted Suicide

DNA failure to gain access

DNACPR

Doctors disciplinary and suspension

Environmental policy

Equal Opportunities

Exit and Entry Policy

Flexible Working

Grievance policy

Guidance for National Confidential Enquiries

Guidance for the Retention of Clinical & Corporate Records

Guide & management of asthma in schools& early years

Guide medical vacancies & absences

Hand Hygiene Policy

Health Visiting

HMR Podiatry

HR 43 Induction Policy

Hypoglycaemia management

Incident Reporting Management & Investigation Policy

Infection Prevention Control

Information Governance

Insulin Management

Insertion of Catheters in Adult patients

Integrated Sexual Health Bury

Job Matching and evaluation

Job Share

Looked after Children

Management supervision and IPDR Policy

Medical Appraisal Policy

Mutually Agreed Resignation Scheme (MARS)

Nearest Relative Policy

New born blood spot screening

Non Medical Prescribing

NWAS Falls policy

Paediatric Occupational Therapy

Paediatric Physiotherapy

Paediatric Podiatry

Paediatric SLT Management Restructure

Paediatric Dysphasia

Paediatric Dysphasia

Paediatric Venepuncture

Pals involvement V5 policy

Partnership Working

Perceptorship

Physical Intervention Policy

Policy for the safe management of Controlled Drugs

Policy for the storage, handling, distribution and disposal of vaccines
Storage Handling

Policy for the use of licensed medicines outside the conditions of their
Product Licence

Pressure Ulcers prevention and management

Prevent& management of MRSA

Primary visit in health visitors service

Procedure for Scanning & Uploading Documents to Clinical Information
Systems

Procedure for the transition from paper to electronic records and how to

volumise

Professional Registration Policy

Proposed Restructure of Stockport Community Mental Health Services

Protocol for the Management of Business & Corporate Records

Protocol for the Management of Mental Health & Specialist Services Health Records

Provision of information for detained patients & near relatives

Rapid Tranquillisation Policy

Records Management Policy

Remediation policy

Safeguarding Adults

Safer management controlled drugs

Screening New-born blood spot

Sharps Management

Social Media Policy

Storage handling distributing and disposal of vaccines

Substance Misuse in workplace

Suicide Prevention

Trial Without Catheter

Using Bedrails safely and effectively

Vaginal Ring Pressure Management

Waste Management

Work Experience

Working time directive

Addressing Health Inequalities

In accordance with the Public Sector Equality Duty, the Trust has a responsibility to reduce Health Inequalities and to promote equality for all. NHS England's approach to addressing Health Inequalities is to, 'NHS England's strategic approach to tackling health inequalities is 'proportionate universalism; actions must be universal, but with a scale and intensity that is proportionate to the level of disadvantage.' NHS England Health Inequalities Strategy.

The Trust aims to achieve the same level of quality of access to services and outcomes for patients. This approach often means providing a flexible service to address different needs. We will address health inequalities and improve outcomes for groups of people whose levels of satisfaction and outcomes are poor. Our commitment to progressing the Equality Delivery System will enable us to identify and measure our weaknesses and improvements.

Equality Staff Networks

There are three staff networks at Pennine Care, LGBT staff network, BME staff network and the Disability staff network. The networks are in the process of being reviewed and refreshed. We are starting this with a re launch of the Disability Staff Network. We are working in partnership with Rochdale and District Disability Organisation to host a re launch event and to provide facilitation of meetings in 2014. The group will look at ways to support staff with a disability and to become involved in the Trusts decision making processes. The staff groups will also be involved in EDS 2.

Governance

Equality and Diversity Steering Group

The EDSG has a leadership role and aims to embed the equality agenda. The terms of reference are:

1.0 Aims

- 1.1 The aims of the Equality & Diversity Steering Group (EDSG) are to provide a forum to ensure that:
 - The Trust addresses the needs of the diverse communities that it serves as a service provider and as an employer;
 - Trust services incorporate and respond to equality, diversity and human rights issues through agreed work plans. The EDSG work plan will consist of priorities that link to the Trust's strategic direction,

Workforce Plan, Integrated Business Plan, People Strategy and wider development of services and functions by establishing links to other service improvement groups;

- Equality, Diversity and human rights inform the strategic priorities of the Trust; and
- The trust complies with equality, diversity and human rights legislation.
- To integrate EDHR into the mainstream business of the Trust

2.0 Objectives

2.1 The group will:

- Agree an annual work plan based on:
 - Legislation
 - National and Local Strategies; and
 - Service developments and local needs;
- Respond to Care Quality Commission guidelines;
- Respond to NICE, Department of Health and MHIP guidelines;
- Work within the Equality & Human Rights Commission guidelines and codes of practice;
- Ensure all proposed plans are discussed with wider stakeholders, in particular users and carers and local Scrutiny Committees; and
- Respond to relevant Social Care Strategies.
- Support staff appropriately

3.0 Membership

3.1 The core membership will represent the range of professional and managerial leadership across the Trust's services. The group will be chaired by a Trust Executive Director, with a Non-Executive Director as Deputy Chair. EDSG can co-opt members for limited periods for specific issues.

3.2 The core membership will be:

- Workforce and Organisational Learning and Development Director (Chair);
- Non-Executive Director (Deputy Chair);
- Head of HR Business Partnering & Equality;
- Equality and Diversity Manager;
- Equality & Diversity Support Officer (minute taker);
- Borough and Directorate Equality and Diversity Leads;
- Communications representative
- Estates representative;
- Human Resources representative
- PALS Representative;
- Quality Assurance representation;
- Learning and Development representative;
- Medical representative;
- Finance representative;
- Planning Performance & Information representative;
- Pharmacy representative;

- Staff Network representatives; and
- Staff Trade Union representative.
- Foundation Trust Membership representation

3.3 Members may fulfil more than one role (i.e. Managerial and/or professional) and will ensure they identify a deputy to attend in their absence.

4.0 Frequency

4.1 The group will meet bi-monthly on the second or third Monday of that month from 09.30–11.30, in the Boardroom at Trust Headquarters.

5.0 Governance

5.1 The group will report to the Integrated Governance Group.

6.0 Roles of the membership

6.1 To regularly attend meetings of the group and, when unavailable, make arrangements for a nominated deputy to attend;

6.2 To contribute fully to enabling the group to comply with its Terms of Reference;

6.3 To undertake work streams/actions/duties assigned by the group and effectively contribute to implementation of the action plan;

6.4 To focus decision making on the principles of modernisation: service user centred roles; improving services for users; flexibility; building effective clinical teams; a commitment to QUIPP; embracing the social care agenda and Improving Working Lives;

6.5 To act as advocates of the Equality & Diversity Steering Group and the broader equality, diversity and human rights agenda within their profession, and within and beyond the organisation;

6.6 To ensure that the work of EDSG and the broader equality, diversity and human rights agenda is communicated widely, through a range of forums and communication channels; and

6.7 To effectively bring to the group the views of the professional group and/or other organisations to which they belong and give informed opinion on related disciplines not represented.

7.0 Review

7.1 These Terms of Reference will be reviewed on an annual basis.

Foundation Trust Membership

We have recruited 1746 new members during 2013 and we have held 33 membership engagement events across different boroughs, as detailed below.

Membership Recruitment Opportunities 2013

Date	Event	Borough	Number
Recruited			
3/9/13	Holy Cross College Bury	Bury	108
10/9/13	Hopwood Hall College Middleton	HMR	105
12/9/13	Hopwood Hall College Rochdale	HMR	45
18/9/13	HR Job Recruitment – Oldham	Oldham	46
21/9/13	Stockport MINDFEST	Stockport	44
26/9/13	Psychological Therapies	Stockport	17
September	Online	Trust wide	5
Sub total			370
5/8/13	Altrincham Leisure Centre	Trafford	13
5/8/13	Sale Square Shopping Centre	Trafford	27
6/8/13	Post	Trust wide	1
7/8/13	Urmston Leisure Centre	Trafford	17
9/8/13	George Carnall Leisure Centre	Trafford	10
12/8/13	Stretford Mall	Trafford	36
29/8/13	Expert Patient Programme HMR	HMR	6
30/8/13	Volunteer Induction	Trust wide	1
August	Online		0
Sub total			111
3/7/13	Oldham Diabetes Support Group	Oldham	1
4/7/13	HMR HIS	HMR	18
4/7/13	T & G Drug and Alcohol Recovery Fair	T & G	22
12/7/13	Bury Lifestyle Market	Bury	27
16/7/13	Volunteer Induction	Trust wide	6
18/7/13	Post	Trust wide	4
25/7/13	Expert Patient Programme HMR	HMR	6
27/7/13	Oldham PRIDE	Oldham	54
30/7/12	Linda McGrath – Governor	Stockport	2
July	Online	Trust wide	5
Sub total			145
2/6/13	Mahdlo – First Choice Homes	Oldham	35
6/6/13	Volunteers Thank You Lunch	Trust wide	6
8/6/13	Volunteers Induction Alison Byrne	Trust wide	5

13/6/13	RBUF/Rochdale MIND	HMR	34
30/6/13	People's Carnival	Oldham	59
June	Online	Trust wide	2
		Sub total	141
Date	Event	Borough	Number
Recruited			
15/5/13	Tameside Health watch Launch	T & G	22
17/5/13	Volunteer Induction – Naheed Asif	Trust wide	7
17/5/13	John Starkey – Oldham Governor	Oldham	7
20/5/13	Post	Trust wide	5
23/5/13	Expert Patient programme – HMR	HMR	6
24/5/13	John Starkey – Oldham Governor	Oldham	3
24/5/13	Eco Fair – Incredible Edible	Bury	20
28/5/13	Riverside Housing Men's Event	HMR	21
28/5/13	Volunteers Induction – Naheed Asif	Trust wide	4
31/5/13	DW Sports Centre – Bury	Bury	26
May	Online	Trust wide	2
		Sub total	123
2/4/13	MES Recruitment in Trafford	Trafford & RoE	524
8/4/13	Expert Patient Programme	HMR	3
12/4/13	Geoff Lucas – Stockport Governor	Stockport	2
17/4/13	Stockport College E & D event	Stockport	36
21/4/13	Jan Caldwell – Bury Governor	Bury	1
23/4/13	John Starkey – Oldham Governor	Oldham	6
24/4/13	John Starkey – Oldham Governor	Oldham	1
26/4/13	HMR Health Improvement Service	HMR	12
26/4/13	Post	Trust wide	3
April	Online	Trust wide	10
		Sub total	598
6/3/13	Rise to the Challenge – Bramhall	Stockport	11
6/3/13	Volunteer Induction – Rochdale	Trust wide	9
7/3/13	Rise to the Challenge – CMA	Stockport	15
8/3/13	International Women's Day Middleton	HMR	20
11/3/13	Volunteer induction	Trust wide	2
15/3/13	International Women's Day Stockport	Stockport	21
16/3/13	Brian Beedham – Oldham Governor	Oldham	1
16/3/13	Norma Bewley – Oldham Governor	Oldham	4
16/3/13	Oldham Library Spring Health	Oldham	33
20/3/13	Rise to the Challenge – Stockport CFC	Stockport	12
22/3/13	Rise to the Challenge – Marple	Stockport	16

We will continue to engage and recruit new members and will target the groups from whom we have low representation.

Workforce Development

We have produced a full HR activity report for the period 1st April to end of September 2013. The report will be utilised in 2015 to inform workforce development objectives and improvements.

Patient Experience

We collect equality data so that we can cross reference our levels of patient satisfaction with the protected characteristics. This enables us to identify any significant trends of dissatisfaction or of concern.

The levels of satisfaction for the period April to November 2013 are shown in the following table.

Patients were asked, 'Overall, how would you rate the care that you received'. The percentage is the score and n = the number of responses received.

How old are you?	
25 or under	96% (n=25)
26 to 40	90% (n=52)
41 to 54	93% (n=54)
55 or over	95% (n=22)
I'd prefer not to say	100% (n=1)

What is your gender?	
Male	93% (n=111)
Female	87% (n=107)
I'd prefer not to say	0% (n=1)

Is this the same gender you were assigned at
--

birth?	
Yes	92% (n=211)
No	80% (n=5)
I'd prefer not to say	33% (n=3)

What is your sexual orientation?	
Heterosexual	91% (n=188)
Gay	100% (n=4)
Lesbian	100% (n=2)
Bisexual	83% (n=6)
I'd prefer not to say	100% (n=5)

What is your ethnicity?	
White	90% (n=190)
Black or Black British	100% (n=2)
Asian or Asian British	100% (n=9)
Mixed	86% (n=7)
Other	100% (n=3)
I'd prefer not to say	75% (n=4)

What is your religion?	
Atheism	96% (n=27)
Christian	84% (n=37)
Islam	100% (n=6)
Sikhism	0% (n=0)

Buddhism	100% (n=2)
Hindu	0% (n=0)
Jainism	0% (n=0)
Judaism	100% (n=1)
Other	92% (n=26)
I'd prefer not to say	82% (n=11)

Do you consider yourself to have a disability?	
Yes	91% (n=125)
No	88% (n=84)
I'd prefer not to say	50% (n=2)

What disability do you have?	
Wheelchair user	0% (n=0)
Mobility impairment	100% (n=9)
Manual dexterity or physical coordination	89% (n=9)
Dyslexia or Dyspraxia	75% (n=4)
Mental Health Difficulties	91% (n=54)
Learning Disability	50% (n=4)
Blind or partially sighted	67% (n=3)
Deaf or hearing impaired	67% (n=3)
Other unseen (eg arthritis, diabetes, epilepsy, asthma)	81% (n=16)
I'd prefer not to say	0% (n=0)

We will also be feeding patient satisfaction levels back to services to inform their improvement plans and understanding of service users.

Equality Monitoring

The Public Sector Equality Duty requires that public organisations take account of the needs of people with protected characteristics when designing and delivering services, therefore monitoring of protected characteristics is essential to demonstrate that consideration has been made and that we comply with the law.

Communities within the community: The community that we serve is made up of different groups of people and we know that it changes. As we see this change we have to respond to it by taking responsibility for ensuring that the Trusts staff are trained and confident in delivering to a diverse borough. This includes developing a workforce that is confident with equality monitoring and that has a clear understanding of why protected characteristics are monitored. This will then enable the development of service user confidence in providing the data openly and comfortably. Monitoring is essential to understanding the needs of staff and service users and to providing targeted and effective interventions and services.

In 2014 the Trust will review Equality Monitoring and identify improvements. This work will include extending data collection process to enable services to capture data on all 9 of the characteristics. A training needs assessment will be carried out and training will be available to support the equality monitoring process. Monitoring has clear benefits for both the individual and the organisation and our aim will be to share that understanding. We will address data security and confidentiality measures and clarify who is responsible for data collection. NHS Northwest have already designed a work book to support sexuality monitoring, to which, Pennine Care contributed. We will disseminate the guidance as part of our support to enabling confident data collection.

Training

We are embedding equality and diversity into our generic training programme by reviewing this and identifying where equality and diversity may be relevant. This is as well as delivering a programme of specific Equality and Diversity training. In January 2014 there will be a workshop with the Learning and Development team to look at ways in which training can be more inclusive and fulfil our objective of advancing equality of opportunity and sharing an understanding of different groups.

E Learning

Our mandatory equality training E Learning package has been reviewed and the way in which we monitor compliance has also been improved. We have seen a significant improvement in the compliance rate within a very short time and anticipate further improvement.

Equality and Diversity and Human Rights

This one day course has been aimed at managers to enable them to share the key points to their teams. The training has been evaluated and satisfaction levels are above 90%. This course will continue to be available in 2014.

Religious Diversity Anti Discrimination

This a half day course delivered in partnership with Community Voluntary Action Tameside. The course looks at the cultural differences and needs of different religious groups. Two sessions have taken place and this will be reviewed by the Equality Steering Group in February 2014.

Disability Awareness

We are working in partnership with Rochdale and District Disability Action Group to design and deliver training in disability awareness for 2014. The sessions will explore the social model of disability and how we can make services more accessible. It will cover the wider aspects of accessibility including communication, inclusive design of services and the concept of disability.

Corporate Welcome and the Principles of Care

We have reviewed our Corporate Welcome in light of Equality and Diversity and made improvements. We have also integrated Equality and Diversity into our Principles of Care. The Principles of Care session is a key part of the induction day and it outlines our core values and principles. We have embedded equality into our ten principles by making reference to good practice examples in relation to each principle within the training.