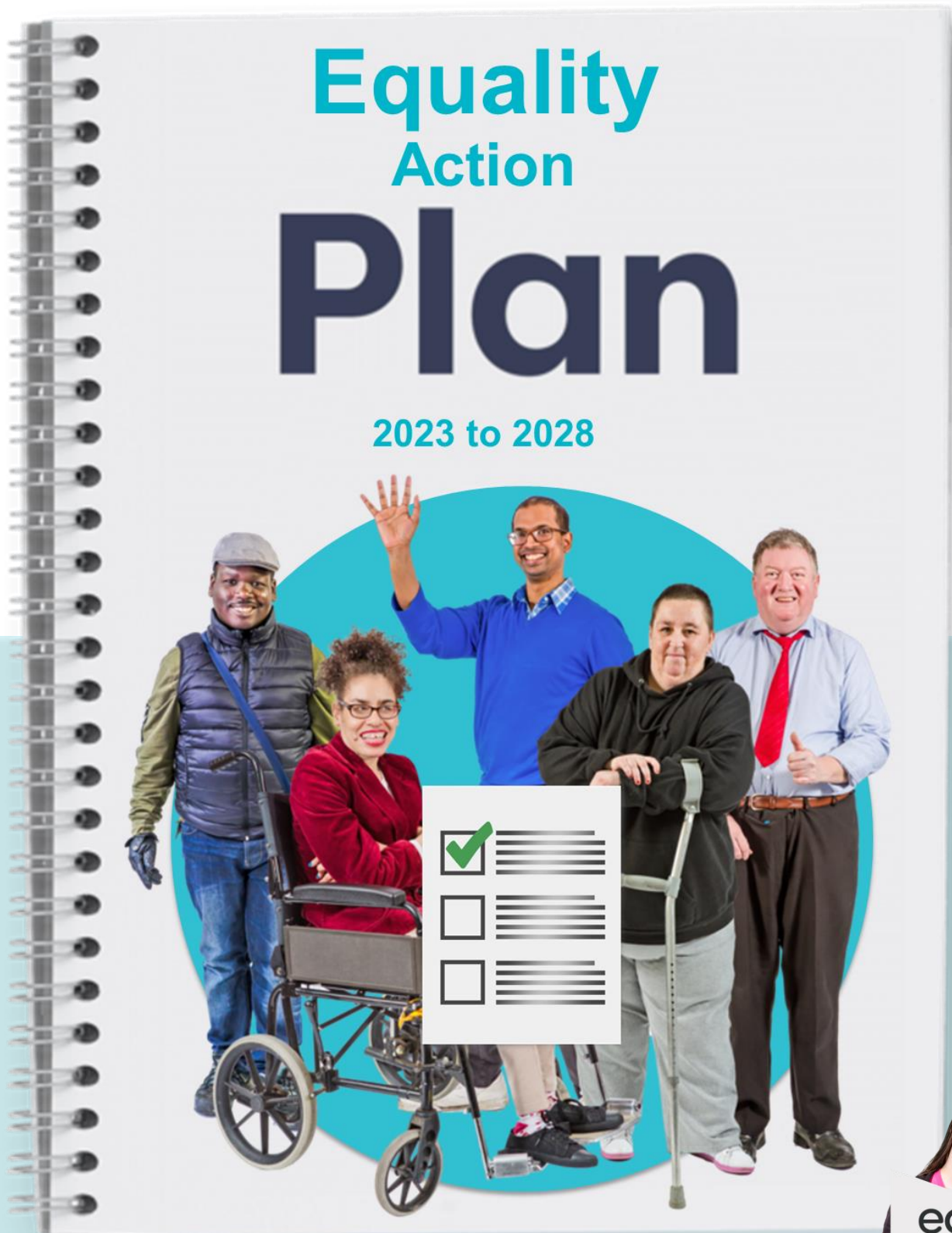


Our plan to treat everyone fairly



Introduction



This Equality Action Plan says what Trusts will do to help make sure everyone is treated fairly.



This includes people who

- are different ages
- have different religious beliefs
- have different politics
- are married, divorced or single
- fancy and love different people
- are from different countries, speak different languages or look different
- are men or women
- do and do not have disabilities
- do and do not care for others.

These are called **section 75 groups** in a law called the Northern Ireland Act.



The plan will try to help give everyone good healthcare. It should not matter where you live or if you are part of a different group in your community.

There are six Health and Social Care (HSC) Trusts in Northern Ireland.

1. Belfast HSC Trust,
2. Northern HSC Trust
3. South Eastern HSC Trust
4. Southern HSC Trust
5. Western HSC Trust
6. Northern Ireland Ambulance Service.





Trusts will work together to make this plan happen over the next five years.



Actions in this plan come out of

- ✓ research
- ✓ and talking to people who use and give Trust services.



The plan looks at

- ✓ better ways to get services
- ✓ and include all staff.



The plan looks at

- ✓ better information to help make better decisions
- ✓ making it easier to get health and social care services
- ✓ supporting Trust Staff
- ✓ supporting Carers
- ✓ and working with others.



Over the next 5 years we will look at this plan and see if anything needs to be changed.

We will write a report each year to tell people how we are doing.

The Plan

1. Better information to help make better decisions



Good information helps us to make better decisions.



We need to collect information to help make services better.



We collect information about staff. Some staff information is missing. We need this information.



What we will do



1. We will ask all staff to update their equality information online. For example, your race or background.



2. We will use welcome meetings to tell new staff about keeping their equality information up to date.



3. We will keep reminding staff to update their equality information.



Encompass is a new care record system on Trust computers. It will have important information about your health and care.



What we will do



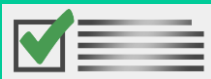
4. We will work with others to make sure the Encompass Care Record System collects information about
- ✓ your race or background
 - ✓ the language you were brought up speaking
 - ✓ and your communication support needs.



- This will help us to
- ✓ make good rules about how we do things
 - ✓ give people good services
 - ✓ collect information about the health of people across Northern Ireland.



The Encompass Care Record System brings together different groups making health plans for people in Northern Ireland. The information it collects will be used to help plan health care services in a better way. This will help to make sure everyone has the best care possible.

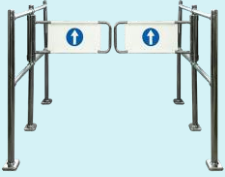


What we will do



5. We will work with others to see what equality information tells us. This will help us make good health plans for everyone.

2. Making it easier to get health and social care services



The Trust has done a lot of work to help make it easier to get health and social care services.

There is still more to be done.



Belfast Health and Social Care Trust has co-produced a Good Relations Strategy.



The strategy is a plan to help people

- ✓ respect and trust each other
- ✓ give everyone the same chances
- ✓ and celebrate difference.



What we will do



6. We will work with others to use the Belfast Trust's Good Relations Strategy in all Trusts.

It will be used in the same way across Northern Ireland.



Information about improving your health and wellbeing to be made easier to understand.



What we will do



7. We will hold events with groups and people in the community.

At the events we will talk about

- ✓ health and wellbeing
- ✓ and unfair differences in health care.



8. We will share information online about the best ways to help people with a disability get health and social care services.



We will train staff to communicate in different ways to meet your needs.



Covid 19 meant more people used facemasks. This caused communication problems for some service users with a disability.



What we will do



9. We will tell people about two types of facemasks.

These masks

- ✓ are safe to use
- ✓ and are better for people who are hard of hearing, are deaf or deaf and lip-read.



Trusts now have a Communication Support Service called Sign Language Interactions. This is for People who are

- ✓ deaf
- ✓ deafblind
- ✓ and hard of hearing.



What we will do



10. We will work with partners to give good communication support for people who are

- ✓ deaf
- ✓ deafblind
- ✓ hard of hearing.

The service will run across all health services in Northern Ireland.



11. We will make sure this new communication support service is set up well.



We have a Regional Interpreting Service. It has **interpreters** that work face to face and over the phone. Their job is to

- ✓ tell people what staff are saying in a way they understand
- ✓ and tell staff what is being said by service users.



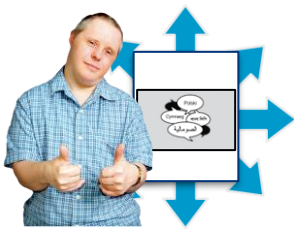
What we will do



12. We will make a card for patients and service users who need an interpreter.

They can show this card to staff when they use health and social care services. It will

- ✓ say an interpreter is needed
- ✓ and give contact information for our Interpreting Service



13. We will tell staff and service users about this card.



Our brains all work in different ways. We all think, learn, feel and use information differently. We call this **Neurodiversity**.

Some people have brains that work in a very different way. For example, they may have Autism or ADHD.

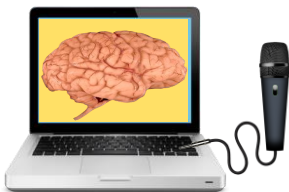
We need to help staff understand neurodiversity.



What we will do



14. We will make information about neurodiversity. We hope staff will better understand how to support people who are neurodiverse. People who are neurodiverse will help us with this.



We will make a neurodiversity **podcast** with experts by experience. Podcasts are a voice recording of people talking about a subject. You get them online.



15. We will make it easier to find information about neurodiversity services online.



Homeless people face difficulties getting health and social care services. Many use hospital emergency departments instead of seeing a GP.

Homeless people often go back to sleeping rough after staying in hospital.



What we will do



16. We will make a **group** that looks at the experience of homeless people when getting health and social care. The group will share how to make our services better for homeless people.



Living in the countryside makes a difference to how easy it is to get health and social care services.

For example, older people can find it difficult to get transport to appointments and it is often difficult to get a phone or laptop connection in the countryside.



What we will do



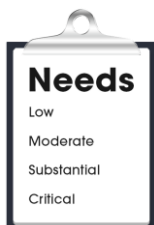
17. We will think about the needs of older people living in the countryside when planning services.

We will



✓ use the **Rural Needs Toolkit for Health and Social Care**

Rural Needs Toolkit for Health and Social Care helps staff know more about the needs of people living in the countryside.



✓ and fill in **Rural Needs Impact Assessments**

Rural Needs Impact Assessments show staff the needs of people living in the countryside. They look at ways to help people in the countryside get the same care as people living in town and cities.



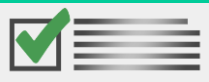
Not everyone wants to share their **sexual identity** with health professionals.

Some people have had bad experiences getting health and social care services because of their **sexual identity**.

Sexual identity is who you fancy and love.

This includes

- Lesbians – women who fancy and love other women
- Gay men – men who fancy and love other men
- Bisexuals – people who fancy and love both men and women
- Heterosexuals – women who love and fancy men and men who love and fancy women.



What we will do



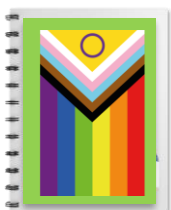
18. Staff who have done training to help make services better and welcoming to the LGBTQ+ community can wear Rainbow badges.



LGBTQ+ stands for lesbian, gay, bisexual, transgender and others.



19. We will tell people about Rainbow Badges when new staff start to work at the Trust.



20. We will make our information for staff about how to include and welcome people who are LGBTQ+ better.

3. Supporting Trust Staff



Staff are very important. We would not have health and social care without them.



It is really important to celebrate all our staff. Our staff should feel comfortable to be themselves at work.



Trust staff are from lots of different countries and cultural backgrounds. We call this **ethnic diversity**.

It is important that all staff feel included.



What we will do



21. We will support **Ethnically Diverse Staff Networks** in every Trust.

Ethnically Diverse Staff Networks are supportive groups of staff from different ethnic backgrounds. They help make good changes happen in work.



22. We will connect Ethnically Diverse Staff Networks in health and social care.



Homophobia can stop staff telling us their **sexual identity**

Homophobia is when people treat LGBTQ+ people badly.

Sexual identity is who you fancy and love.

This includes

- Lesbians – women who fancy and love other women.
- Gay men – men who fancy and love other men
- Bisexuals – people who fancy and love both men and women
- Heterosexuals – women who love and fancy men and men who love and fancy women.

LGBTQ+ stands for lesbian, gay, bisexual, transgender and others.



What we will do



23. We will work with LGBTQ+ groups to look at our training and information. We will make changes if needed.



24. We will tell staff about the LGBTQ+ staff network in health and social care. This network supports staff from the LGBTQ+ community. The network helps good changes happen.



There are lots of staff who are **carers**. Many staff balance their jobs and caring for loved ones.

A **carer** is someone who helps a family member or friend because they have bad health, are young or old, or have a disability.

Staff can use **flexible working, carers' leave** and **special leave** to help them be a carer.

Flexible working is a way of working that works with staff needs. For example, changing start and finish times, or working from home.

Carer's leave is when staff take time off work for family reasons. For example, sudden illness of someone they care for.

Special leave is time off work that doesn't fit into other types of leave. For example, a problem at home or hospital appointments.



What we will do



25. We will be better at letting staff know about

- ✓ work-life balance
- ✓ flexible working
- ✓ carers leave
- ✓ and special leave.

We will make sure information about this is easy to find and easy to follow.

We will look at the number of people using flexible working.



26. We will make childcare support easier to find out about. We will support staff who are carers.



It is important that staff who have or get a disability are supported. Trusts should help them be the best they can be.



What we will do



27. We will look into having support groups for staff to

- ✓ meet other staff with a disability
- ✓ talk about disability at work and share information
- ✓ make good changes happen.



28. We will use the **Disability Passport** for staff in health and social care.

A **Disability Passport** is a document filled in by disabled staff and their manager. It helps staff talk about their health and what changes at work would help them.



Good policies and training are needed. They will help staff give good health and social care to everyone.



What we will do



29. We will look at Equality, Diversity and Inclusion Policies in all Trusts. We will update them.



30. We will give updated equality training to all Trust staff. We will make sure staff go to this training.



31. We will update the 'Making a Difference' e-learning programme on equality training for staff



32. We will have an Equality, Diversity and Inclusion **Champion** in each Trust. This person tells people about equality, diversity and inclusion and celebrates it.



33. We will make sure staff know we will not allow

- **Racial harassment**

Racial harassment is when people scare, upset or hurt someone because they come from a different country or culture, live in a different way or have a different coloured skin.



- **Racial discrimination**

Racial discrimination is when you are treated badly or unfairly because of your sex, race, religion, disability or sexual identity.



- Bullying
- or **abuse.**



Abuse is when someone hurts or treats you badly.



34. We will work with Trade Unions to support staff experiencing **domestic violence** and **sexual violence**. We will have a policy in place and set up support networks.

Domestic violence is when a partner, ex-partner or family member causes harm to someone.

Sexual violence is a sex act done to someone when they do not agree to it.



Peoples own stories are important. When people with lived experience help deliver training it helps staff work in a better way.



What we will do



35. We will work with people and groups outside of the Trust to give training for staff.



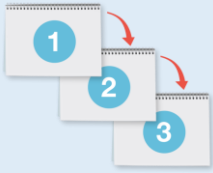
36. We will make training that looks at human rights for staff who give residential care.



37. We will give staff information on using a **human rights based approach**. This means thinking about and looking after human rights in all the work we do.



38. We will give staff training and information about race and culture. These will be made with people who have lived experience.



We need to help people from **section 75 groups** to get jobs in health and social care.



What we will do



39. We will look at what we can do better to help people start working at the Trusts. For example, our employability schemes.

We will see if there is more we can do to help **section 75 groups** get jobs in health and social care.



40. We will follow the law to help Section 75 groups get jobs. We will do this when we find out not enough from one of the groups are applying for jobs.



41. We will do work around different health issues that some staff have.

For example
Information sessions about the menopause which is when women stop having their periods.



42. **Gender pay gap** looks at the difference a man and a woman are paid for doing the same job. We will work with others once there is a Gender Pay Gap Law to make this better.

We will decide the right way to collect information about this and report on it.

4. Supporting carers



Many people will become a **carer** at some point. Listening to carer's voices helps us see what we can do better to help.

A **carer** is someone who helps a family member or friend because they have bad health, are young or old, or have a disability.



Caring is hard. Carers can often feel very tired and lonely.



Carers need support for their health and wellbeing.

Useful information and training should be easy for them to get.



What we will do



43. We will work with others so carers know they can talk with their **named worker** about their role and needs.

A **Named Worker** is a person who supports you and those around you. They work within health and social care. This helps to build good relationships.



44. We will have a yearly event on Carers Rights Day. This will help more people know about care and caring, carers rights and the support they can get.

5. Partnership working



We are working on a new way to plan and run health and social care services. It looks at what people need for better health and wellbeing. It is called the **Integrated Care System (ICS)**.



What we will do



45. We will work in partnership with others to tell people about important equality, diversity and inclusion subjects.



46. We will keep working with

- ✓ the Department of Health
- ✓ the Equality Commission for Northern Ireland
- ✓ the Northern Ireland Human Rights Commission
- ✓ and the Community Relations Council.

We will talk about important issues. We will try to find solutions at the

- ✓ Regional Equality and Human Rights Steering Group
- ✓ and the Joint Equality, Good Relations and Human Rights Forum.

This will help create good relationships with partners and better understanding of problems.



47. We will work with organisations for people with lived experiences to do new work on Equality, Diversity and Inclusion.



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More Information



Belfast Health and
Social Care Trust

www.belfasttrust.hscni.net



Northern Health
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www.northerntrust.hscni.net



Southern Health
and Social Care Trust

www.setrust.hscni.net



South Eastern Health
and Social Care Trust

www.southerntrust.hscni.net



Western Health
and Social Care Trust

www.westerntrust.hscni.net



www.nias.hscni.net