

2010

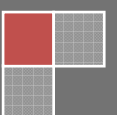
Managing Diversity and Inclusion

A practical approach for the NHS

Busy NHS staff, managers, support staff and front-line workers need more than equality, diversity and inclusion awareness training.

They need to be able to promote and foster equality and diversity rather than just having good intentions to comply with the laws, and to respond professionally to diversity.

They need to be equipped with knowledge, skills and practical approaches to delivering on this agenda.



Investing in the workforce

Equality and diversity are at the heart of the NHS Trust strategy. Investing in the workforce allows the Trust to deliver a better service and improve patient care.

Equality is about creating a fairer society in which everyone has the opportunity to fulfil his or her potential.

Diversity is about recognising and valuing difference in its broadest sense.

Contents

About the pack	4
Aims and objectives	5
Terminology	6
About the Modules	7
Module 1 The context and the issues	8
Aims and objectives	9
Defining equal opportunities	10
Activity: Examples of inequality	11
Creating and managing Trust change: Equal opportunities	14
Trust assessment/review	16
Activity: Checklist of questions for consideration	17
Evidence of inequality	18
Module 2 Equality and diversity within the NHS	28
Aims and objectives	29
Equality and diversity within the NHS	30
Equality and diversity knowledge and skills	32
High-level equality objectives	36
Activity: Benefits of equal opportunities policies	37
Checklist: Benefits of equal opportunities for the trust	39
Building networks and resources	42
Activity: Identifying equal opportunities best practice	44
Activity: Individual self-assessment review	46
Module 3 What this means in practice	52
Aims and objectives	53
Anti-discrimination in practice in NHS settings	54
Supporting people with communication support needs	59
Meeting the needs of a person with a mental health problem	62
Meeting the needs of a person who has a learning disability	64
Meeting the needs of a person with an autistic spectrum disorder	65
Meeting the needs of lesbian, gay and bisexual (LGB) people	68
Meeting the needs of people with religious or other beliefs	71
Meeting the needs of trans people	73
Activity: Putting things into practice	76

Module 4 Assessing where you are now	79
Aims and objectives	80
New essential standards of quality and safety for 2010	81
Activity: Data monitoring	83
Checklist: Where are you now?	84
Activity: Self-assessment	85
Disability	91
Activity: Countering discrimination against disabled people	97
Activity: Training issues case study	100
Activity: An audit of your staff	101
Checklist: What is inclusive caring?	102
Embedding equality and diversity	103
Module 5 The laws governing equal opportunities	105
Aims and objectives	106
Anti-discrimination legislation	107
Equal opportunities legislation	109
Activity: Equality and diversity quiz	115
Equality and diversity quiz answers	119
Module 6 Planning for further developments	123
Continuous improvement and equality and diversity strategy planning	124
Useful websites	132
Glossary of terms	135
Trust Assessment	139

About the pack

Who is the pack for?

The pack is a useful staff development tool for people who want to tackle personal inequalities and issues of inequality within the NHS. It will be of use to anyone working in a healthcare setting that involves interacting with service users, the people close to them or with colleagues. It is, therefore, appropriate for use by managers, trainers and individuals working in NHS and Mental Health Trusts or in services commissioned by Primary Care Trusts, such as GP and dental practices, opticians and pharmacies.

How can it be used?

The pack is designed primarily for group study. It can be studied by:

- staff teams
- partnership groups
- multi-disciplinary teams
- colleagues/as a team
- participants in organised training sessions

People can also work through the materials by individual study and at their own pace, if they choose to.

Aims and objectives

Aims

This pack aims to:

- take steps to ensure that all the efforts employees and managers are putting into improving the experience of patients are fully aligned with the NHS Trust's commitments to equality and diversity
- raise awareness of the need to be fair to all, regardless of background, race, disability, age, gender, sexual orientation, gender identity, religion or belief
- take full account of equality and diversity, both in terms of fulfilling statutory obligations and promoting the goals of this framework
- support staff to act in ways that support equality and value diversity
- develop a working culture that promotes equality and values diversity

Objectives

It is intended that on completion of this pack participants will:

- move from their own practice to the consideration of team and organisational cultures
- have an increased understanding of the nature and complexity of equality and diversity
- develop the ability to be more proactive and challenging in promoting equality and diversity
- have an increased knowledge about the legislation, policies and procedures relating to equality and diversity
- be aware of where they can obtain information, and gain further understanding and knowledge of current legislation, policies and procedures
- be able to interpret policies and procedures for others
- be able to monitor their own practice for effectiveness within the organisation