



Equality and Diversity Policy

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Background

Hope Citadel Healthcare CIC is committed to ensuring that all service users, patients and carers are treated with privacy, dignity and respect whilst they are being cared for by our staff within our practice with due recognition to the different needs of all individuals equally, regardless of age, race, sexual orientation, disability, religion, sex, pregnancy and maternity, gender reassignment and all characteristics protected under the Equality Act 2010.

Privacy and dignity must be built into the care delivered to all patients as well as to the environment it is delivered in. This is emphasized in the *The NHS constitution (2009)*, which states that all patients should feel that their privacy and dignity are respected while they are in practice. And by Lord Darzi's review of the NHS, *High Quality Care for All (2008)*, which, highlights the need to organize care around the individual, not just clinically but in term of dignity and respect.

Responsibility for protecting privacy and dignity does not lie with one individual or group, but with all staff at every level. Hope Citadel is committed in upholding service user centered practice and allowing choice and enabling recovery.

The policy is not intended to be an exhaustive list of 'do's' and don'ts, rather a set of value statements and guidance for staff to maintain the privacy and dignity of the individuals in our care.

What are Dignity, Respect & Privacy?

The terms privacy, dignity and respect will mean different things to different people. In this policy we shall define them as follows:

- **Dignity:** A person's or group of people's sense of self-worth and self-esteem. Dignity is being worthy of respect.
- **Privacy:** Refers to freedom from intrusion and relates to all information and practice that is personal or sensitive in nature to an individual (*DH 2001*)
- **Respect:** show consideration and appreciation towards other people.

Duties & responsibilities

The Chief Executive is responsible for ensuring that all corporate support is made available to assist in the implementation of this policy.

Local Practice manager re responsible for:

- Ensuring all staff in their area are aware of this policy
- Addressing local issues relating to privacy and dignity
- Ensuring that audit is undertaken around the framework within their area of responsibility
- Ensuring practice and behaviours are challenged with individuals if these fall below the expected behaviours, attitudes and practice identified within this policy

The Executive Management Team is responsible for approving policies and procedures to address privacy and dignity. The EMT will ensure that policies are formulated, monitored and reviewed regularly and that staff have the required training/awareness sessions to operate them sensitively and with proper regard to all patients and practice users.

It is the responsibility of all practice users, carers, visitors and everyone who works in Hope Citadel Healthcare CIC to:

- Be polite
- Be respectful
- Not to act in an aggressive or violent manner
- Not to act in a way that puts the safety of others at risk
- Not to act in an unfair or discriminatory way for reasons that are based on a distinctive characteristic of that person
- Listen to and act on service user's wishes and choices

Attitudes and Behaviours:

Patients feel that they matter all the time

- a) The patient's initial assessment takes into account the patient's individual holistic needs through negotiation with the patient, family or carers as appropriate and a plan of care which acknowledges their personal priorities and agreed goals is developed. This is documented in the notes.
- b) At all times, any changes of treatment are discussed with the patient, and only proceed with his/her consent.
- c) Patients should receive care, which meets their particular needs and expressed wishes.
- d) Patient, service users and carers are always be welcomed and offered assistance when they come into our environment.
- e) Appropriate staff/managers are available to discuss any concerns about care and treatment in a timely way.
- f) Patient satisfaction surveys take place to register the views of patients. Information collated is used to improve and inform future service.
- g) Practice users are not discriminated against, harassed or made the object of ridicule or humor because of their gender, race, sexuality, religion, belief, or belief systems, country of origin, disability, age or because of some distinctive characteristic.

Patients experience of care and rehabilitation takes part in an environment that actively encompasses individual values, beliefs and personal relationships

- a) Needs and preferences are ascertained and continually reviewed.
- b) Diversity is valued and specific and special needs are accommodated.
- c) Information about the beliefs and practices of people of different cultures and religions, is available to all staff.
- d) Service users are not humiliated or treated with hostility because they belong to a particular community and stereotypical views are challenged.
- e) Patients, service users and carers right to privacy are respected.

Patients personal space is actively promoted by all staff

- a) Staff will ask practice users/patients how they would like to be addressed when they come into the service, e.g. Mr Bloggs, Jo or Sir and that name will be respected. Terms of endearment such as "dear" or "luv" are not viewed as an acceptable way to address individuals. Patients will be addressed with the pronouns with which they identify even if their medical records currently express a different gender.
- b) The need for privacy in certain situations or with certain people is noted and respected.
- c) Privacy is maintained effectively, for example, using curtain, screens, walls, rooms, blankets, appropriate clothing and appropriate positioning of people.
- d) Acceptability of touch is identified with people.

Communication with patients takes place in a manner which respects their individuality

- a) The policy of open and honest communication respects their personal wishes to have information communicated in a timely and appropriate way.
- b) Provide easy to understand information.

- c) Information is given in non-technical language, in a way that respects the person's ability to understand and cope with information.
- d) Listen carefully in order to understand and respond to the needs of those in our care.
- e) Provide service users and carers with an explanation for their requests and actions.
- f) The needs of sensory impaired patients, confused patients and those with learning disabilities are highlighted and particular attention is given to finding individual ways of communicating.
- g) Where patients have difficulty in conducting conversations in English every effort will be made to offer an interpretation service. Information will be made available in the preferred language if possible. Passing information via another family member will be avoided if possible.

Patients experience care that maintains their confidentiality

- a) Information is shared with other professionals only on an 'as needed' basis. The principles of joint professionals working are explained to patients on admission.
- b) If patients do not wish information to be given to anyone else, or wish certain people to be excluded, that decision is respected.
- c) The first responsibility is towards the patients and their wishes. The patient's wishes will be respected, even if he/she becomes incompetent because of mental confusion or unconsciousness, as long as wishes have been clearly documented.
- d) Ensuring the principles of the Mental Capacity Act is upheld for service users who do not have capacity to make informed choice.
- e) Living Wills and advanced directives will be respected.

Learning Disabilities

"Dignity in Healthcare for People with Learning Disabilities" by the Royal College of Nurses (2010) provides detailed guidance on how to improve dignity in healthcare for people with learning disabilities. Staff should refer to this guidance.

An equality statement

Equality is a key element of delivery of Hope Citadel's mission to help patients access healthcare that they deserve. We are committed to ensuring that we, as a company and as individual members of staff, value and respect individuals, listen to their views, give patients choice, and empower others to make decisions. Hope Citadel will ensure that all services users are treated equally, and will not be discriminated because of their race, gender, disability, age, religion or belief system, their sexual orientation, pregnancy or maternity, marriage or civil partnership or gender reassignment.

References

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Essence of Care 2010; *Benchmarks for the fundamental aspects of care*; Respect and Dignity. Department of Health (October 2010)
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Royal College of Nursing Guidance; (2003); *Children and Young People's Nursing: A Philosophy of Care*; (April 2003).
Standards for Better Health; Department of Health (2004)

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