

INCLUSION NEWS

*The Newsletter of the Equalities and Diversity Department
of Central and North West London NHS Foundation Trust, including
FIS News, the Newsletter for CNWL's Focussed Implementation Site Project.
Bringing you examples of good practice, information and updates on
developments within Equalities and Diversity.*

Issue No. 6, August 2007

In this issue

This issue is packed with updates on a wide range of Equalities and Diversity-related initiatives within the Trust. We include a brief overview of the Government's Discrimination Law Review that is currently out for consultation, an introduction to the process of producing the Trust's first Single Equality Scheme, information about the forthcoming Staff Disability Survey, annual interpreting statistics from Language is Everything, a call for details of translated information leaflets for a developing database, a Training Update, a Focus On ... Learning Disability, and much more besides.

Contents

Discrimination Law Review	1
Single Equality Scheme	2
Language is Everything – interpreting statistics	2
Focus On ... Learning Disability	3
Staff Disability Survey	4
Deafness and the Deaf Community - Guidance	4
Hearing Loop Provision	4
Translated Leaflets Database	4
Transgender Guidance	5
Cultural Competency	5
Training Update	5
FIS Project Update	6
Equalities and Diversity 'Good Practice'	7
Trustnet Update	8

Discrimination Law Review

In June 2007 the Government published its Discrimination Law Review: *A Framework for Fairness: Proposals for a Single Equality Bill for Great Britain*. This is a very large consultation paper running to 189 A4 pages. It essentially sets out and gives a steer based on the Governments thinking concerning harmonizing current Equalities legislation in order to bring the various strands together. However, in very many areas this drawing together is not what is being presented, but rather an amalgamation of what is already in existence (where there are key differences between the different strands) and in places what some are suggesting is a weakening of the legislative underpinning of the Equalities agenda.

Current equalities legislation is something of a patchwork of rights that broadly prohibit discrimination on the grounds of gender, race disability, sexual orientation, religion or belief and age. But there are many anomalies between each of these strands, and what seems to emerge from the consultation document is that whilst there is some impetus to harmonise legislation in relation to race, disability and gender, there does not seem to be a great deal of emphasis on bringing sexual orientation, religion or faith and age on to the same footing. So whilst there are specific and general duties placed on public authorities (such as hospital Trusts) in order to promote good relations and outlaw discrimination in relation to race, disability and gender, such similar duties seem unlikely to be enacted for sexual orientation, religion or faith and age.

However, *A Framework for Fairness: Proposals for a Single Equality Bill for Great Britain* is a consultation document and you are encouraged to view it along with a more digestible summary document on the Communities and Local Government website at: <http://www.comunities.gov.uk/index.asp?id=1511211> and feedback your own comments. The consultation closes on 4th September 2007.

Single Equality Scheme

In line with the general trend towards Single Equality Schemes, the Trust is working towards producing its own Single Equality Scheme in May 2008. This Scheme will encompass the current Race Equality Scheme (which will become due for review at that time), the current Disability and Gender Equality Schemes, and will additionally include Equality Schemes addressing Sexual Orientation, Religion or Belief and Age.

Consultation process will be initiated in the coming months which will include the use of Focus Groups and questionnaires. A draft of the Single Equality Scheme will be placed on Trustnet as soon as it is available to contribute to the consultation process.

Many NHS Trusts are moving towards Single Equality Schemes as a way of creating greater consistency and also as a way of acknowledging that the various equalities strands often do not exist in isolation from each other, but more generally overlap.

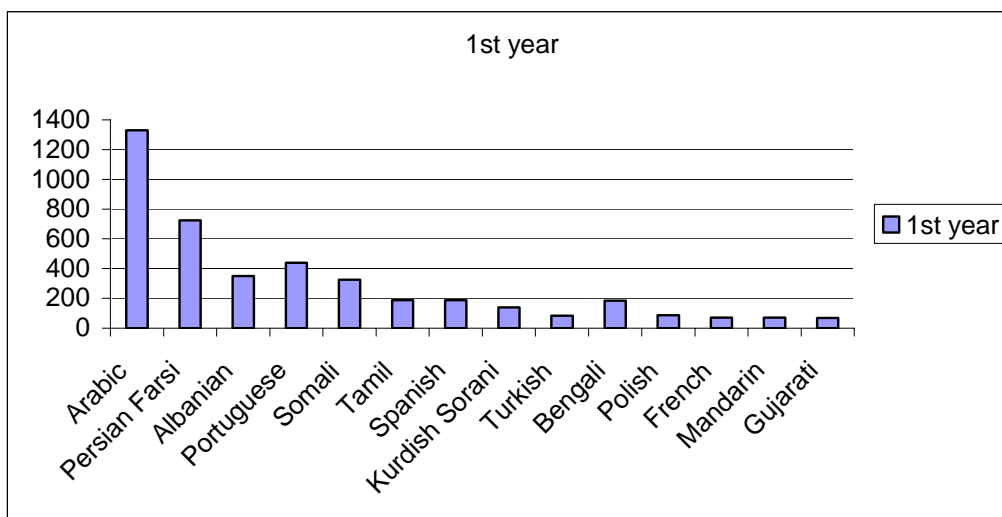
CNWL already has an Equalities and Diversity Action Plan that goes some way to drawing the Equalities strands together, and this will be reviewed and updated.

It is planned that as well as being available in paper copies, the Trust's Single Equality Scheme will be developed in web site format for ease of access and to respond to the increasing numbers of people using the internet.

Language is Everything – Interpreting Statistics

Language is Everything (formerly EITI) have been providing interpreting services to the Trust since early in 2006. We thought it would be timely to include some statistics in this issue of Inclusion News so that you can see the range of languages that are being catered for.

The graph below indicates the top 14 languages across the Trust that Language is Everything are providing interpreters for by numbers of interpreting episodes booked. In total there were 6687 bookings for interpreters in the first year involving 55 different languages.



The service has been very well received across the Trust. As with any new service, there have been some difficulties, but these have largely been resolved. The main difficulties that remain relate to interpreters being late (which is going to be audited). Language is Everything are keen

that when this occurs they are informed. Double bookings also occur and managers are requested to try to minimise this. It should also be noted that to book a BSL interpreter it is recommended that at least 3 weeks notice as BSL interpreters are in short supply.

Focus On... Learning Disability

'*Learning Disability*' is used to describe the difficulties that some people have in learning things that society expects them to learn at certain stages in their lives. Some people are born with certain impairments that restrict or reduce their ability to learn as quickly or as readily as others. Learning disability is not an illness, it is a permanent condition, although in some cases an illness may be associated with the condition. Some people are much more profoundly affected than others, these people may require help with most aspects of daily living, whereas those with mild disabilities can usually live with less support, but require some help with social or emotional issues.¹

People with a learning disability often find themselves to be underrepresented, overlooked and at a disadvantage when trying to access services that are meant for them as well as others in the community. As a Trust CNWL is committed to working hard on removing inequalities for people with all kinds of disabilities, including learning disabilities. Over recent years there have been some key investigations and reports that point us in the right direction and pave the way for how we need to start changing services. The following are key papers with regard to removing inequalities for people with Learning Disabilities particularly in the health service.

The Disability Rights Commission's Formal Investigation: "**Equal Treatment: Closing The Gap**" (2006) found that people with learning disabilities are more likely to experience major illness at a younger age and to die sooner of these illnesses than others without learning disabilities. Also that they are less likely to receive appropriate health checks and treatment than others and face real obstacles in accessing services. The investigation argues for a targeted approach to stop the unequal treatment and shifting the focus onto high-risk groups receiving health checks and follow-up treatments.
http://www.drc.org.uk/the_law/drc_formal_investigations/equal_treatment_investigation.aspx

¹ Taken from the MacIntyre website, a national charity that provides learning, support and care for more than children and adults with learning disabilities.
<http://www.macintyrecharity.org>

Mencap's report "**Death by Indifference**" (2007) outlines the findings of six cases where people with learning disabilities died prematurely. This is described as institutional discrimination within the NHS against people with learning disabilities, due to a fundamental lack of understanding and respect towards people with learning disabilities and their families and carers.

The main issues highlighted were that often frontline staff are ignorant about the signs and behaviours displayed by people with learning disabilities, what indicates distress and the important role carers play in interpreting distress cues. Thus staff needed more knowledge and training around these issues as well as about consent and capacity issues. Professional's, patient's and carer's opinions often differed around judgements of quality of life, leading to very different views on the value of treatments. Asking for further help or referring on when professionals are faced with unclear or difficult situations was also an issue that was highlighted. The complaints system in NHS services was generally found to be slow and inefficient in its response. The report calls for large scale review of the cases and how NHS services deliver care to people with learning disabilities.

<http://www.mencap.org.uk/html/campaigns/deathbyindifference/index.asp>

"**No One Knows**" is a UK programme led by the Prison Reform Trust that is looking into the experience of people with learning difficulties and learning disabilities who come into contact with the criminal justice system. Findings so far show that: information that goes with a person to prison is not likely to show the presence of a learning difficulty or a learning disability; there is mostly no systematic way in which these issues are identified or dealt with; appropriate support and services are also not clear; and identification of people with a learning disability is ad hoc. There is a general call for a more organised and systematic approach to identification of learning difficulties and learning disabilities in the prison service, along with a clear route for support and further work.

<http://www.prisonreformtrust.org.uk/subsection.asp?id=525>

*Annie Kemp, Clinical Psychologist,
KingsburyHospital.*

Staff Disability Survey

Under the Disability Discrimination Act 2005 the Trust has a duty to ensure that people with a disability are treated on an equal basis with other staff. To help to achieve this CNWL monitors its workforce by disability status on a regular basis.

The last Staff Disability Survey took place in July 2005. In October 2007 a further survey will be undertaken of all staff in order to update records within the Trust. The Survey will also serve to raise awareness of the definition of disability under Disability Discrimination legislation and encourage you to discuss with your managers any needs you might have in relation to disability and your work. The

Staff Disability Survey will also publicise the Staff Disability Equality Group.

As well as receiving the Survey with your salary statement it will also be distributed through other means as we are keen to encourage as many staff as possible to complete it so that the Trust has accurate records. The Survey will include both a questionnaire and an explanatory leaflet and these will also be available on Trustnet at <http://trustnet/CNWL/trustwide/8494.htm> from Mid October 2007 when the survey is taking place.

Please only complete and submit the questionnaire once.

Deafness and the Deaf Community - Guidance

Guidance is currently being written for Trust staff to provide information specifically in relation to deafness and the Deaf community. This is being written with the involvement of deaf staff and the Royal

Association for Deaf People and will be published shortly. Please read this when it is published as it will provide a comprehensive overview, including ideas for aiding communication.

Hearing Loops Provision

Induction or 'Hearing' Loops have been installed in all of the four meeting rooms (including the Boardroom) at Trust HQ, Greater London House. A microphone transmits sound via a receiver and an amplifier into the loop (which is literally a circuit of wire around the room), allowing the hearing aid user to pick up the sounds transmitted from the loop directly into the hearing aid. The hearing aid has to be set to receive this signal rather than to simply act as an amplifier for sound as is the case when it is in normal use.

Information about this and how to set up the systems for use in each room is currently being written.

A prioritised list of sites has also been produced for the supply and installations of portable hearing loop systems. Initially, they will be made available to all 'first points of access' sites for primary use at reception desks. Mark Blake in the Trust's Estates and Facilities Department is co-ordinating the purchase of portable hearing loops and he can be contacted on 0203 214 5841, mark.blake@nhs.net

Translated leaflets database

Following the mapping of translated leaflets reported on in the last issue of Inclusion news, we can now report that a database has been designed and the information that we have is being input into this. However, we would like to be made aware of any translated leaflets that you have used in the

course of your work. Or any information leaflets relevant to the work of the Trust that you know about. Please contact Alison Devlin, Equalities and Diversity Co-ordinator on 020 3214 5770 or aidevlin@nhs.net with details of the translated materials.

Transgender - Guidance

In the Trust's Gender Equality Scheme we included a commitment to produce guidance on managing transgender issues during the first year of the Scheme. This Guidance is currently being written in relation to managing transgender issues

both in relation to staff and service users. If you would like to contribute to this, or comment on the current draft, please contact Alison Devlin on 020 3214 5770 or ajdevlin@nhs.net

Cultural Competency

Cultural Competency Training for Managers

A one-day workshop has been successfully piloted by Richard Bryant-Jefferies and David Truswell, with Jacqueline Floyd providing a Human Resources perspective. The day provides an opportunity for Trust managers to receive an update on Equalities legislation and to consider how legislation can and should be applied when dealing with Equalities and Diversity issues that arise in relation to staff and service users.

Two further training days have been arranged at Trust HQ, Greater London House on Wednesday 3rd October 2007 and Monday 10th December 2007. There is also scope to run this workshop at other locations within the Trust where this would help access. For more information contact Richard on 020 3214 5769, richard.bryant-jefferies@nhs.net or David on 020 3214 5771, david.truswell@nhs.net

Cultural Competency Statement

Following discussions at the Trust's Focused Implementation Site Steering Committee, a Cultural Competency Statement has been formulated and has now been published. This is designed primarily as an *aide memoire* for managers to ensure that when they are commissioning local cultural competency training, all the Equality and Diversity strands are included. However it is also a:

- a statement of commitment from the Trust to ensure that staff are culturally competent
- an overview of some key cultural competency issues.

A copy of the Trust's Cultural Competency Statement can be accessed at: <http://trustnet/CNWL/trustwide/3913.htm>

Training update

Training Needs Assessment

An Equalities and Diversity Training Needs Assessment (TNA) was undertaken in the second half of 2006 by John Green and Agnes Kocsis (CNWL Psychology Dept.). This was in two parts, one for all staff, and one specifically for managers. A Report of the staff TNA has now been compiled, presenting the findings and offering recommendations in response. Key findings indicate that of the staff who responded (215), easily the highest priority for training identified was 'culture/ethnicity' with 'older people and age discrimination', and 'physical disabilities and sensory impairment' coming second and third

respectively. Many respondents had read some of the Trust Equalities and Diversity-related policies but there was clearly a need to encourage more staff to access these documents.

A wide range of extremely helpful and insightful comments were also submitted by staff in response to questions such as: 'What could colleagues do to make things easier for you as a minority staff member?', and 'What would help you most in dealing with colleagues of different backgrounds?' These have all been included in the Report which can be accessed at:

<http://trustnet/CNWL/trustwide/7297.htm>

[‘Diversity in the Workplace’ — e-Learning module](#)

The e-Learning package has now begun to be implemented within the Trust with staff in Hillingdon, Westminster and the Nursing Directorate at Trust HQ currently undertaking the training. It will be made available more widely over the coming months. So far, feedback on the content of the package has been very positive.

[Westminster E&D Training Plan](#)

Westminster Adult Mental Health Services have developed an Equalities and Diversity Training Plan that includes various Equalities strands as well as highlighting the involvement of partner agencies. It provides a helpful overview of what is being planned, and easily referenced evidence that Equalities and Diversity training is being undertaken.

[Disability and Gender Awareness Training](#)

Information on Disability and Gender Awareness Training is currently being researched. We will keep you updated of

developments in this area. If you have attended any training in either of these areas that you would recommend, please contact the Equalities and Diversity section with details.

[Equality Impact Assessment Training](#)

Equality Impact Assessment training is continuing to be run at Greater London House and at other CNWL sites on request. Undertaking Equality Impact Assessment on services, policies, protocols and procedures is a legal requirement. All staff who are responsible for managing services, developing services, policies, protocols etc need to attend this training. Next training dates are:

- 2.00-4.00pm Monday 24th September
- 1.30-3.30pm Tuesday 30th October

both at Trust HQ, Greater London House. To book email: richard.bryant-jefferies@nhs.net or call 020 3214 5769

[Deaf Awareness Training](#)

See ‘Good Practice’ section

Focussed Implementation Site Project Update

The CNWL FIS PROJECT is

1. developing more appropriate and responsive services
2. increasing community engagement
3. collecting better quality information and using it more intelligently

What have we done for you lately?

Analysis of first 12 months data for the FIS Court Diversion is completed and this report will be made generally available shortly.

Project Manager, Andy Crowther has now started work on the National Pilot Service Level Agreement for Court Reports and will be working with current Court Diversion Services in Harrow and Brent to further develop the FIS Court Diversion Business Proposal to create a Court Diversion Service acting across Brent, Harrow and Hillingdon.

Two film and discussion seminar events were held in Harrow and Brent in July

called ‘Not Hiding Away’ that brought together CNWL staff and service users and carers from the South Asian Community to look at mental health stigma and understanding the Asian community through film.

Regular Steering Groups have been established for the Projects by the Chinese National Healthy Living Centre and Mind in Harrow to start the research on mental health needs in the Chinese and South Asian elders that they recently gained funding for with FIS support.

Westminster PCT have agreed to write into the job description of the next CDW appointment that the post will further develop the Health Trainer programme piloted by Fatumo Abdi and the FIS Project.

The FIS Project was invited to Chair a workshop at a Kings Fund Seminar in June 2007 at the Kings Fund on Chinese and Vietnamese Mental Health Needs.

A report on comparisons of the 2005 and 2006 'Count Me In' Census data was presented to the Equality and Diversity group on 24th May 2007.

CNWL was successful in applying to be part of the FIS National Clinical

Trailblazer Programme In June 2007 and will be working with the London Development Centre on specific initiatives to improve services to BME communities and improve CNWL's engagement with BME communities as part of this programme.

Equalities and Diversity 'Good Practice'

Preparing for Ramadan Sept 13th - Oct 13th 2007

The Brent Mental Health Service Faith Links project have devised a checklist and posters, in conjunction with the Brent Multi - Faith Forum, to help ward staff support Muslim Service Users who wish to observe Ramadan through fasting. Whilst Muslim service users are aware that they may be exempt from fasting, many people try to participate actively. Please read the Ramadan checklist, factsheet and information Ward Managers which is available on Trustnet at:

<http://trustnet/CNWL/trustwide/6513.htm>

Training in Deaf Awareness

PALS – 'Link workers from the Trust's Patient Advice and Liaison Service have recently begun receiving Deaf Awareness training. Two pilot one-day courses were run at Latimer House by *Deafworks* in May and June. The facilitators on both courses were Deaf, and the courses were very much about improving our communication skills in practice. "It was absolutely brilliant", says Leslie Bennett, from Hillingdon's Rehabilitation and OT Services. "The Deaf facilitator made us feel very comfortable. It was very interesting and definitely worth going to".

Given the success of the pilot, we are now planning a series of half-day courses for PALS link workers, beginning in October.' *Peter Barr, PALS Manager.*

Westminster - 'Westminster PCT recently funded a series of Deafness Awareness Training sessions for staff with direct client contact. The aim was to help improve general awareness, review the way we

work with deaf people and help us understand the difficulties that can be experienced in communication.

The courses were facilitated by the *Royal Association for Deaf People* and provided an excellent introduction to basic sign language and lip reading techniques as well as sensible advice in general communication techniques. The facilitator of the training session was Deaf and a BSL interpreter was provided. The training provided an excellent way to realise how to communicate and practice techniques. The training day was fun, practical and extremely valuable.' *Mary Gould, Westminster Equalities and Diversity Representative.*

Training to run Women's Groups

As part of its continuing programme of ensuring that women's specific needs are responded to sensitively and appropriately, and in line with the core service requirement for women's groups to run on all inpatient wards across CNWL, Better Services for Women is holding a skills workshop on 6 September at Trust HQ. This is for both female and male staff to help them develop their facilitation skills in a practical and supportive way.

It is planned that more men's groups will also be developed within the Trust in the future. Ensuring gender-sensitive and response services are available is a key component in the Trust's Gender Equality Scheme which can be accessed on Trustnet at:

<http://trustnet/CNWL/trustwide/7554.htm>

Trustnet Update

We continue to update and expand the Equalities and Diversity Trustnet pages, and welcome your suggestions for Reports or Web sites that we can link to from the Equalities and Diversity section of Trustnet.

Multicultural Matters

Multicultural Matters issues are added each month and are available at:

<http://trustnet/CNWL/trustwide/4031.htm>

Recent issues have had a particular focus on the following communities: June 2007 (Congolese), July 2007 (Bosnian) and August 2007 (Trinidadian)

Trustnet Index

A hyperlinked index of contents on the Equalities and Diversity Trustnet pages has now been produced. This is designed to help staff find their way around the extensive E&D pages that have now been produced. It can be accessed at:

<http://trustnet/CNWL/trustwide/55.htm>

Induction

The Trust's Equalities and Diversity Induction Presentation has been updated and produced as a handbook. This can be accessed at:

<http://trustnet/CNWL/trustwide/6301.htm>

Race

African and Caribbean Men and Mental Health - Race Equality Foundation Briefing paper, May 2007, can be accessed at

<http://trustnet/CNWL/trustwide/4084.htm>

Faith Festival Posters

Faith festival posters produced by Brent Mental Health Services continue to be made available on Trustnet at

<http://trustnet/CNWL/trustwide/7866.htm>

Please use these as Faith festivals arise. Concern has been voiced that people from a particular faith group might be upset if their festival was overlooked. It is not

anyone's intention for this to happen and we would not want such concern stopping staff from displaying posters. If you are aware of a Faith festival that there is not a poster for, please contact the Equalities and Diversity Team. If you have posters from other sources that you are using and would like these added to those made available Trustwide, please send a copy to Alison Devlin, ajdevlin@nhs.net

Asylum Seekers and Refugees

A link has been established on the Asylum Seeker and Refugee page at

<http://trustnet/CNWL/trustwide/6375.htm> to

the Migrant and refugee Community Forum (MRCF) which is a West London based migrant and refugee-led community development umbrella organisation with over thirty member organisations from diverse migrant and refugee communities in North West London. MRCF are running a mentoring project called "Face to Face" for forced migrants who are mentally unwell. The project matches mentees with refugee doctors in order to provide mentoring support. Information is on the Migrant and Refugee Communities website at <http://www.mrcf.org.uk>

Sexual orientation

The monthly LGBT History Month newsletters can be accessed from

<http://trustnet/CNWL/trustwide/4086.htm>

or directly at

<http://www.lgbthistorymonth.org.uk/news/bulletin.htm>

Aware that not all staff have access to Trustnet, we encourage managers to make available paper copies of *Inclusion News*, new reports and other Equalities and Diversity information on Trustnet to staff.

To receive a copy, provide feedback, or to suggest topics for future issues of ***INCLUSION NEWS*** contact:

Richard Bryant-Jefferies, Equalities and Diversity Manager

Tel 020 3214 5769 Email: richard.bryant-jefferies@nhs.net

A large print version of this Newsletter is available

An electronic version and back copies are available at <http://trustnet/CNWL/trustwide/5449.htm>