

# INCLUSION NEWS

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

Issue No. 9, May 2008

## In this issue

The main area of focus within Equalities and Diversity remains on the Trust's first *Single Equality Scheme*. This important document was approved by the Trust Board of Directors in May and is now in place and we include here an overview.

We also have an updated CNWL Statement on Equalities and Diversity, an announcement concerning the publishing of the Trust's new Disability Policy, a report on CNWL involvement at the National Delivering Race Equality Conference, and updates on Training, the FIS Project and Induction (Hearing) Loop installation. We mention the Brent Council Single Equality Scheme consultation and include a 'Focus On...' disability article on 'Non-wheelchair user etiquette'. We also highlight key findings from 'Fit for purpose yet? The Interim Report of the Independent Asylum Commission'.

Once again we have an Equalities and Diversity 'Good Practice' section. In this issue we focus on gender: the *Better Services for Women Forum Programme* and the establishing of a *CNWL Men's Health Forum*. Finally we have added a book review section. If you know of any books on Equalities and Diversity themes deserving a review, please let the Equalities and Diversity team know.

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## CNWL Single Equality Scheme 2008/11

The Trust has previously published Race Equality Schemes and has in place a Disability Equality Scheme 2006-9 and Gender Equality Scheme 2007-10. Along with many other NHS Trusts and Public Authorities, the Trust recognises that the time is right to draw these together into a single document, and to go further by including sections addressing Sexual Orientation Equality, Age Equality and Religion or Belief Equality.

As well as meeting its legal duties to promote race, disability and gender equality, and comply with equalities and diversity-related legislation, CNWL's *Single Equality Scheme 2008/11* is written with the aims of:

- affirming the Trust's commitment to promoting good relations between diverse groups of people, equality of opportunity irrespective of difference, and ensuring that discrimination does not feature within any of its functions.
- presenting to staff, service users and the wider community the steps that the Trust is taking and will continue to take to meet this commitment.
- acknowledging the needs of diverse groups and identifying those functions of the Trust that in particular have relevance to ensuring diverse needs are met and equality of opportunity is provided for.

The *Single Equality Scheme* has the following sections:

- Listing of equalities legislation
- Introduction to CNWL NHS Foundation Trust
- Consultation and involvement processes
- Information gathering and analysis
- Staff Training
- Race Equality
- Disability Equality
- Gender Equality
- Age Equality
- Sexual Orientation Equality
- Religion or Belief Equality.
- Equality Impact Assessment
- Single Equality Scheme Communication Strategy
- Single Equality Scheme Action Plan

It sets out the Trust's Equalities and Diversity priorities and agenda over the next 3 years. We encourage all staff to read this document in order to familiarise themselves with the Trust's Equalities Agenda. Being sensitive, responsive and informed about the diverse needs of staff and service users is the responsibility of all staff. Although it is a published document, there is scope to add new initiatives to the Trust's Single Equality agenda, so please forward any comments or suggestions to Richard Bryant-Jefferies ([richard.bryant-jefferies@nhs.net](mailto:richard.bryant-jefferies@nhs.net))

The *Single Equality Scheme* is now in process of being published. A number of copies will be printed for internal use and to distribute to partner organisations, PCTs, etc. It is available on Trustnet at <http://trustnet/CNWL/trustwide/9026.htm> and will be publicised via the Trust website. Also on this Trustnet page is the full Single Equality Scheme Consultation Report.

I very much welcome Central and North West London NHS Foundation Trust's first *Single Equality Scheme*. As an employer and service provider within one of the most diverse areas of the country, being sensitive and responsive to the needs of individuals from diverse groups is an essential part of our work. I would like to emphasise the commitment of the whole of the Trust's Board of Directors to deepening our understanding of, and providing support for, diversity within the Trust.

The expanding Equalities agenda presents a challenge and an opportunity to the Trust and this Scheme represents for us a significant step forward in ensuring that this agenda is robustly implemented in all that we do.

We want to maintain an environment in which we all respect and value each other, where inequality and discrimination are challenged, and a genuinely inclusive culture that embraces individual differences and diversity can flourish. I believe CNWL's *Single Equality Scheme* 2008/11 reflects our commitment to equality of opportunity and respect for diversity and inclusion. Having said all of this we are aware that too many health inequalities still exist and that it is our duty to turn commitment into action and action into outcomes for those in need.

*Claire Murdoch, Chief Executive, from her Forward*

## **Brent Single Equality Scheme Consultation 2008/11**

Brent Council are running a consultation from 6<sup>th</sup> May to 3<sup>rd</sup> June on their 2008/11 Single Equality Scheme. An on-line questionnaire is available at [www.brent.co.uk](http://www.brent.co.uk) and staff are encouraged to contribute their views and comments.

## **Induction (Hearing) Loops installed**

Further to the piece in the last issue of Inclusion News (publicising the Trust's Induction (Hearing) Loop Guidance), we are pleased to let staff know that fixed hearing loops are now installed within the two main training rooms at Latimer House. This is an important development and contributes to

ensuring that staff who use hearing aids can benefit from improved sound quality. Fixed Induction Loops will also be installed in meeting rooms at a number of Older Adults sites in the near future and it is expected that provision will be extended to more sites and services in the future.

## Trustnet Update

### Race

The Race Equality Foundation have published a series of Briefing papers in relation to Ethnicity and Health and Ethnicity and Housing entitled *Improving health and social care services provision to black and minority ethnic communities*. They can be accessed at: <http://www.raceequalityfoundation.org.uk/hsc/briefings.asp>

Health Scotland have recently published *Are you really listening? stories about stigma, discrimination and resilience towards mental health problems amongst black and minority ethnic communities in Scotland*. Although drawing on experiences in Scotland, they are transferable and provide a very human perspective on day-to-day reality. *Are you really listening?* can be accessed on Trustnet at: <http://trustnet/CNWL/trustwide/4084.htm>

### Delivering Race Equality

As described in the last issue of Inclusion News, the Trust has now published a document summarising CNWL actions and achievements against the national Delivering Race Equality agenda. It will be regularly updated as a live and working document. Any initiatives that could usefully be added, please let the Equalities and Diversity team know. The document can be accessed at: <http://trustnet/CNWL/trustwide/10450.htm>

### Equality Impact Assessment

A selection of completed Equality Impact Assessments are now being published on Trustnet to provide a resource that will help

staff who are beginning to complete their own. It can be accessed at:

<http://trustnet/CNWL/trustwide/10297.htm>

### Faith and Spirituality

#### Faith Festival Posters and Wall Charts

Faith festival posters produced by Brent Mental Health Services are available at <http://trustnet/CNWL/trustwide/7866.htm>

Please use these as Faith festivals arise.

#### Faith and Cultural Festivals

A monthly listing of Festivals (religious and national) with commentary on each continues to be posted on Trustnet at:

<http://trustnet/CNWL/trustwide/9598.htm>

### Gender

*National Men's Health Forum Week* is being held 9<sup>th</sup> to 15<sup>th</sup> June 2008. The primary focus this year is being placed on men and work. Further information at

[http://www.menshealthforum.org.uk/userpage1.cfm?item\\_id=2231](http://www.menshealthforum.org.uk/userpage1.cfm?item_id=2231)

### Sexual orientation

The monthly LGBT History Month newsletters can be accessed directly at

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

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

### Trustnet Index

Don't forget the hyperlinked Equalities and Diversity index of contents on Trustnet at:

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

## CNWL profiles work with BME communities at National Delivering Race Equality Conference

CNWL was recognised for its work with BME communities at the 3<sup>rd</sup> National Conference on Delivering Race Equality on the 13<sup>th</sup> March 2008 at the Queen Elizabeth II Conference Hall in Westminster. Parliamentary Under Secretary of State for Care Services, Ivan Lewis MP was the keynote speaker.

David Truswell, the Focused Implementation Site Project Manager was one of two FIS managers invited to speak on the introductory panel at the conference. Speaking on behalf of London FIS sites, as examples of good practice initiatives, he gave an account of the CNWL Court Diversion work and its recent involvement in the Bradley review of

Diversion from the Criminal Justice system, David also outlined the work of the Harrow Asian Reference Group, which recently organised a conference in Harrow on Mental Health and the Asian Community.

Judy Jones, Lead Social Worker in Brent, presented at an afternoon workshop on 'Spirituality and Faith in a Mental Health Context' highlighting the work done at Park Royal on working with faith communities and the role of access to faith and worship in recovery from mental illness.

Meanwhile Richard Bryant-Jeffries, Equalities and Diversity Manager and Yemi Oloyede,

seconded to the Focused Implementation Site Project, ran a CNWL display stall with a wide variety of information not only about CNWL Equalities and Diversity initiatives, but

also with information provided by CNWL's culturally and ethnically specific services and BME voluntary sector partners.

## CNWL Statement on Equalities and Diversity

Originally written in 2005, the Trust's Statement on Equalities and Diversity has recently been updated. It can be accessed on

Trustnet at: <http://trustnet/CNWL/trustwide/3913.htm>  
The revised text has been reproduced below:

### CNWL Statement on Equalities and Diversity

CNWL is mindful of its duties and obligations under Equalities and Human Rights legislation and is committed to improving the quality of its services to all people, irrespective of race/ethnicity, disability, gender, religion or belief, age or sexual orientation.

**We will** take action, individually, collectively and in partnership with others, to raise standards and make our services culturally appropriate, relevant and accessible to meet the needs of the people we serve.

**We will** take action to recruit and promote people from all backgrounds, at every level and across all professions, because of the additional value, knowledge and personal qualities their diversity brings.

**We will** take action to ensure that staff employed by the Trust are culturally competent and treat every person with dignity, respect and fairness, in a way that is sensitively responsive to differences and similarities.

**We will** take action to put into practice systems, policies, and procedures which challenge discrimination and are fair, flexible and supportive to all who are affected by them.

**We will** encourage a culture of openness and reach out positively to the diverse local communities that we serve to encourage and support their involvement in the review, evaluation and development of our services.

**We will** demonstrate our commitment through our actions, and we will communicate our intentions and our actions throughout our workforce and the communities we serve.

CNWL recognises that due to discrimination people may experience particular inequalities in accessing health services. The Trust's objective is to deliver high quality services that are accessible, responsive and appropriate to meet the diverse needs of different groups and individuals. Unlawful discrimination and other forms of exclusion have no place within CNWL.

*Taken from the CNWL Equalities and Diversity Strategy 2005, revised January 2008*

## New CNWL Disability Policy

The Trust's Disability Policy has been updated in line with Disability legislation. The new *Disability Policy (Employment)* is currently being ratified and will be available at the end of July. It includes sections addressing: Definitions of Disability, Disability Discrimination, Recruitment and Employment issues; Induction; Promotion and Transfer; Training and Development; Supervision and

Appraisal; Implementation, monitoring and review.

In addition, a new *Disability Policy (Service Delivery)* is currently being produced in order to provide policy direction in relation to what is expected in responding to and managing service users who have disabilities, and in ensuring that disabled service users have equal access to services.

## Training update

### **CNWL 2008/9 Training Directory**

We again wish to draw your attention to the Equalities and Diversity section of the CNWL 2008/9 Training Directory which is reflective of the growing number of training opportunities being developed within the Trust to address Equalities and Diversity issues.

Included are:

- Cultural Competency for Managers
- Cultural Competency for Doctors
- Diversity in the Workplace – e-learning
- Understanding Disability – e-learning (under development)
- Reasonable Adjustment for Managers
- Equality Impact Assessment Training

### **Cultural Competency Training for Managers**

Dates for 2008 are: Fri 6 June, Wed 24 Sept, Tues 28 Oct, Fri 5 Dec – all at Greater London House. For more information contact Richard on 020 3214 5769, [richard.bryant-jefferies@nhs.net](mailto:richard.bryant-jefferies@nhs.net) or David on 020 3214 5771, [david.truswell@nhs.net](mailto:david.truswell@nhs.net)

All managers who have attended the Cultural Competency for Managers training are invited to a Review Meeting on 30<sup>th</sup> June, 10am to 1pm at Trust HQ. This is to provide an opportunity to further develop the training, gain feedback on its helpfulness in the workplace and consider ways of supporting managers in carrying the cultural competency agenda into teams.

### **Cultural Competency for Doctors**

Dates for 2008 are: Thurs 22 May  
Wed 10 July, both at Greater London House.  
Contact Richard or David for information.

### **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, polices, protocols and procedures is a legal requirement. All staff with responsibility for managing services, developing services, policies, protocols need to attend this training. Next training date is: 17<sup>th</sup> June 2008, 2-4pm, Greater London House. To book contact Richard (details above)

### **Reasonable Adjustment Training for Managers**

Dates for 2008 are: Fri 27 June, Mon 22 Sept, Tues 25 Nov. For further information please contact Richard (details above) or George Taylor on 020 3214 5705 or email to [george.taylor@nhs.net](mailto:george.taylor@nhs.net)

### **Diversity in the Workplace – e-learning**

At the time of writing, 375 staff have successfully completed this training. It continues to be rolled out across the Trust in stages and it is expected that it will have become available for all staff to access by the end of the year.

### **'Skill Boosters' Equalities and Diversity Training**

The Trust has purchased a set of DVDs and CD Roms that will be used to provide training across all Equalities strands. Workshops will be developed to provide an opportunity for staff to develop further their understanding of equalities and diversity issues. Further information about this initiative will be publicised later in the year.

### **Disability Awareness – e-learning**

The Trust's 'Understanding Disability' e-learning package is nearing completion and managers will be alerted once it is available. This package is designed to inform staff not only of legal requirements in relation to disability, but practical understanding of how disabled people might be adversely affected in situations and how to address this.

## FIS Project and Clinical Trailblazer Update

### **The Final Year of the FIS Project**

The FIS Project is due to conclude in December 2008 and this final year of the Project will be focused on mainstreaming within the Trust the lessons that have been learned over the past two years and

identifying how the Trust will be taking forward the Department of Health's Delivering Race Equality Action Plan through to its completion in 2010. Key to the mainstreaming of the FIS work are the two Clinical Trailblazer Project initiated in December 2007:

### **Improving Black In-patients' Experience Clinical Trailblazer**

A working group is being developed in Brent to begin to look at the key information from in-patient services and key decision points in the care pathway that can be improved. A parallel working Group in Westminster is also being developed to provide a comparator role

### **Court Diversion Clinical Trailblazer**

The FIS project contributed to Lord Bradley's review of Diversion from the Criminal Justice System, advocating an increased role for working in partnership with BME community groups to deliver alternatives to custody.

### **UCLan (University of Central Lancaster) Funded Projects – Mental Health Needs of Minority Communities**

All three UCLan community engagement projects that the FIS is involved with are now reaching completion and finalising recommendations. Final versions of their reports on the mental health needs of Chinese people over 50, Gujarati speaking South Asian people over 50 and young Bangladeshi people should be published by June 2008.

### **'Bridging the Gaps'**

As a planned event with Westminster PCT on raising awareness of mental health issues in March 2008 by the PCT was cancelled, the

FIS Project is pressing ahead with piloting sessions on raising awareness of mental health issues and access to services directly with individual BME community groups. The FIS Project is currently working with the BME Health Forum in 'Capacity Building and Influencing', a project funded by the Health Foundation to improve the strategic influencing skills of BME organisations

### **An appropriate and responsive service – Training in Cultural Competency**

An analysis of the evaluations from the first four 'Cultural Competency for Managers' training events has been conducted. The training sessions have been well regarded by participants and rated as improving managers understanding of equality issues across all diversity strands. The FIS Project and Richard Bryant-Jeffries will continue to develop this approach to training.

### **Developing FIS Advisory role**

As the FIS Project has developed a body of knowledge and expertise regarding working with the Delivering Race Equality agenda and improving working with BME community groups, the FIS Project Manager has been asked to take on an advisory role in other Project groups. Most recently these have been with the CNWL Mental Health Act Implementation Group and the Harrow Race and Health Forum.

## **Equalities and Diversity 'Good Practice'**

### **Better Services for Women Forum Programme**

The *Better Services for Women* Forum is a monthly training opportunity for staff on improving services for women service users. This year's programme includes a number of topics that as well as being important for women, also have a connection to ethnicity, including:

- \* Forced Marriage
- \* Female genital mutilation
- \* Multi-cultural mental health care

All meetings are held at Greater London House. Information can be accessed on Trustnet at:

<http://trustnet/CNWL/trustwide/9680.htm> or from Vivienne Cohen, Better Services for Women Co-ordinator, [vivienne.cohen@nhs.net](mailto:vivienne.cohen@nhs.net)

### **CNWL Men's Health Forum**

The first meeting of the Trust's Men's Health Forum (MHF) has taken place. This has been established to provide a Trust-wide forum within CNWL where matters relating to men's issues (whether in service provision or employment) can be discussed and addressed. MHF will contribute to promoting the Men's Health agenda, provide a link between local Men's Groups within CNWL and highlight Good Practice. Further information can be found on Trustnet at: <http://trustnet/CNWL/trustwide/10344.htm> We are looking for representatives from services. For further information or to express interest in being involved in taking the men's health agenda forward, please contact Richard Bryant-Jeffries, Equalities and Diversity Manager, at [richard.bryant-jefferies@nhs.net](mailto:richard.bryant-jefferies@nhs.net)

## Focus On... Non-wheelchair user etiquette

The following is taken from the Spinal Cord Injury Peer Support website at <http://www.apparelyzed.com/etiquette.html>

So how do you talk to someone in a wheelchair? The best way to treat a disabled person is to ignore the wheelchair during a conversation and talk to the person rather than the disability.

In order to understand the most common mistakes made by non-disabled people when interacting with a disabled person, here are a few things to keep in mind.

When first meeting a disabled person, offer to shake their hand even if they appear to have limited use of their arms. This action of personal contact breaks the psychological barrier of non-acceptance, and creates a warmer environment for communication. If the disabled person is with a carer, make sure you speak to the disabled person directly, and not over their heads to the carer, it is very annoying and frustrating not to be included in a conversation which involves you.

When talking to someone in a wheelchair, make eye contact, talk normally in a non-patronising manner, and do not stare at their wheelchair. Also, if they have thin legs due to wasted muscle mass, or a pot belly due to paralysis of the abdominal muscles, try not to keep looking at these different aspects of the persons body, they will notice you looking.

If a conversation is expected to last longer than five minutes, find somewhere to sit down, or squat down to the wheelchair users eye level. This will reduce the wheelchair users neck from being strained during a conversation. A good way to experience how a wheelchair user feels during conversation whilst looking up, is to stare at the ceiling directly above you whilst sitting upright for five minutes. Your neck will soon start to ache!

Whilst talking to a disabled person, try to talk as normally as possible, and do not apologise if you use an expression such as "I must be running along", or "See you later" if the person as partially sighted. These expressions are part of everyday language, and the apology will probably be more offensive or embarrassing than the expression.

To a wheelchair user, their wheelchair is part of their body and personal space and should be treated as such. Do not rest your foot on their wheelchair, or touch their wheelchair unless you have been asked to. Never move a person's wheelchair whilst they are in it unless you have been asked to, this can be very dangerous as people with a fine sense of balance can very easily fall out of their wheelchairs if not warned before being moved. If you think someone in a wheelchair needs assistance, always ask before taking any action.

Never slap a disabled person on the back or thigh as a goodwill gesture. This can cause the person to lose their balance, or trigger muscle spasms which can lead to the person falling out of their chair.

If you are unsure of something about a disabled person, which is relevant to a current situation, ask the disabled person to clarify your query. It is in the disabled person's interest to inform you of any special requirements they may have, or if they need any specialised assistive techniques.

If you have children, they will stare, it's their nature. Talk to the child about disabled people, and help them to understand why people use wheelchairs. This helps prevent fearful and negative attitudes towards disabled people.

And last but not least, look beyond the chair, there is a person in front of you, not a disability!

## Legislative Update

### Sex Discrimination Act 1975 (Amendment) Regulations 2008

In 2007 the High Court found that UK sex discrimination legislation did not comply with European requirements. As a result the Sex Discrimination Act 1975 (Amendment) Regulations 2008 amends the Sex

Discrimination Act 1975 (SDA) with effect from 6 April 2008. This will:

- introduce a revised definition of sex-related harassment
- impose liability on institutions (and other employers) for sex harassment where they knowingly fail to protect an employee from repeated harassment by third parties

- extend the right of protection from pregnancy/maternity discrimination
- improve rights during compulsory and additional maternity leave, including removing the distinction between ordinary

and additional maternity leave in respect of entitlement to non-pay benefits.

The Regulations can be accessed at:

[http://www.opsi.gov.uk/si/si2008/uksi\\_20080656\\_en\\_1](http://www.opsi.gov.uk/si/si2008/uksi_20080656_en_1)

## Fit for purpose yet? The Interim Report of the Independent Asylum Commission

The Independent Asylum Commission (IAC) is conducting a nationwide citizens' review of the UK asylum system. It has collected evidence from several hundred individuals and organisations, through public hearings, written and video evidence, and research. It has now published an interim report in which it offers the following key conclusions:

1. The Commission has found almost universal acceptance of the principle that there must be an asylum system, and that it must be applied fairly, firmly and humanely. These criteria must be fulfilled for the UK system to be 'fit for purpose'.

2. The Commission has found that the UK asylum system is improved and improving, but is not yet fit for purpose. The system still denies sanctuary to some who genuinely need it and ought to be entitled to it; is not firm enough in returning those whose claims are refused; and is marred by inhumanity in its treatment of the vulnerable.

The full Interim Report can be accessed at the Independent Asylum Commission website at: <http://www.independentasylumcommission.org.uk/>

## Book Review

*Spirituality, Values and Mental Health: Jewels for the Journey.* Edited by Mary Ellen Coyte, Peter Gilbert and Vicky Nicholls

Spirituality, religious belief and inclusive faith communities are important for mental well being but mental health practitioners have few guidelines for acknowledging these issues when working with service users. *Spirituality, Values and Mental Health* gathers together personal and professional contributions from mental health professionals, carers and

mental health service users and survivors. It addresses the stigma that can surround both mental health and spirituality and explores the place of the spiritual in mental health care, teasing out its implications for research, education, training and good practice.

Jessica Kingsley Publishers  
November 2007 ISBN 978 1 84310 456 8  
336 pages paperback £22.99

**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:

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**A large print version of this Newsletter is available**

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