FEATURES

COMMUNICATION

Language and translation services
How to make the best use of language services. Top tips from the Inclusion Team.

DISCUSSION POINT

Mental health in the workplace
Spot the signs; helping people and the impact at work.
ISSUE ONE

Welcome to the new look Equality, Diversity and Inclusion (EDI) Bulletin. In this issue we review how to make the best use of the language and translation services on offer, discuss mental health in the workplace and provide a summary of EDI news.

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Mental health at work

Mental health conditions: extent and impact

One in four people will experience some sort of mental health condition in the course of a year (Mind).

Mixed anxiety and depression is the most common mental disorder in Britain (9% of people with mental health conditions) (Mental Health Foundation).

Stress and mental health problems constitute one of the three major causes of long-term sickness absence (EEF Sickness Absence Survey, 2015).

Mental health problems account for the loss of 91 million working days each year (Acas).

Removing the stigma

Mental health in the workplace and society in general still carries considerable stigma. Open, honest and sensitive dialogue about mental health is key to removing the stigma that surrounds it. You can enable and empower your colleagues by opening dialogue with those affected. Ask them how they are, be honest and clear about the support that is available, do not push for answers straight away.
Mental health at work

Spot the signs

Right now, one in six workers is dealing with a mental health problem such as anxiety, depression or stress. Could you spot the signs?

- Changes in a staff member’s behaviour.
- Inconsistency in terms of work outputs.
- Difficulty making decisions.
- Fluctuating moods.
- Appearing tired, anxious or withdrawn.
- Struggling to focus on tasks.

Mental health problems can affect people at any time of life and in different ways. There are many different mental health conditions which vary in severity. Your manager will be able to help you and advise you about the support available in the workplace. Occupational Health, the H.E.L.P service and the Inclusion Team can also assist.
Face-to-face interpreters offer extra human interaction and visual contact which is more appropriate for complex and sensitive situations. They can also help explain cultural differences. These interpreters are paid by the hour so try to make sure appointments run on time. Avoid late cancellation fees by notifying the agency as soon as possible.

Sussex Interpreting Services (SIS) is our main provider.
01273 702005 (office hours) or 07811 459315 (emergencies)
www.sussexinterpreting.org.uk

Telephone interpreting is the fastest way to access an interpreter. It is a quick, easy and on-demand service to use which is ideal for emergencies and short appointments which do not require the exchange of complex information. You do not have to book in advance and the service is available 24/7 in over 250 languages. Some patients prefer using this service to protect their confidentiality.

ITL (interpreting Translation Line) 0845 055 2197

Vandu Language Services (VLS)
01273 473986 (office hours) or 0800 0087650 (emergencies)
www.vlslanguages.com
Language & Translation Services

Face-to-face interpreting for:
- new assessments
- complex patients
- sensitive issues
- complex procedures
- Labour & endoscopies
- bookings > 30 minutes
- delivering bad news
- child related services
- consent

Telephone interpreting for:
- outpatient bookings
- follow-up appointments
- A&E
- bookings < 30 minutes
- complete confidentiality
- patient choice
- emergencies
Reasonable adjustments

The reasonable adjustments duty is to avoid as far as possible by reasonable means the disadvantage which a disabled person experiences because of their disability. This may include access into a building, offering appointment letters in other formats, providing support for those with guide dogs, providing workplace adjustments for disabled employees. The aim is to ensure public sector organisations take positive steps to ensure that disabled people can fully participate and benefit from facilities and services that everyone uses.

We are required to take reasonable steps to:

Avoid substantial disadvantage where a provision, criterion or practice puts a disabled person at a substantial disadvantage.

Avoid substantial disadvantage, where a physical feature puts disabled persons at a substantial disadvantage; this includes removing the physical feature in question, altering it or providing a reasonable means of avoiding it. It also includes anticipating the disadvantage prior to it becoming an issue.

Provide an auxiliary aid where without one, disabled persons would be put at a substantial disadvantage.

We cannot justify a failure to make a reasonable adjustment; where the duty arises, the issue is whether or not the adjustment is ‘reasonable’ and this is an objective question for the courts to ultimately determine.
EDI news

- We still have Sonido Listening Devices and hearing aid boxes available. Contact the office if you would like any for your ward/dept.
- The department has The Hospital Communication Book available - contact us for a copy.
- Stonewall has released 'Vision for Change' on trans equality which is available from their website or in print.
- Week beginning 18th September is National Eye Health Week - check the Equality Hub for details of events.
- The Trust is a Level 2 Disability Confident employer. The scheme aims to help employers make the most of the opportunities provided by employing disabled people. It is voluntary and has been developed by employers and disabled people’s representatives.
- Need a bilingual appointment letter? These are available online at www.sussexinterpreting.org.uk/resources.asp

The Equality Hub - resources on the go

Launched earlier this year, the Equality Hub is a website designed, developed and managed by the Inclusion Team. With online resources along with discussion points, quizzes and videos, the hub helps you to explore human rights in healthcare and think about equality, diversity and inclusion. The hub is for staff, patients and community providers. All resources are free. www.equalityhub.org
The Inclusion Team provides a service which covers:

- age
- disability
- gender
- gender identity
- marriage and civil partnerships
- pregnancy and maternity
- religion or belief
- sexual orientation.

The service is available to patients, staff, carers and local community providers. We also have partnerships with local bodies such as the council and the CCG.

What are some of the things we are involved in?

- Providing Sonido listening devices for deaf and hard of hearing patients.
- Overseeing the interpreting and translation service
- Overseeing ad hoc training programmes such as trans and gender identity awareness
- Ensuring policies have considered due regard
- Advising on reasonable adjustments for patients and staff
The Inclusion Team
We are here to advise, help and support you.

Connect with us:
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