

EQUALITY, DIVERSITY AND INCLUSION BULLETIN

ISSUE NO. 2

SEPT - OCT 2017

BSUH NHS TRUST

FEATURES

SERVICES

Trans and non binary initiatives

BSUH trans services

DISCUSSION POINT

Age in the workplace

Multi-generational working and flexible employment



ISSUE TWO

Inside this issue	Pages
Statutory equality legislation	3-4
Trans & Non Binary Conference	5-6
Trans services at BSUH	7
Presenteeism	8
Age in the workplace	9-10
Monitoring matters	11
Resources	12
Interpreting services	13-14

The Department of Equality, Diversity and Inclusion covers age, disability, gender, gender identity, marriage and civil partnerships, pregnancy and maternity, religion or belief and sexual orientation. We help and support patients, staff, carers and local community services. You can contact us at Equality@bsuh.nhs.uk.

The basics - statutory equality legislation

As a public sector organisation, the Trust has a statutory duty to ensure that equality, diversity and human rights informs all that it does. Statutory duty is documented in the NHS Constitution, the Human Rights Act (1998) and the Equality Act (2010). The Trust has a Public Sector Equality Duty to pay 'due regard' to 9 protected characteristics in everything it does. This includes staff, patients and the community. 'Due regard' is the duty to eliminate unlawful discrimination, advance equality of opportunity and foster good relations.

It is important for the Trust to operate within current laws at all times and it is required to publish information showing compliance with equality legislation and objectives.

Why is this important to staff?

To abide by professional standards, help create an environment that values people, treating them fairly. The organisation you work for is liable if you break the law.

What is equality?

It is 'creating a fairer society, where everyone can participate and has the opportunity to fulfill their potential' (Department of Health, 2004).

What is diversity?

Recognising individual and group differences, affirming the positive value of these differences and building an inclusive environment.

What is discrimination?

Treating someone less favourably than another because of a protected characteristic they have or you think they have or because they associate with someone who has a protected characteristic. It can be indirect when a condition, rule, policy or even a practice is applied to everyone, but particularly disadvantages those who share a protected characteristic.

The basics - statutory equality legislation

What is harassment?

Unwanted conduct related to a relevant protected characteristic, which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for the individual. The Trust is liable for harassment of staff by people (third parties) who are not employees, such as patients.

What are the 9 protected characteristics?

Age, disability, gender identity, pregnancy and maternity, ethnicity and nationality, religion and belief, sex/gender, sexual orientation and marriage and civil partnership. Everyone has at least 5 protected characteristics.

What are the main human rights principles?

Fairness, respect, equality, dignity and autonomy.

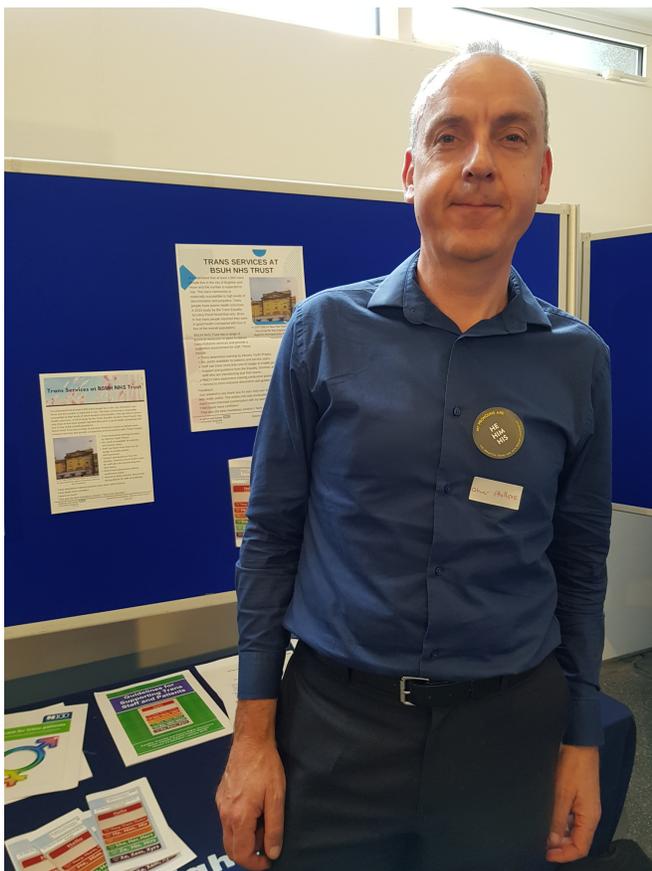
What are the core values of the NHS constitution?

Everyone counts, working together for patients, improving lives, compassion, quality of care and respect and dignity.

If you would like further information about any of the above please contact Equality@bsuh.nhs.uk.

Brighton Trans and Non-Binary Conference

The Trans and Non-Binary Conference was well-attended with speakers from across the UK. BSUH (one of the sponsors of the event) was represented by Babs Harris (Head of Equality, Diversity and Inclusion - right) and Oliver Phillips (Service Strategy Director - left). The feedback was positive with new Trust employees saying they were pleased the Trust supported the event. There was also a written commitment from the Chief Executive and Managing Director in the conference literature (see next page). Colleagues from other organisations such as Oxford University Hospitals and Sussex Police were able to request and share advice with Trust representatives. The 10 Tips for Improving Trans Services leaflet, was very popular (if you would like a copy contact Equality@bsuh.nhs.uk).



Brighton and Sussex University Hospitals NHS Trust

Marianne Griffiths -
Chief Executive Officer

Evelyn Barker -
Managing Director



We are really pleased, on behalf of the Executive Team of Brighton and Sussex University Hospitals NHS Trust (BSUH) to be able to re-affirm the commitment we made last year at the Trans Conference held on 22nd July 2016 to continue to learn and educate ourselves so we can serve our growing Trans, Gender Fluid and Non-Binary Communities to the best of our ability.

We at BSUH value the diverseness of our patients, staff and service users and strive to ensure that we treat all with the respect and dignity everyone deserves.

We continue to work with the Equality and Inclusion Partnership, and our Equality, Diversity and Inclusion team ensure that they feedback their learning throughout the organisation, whether by small group sessions, overarching Equality Awareness or bespoke training. Currently one such programme is running in the Royal Alexandra Children's Hospital – Allsorts are providing training for all our staff so they are better able to meet the needs of our young Trans patients. Feedback has been very positive from our workforce and we hope that this helps us to better meet the needs of our patients.

We aim later in the year, working with individuals and groups from the local Trans community, to provide training for staff in our adult services – this will then ensure a joined up approach to how we better meet the healthcare needs of our Trans Community of whatever age.

As part of our commitment to share best practice wherever possible we have shared the 'Supporting Trans Staff and Patients' guidelines with several other NHS organisations to give them a starting point on the conversations they need to be having with their communities.

We are fortunate to be living in a very vibrant part of the country with a population that is largely accepting of each other's differences. Through the links we have with the community, and the learning that is shared, we continue to strive to ensure that our healthcare meets the needs of all those who use our services.

Trans services at BSUH

It is estimated that at least 2,800 trans people live in the city of Brighton and Hove and the number is expected to rise. The trans community is especially susceptible to high levels of discrimination and prejudice. This can lead to poorer health outcomes. A 2013 study by the Trans Equality Scrutiny Panel found that only three in five trans people reported they were in good health (compared with four in five of the overall population).

BSUH NHS Trust has a range of practical measures in place to deliver trans-inclusive services and provide a supportive environment for staff. These include:

- Trans awareness training provided by Allsorts Youth Project.
- Mx. prefix is available for patients and service users.
- Staff can have more than one ID badge to enable greater self-expression.
- Support and guidance from the Equality, Diversity and Inclusion team for staff who are transitioning and their teams.
- RACH trans awareness training conference poster.
- Access to trans inclusive documents and guidance for staff and patients.

Presenteeism

Frontline hospital staff face high levels of stress, burnout and vicarious trauma. There is pressure to work when unwell - presenteeism.

People work while sick for a number of reasons including:

- Stress
- Lack of support from colleagues/interpersonal conflict
- Job insecurity
- Lack of support from supervisors
- Strict absence policies and sanctions
- Low job control
- Anti-sickness culture/norms; discrimination
- Management pressure
- Short staffing; lack of cover
- Financial difficulties
- Fear of burdening colleagues
- Feeling responsible, irreplaceable and indispensable
- High job demands; particularly heavy workload and high time pressure
- Strong sense of duty and responsibility
- Long working hours culture
- Enjoyment of work; high commitment and engagement

High levels of presenteeism have a negative impact on the workplace as it means people are unable to perform to their full capacity. Working while unwell may be invisible; not always disclosed and difficult to detect. It is worth considering the above when supporting staff in the workplace. If you would like guidance contact Equality@bsuh.nhs.uk, HR or Occupational Health.

Age in the workplace

While it is against the law to discriminate against anyone in the workplace because of their actual or assumed age, stereotypes, biases and assumptions can have a major influence on daily individual experiences.

There are an estimated one million British people aged between 50 and 64 who are 'involuntarily workless'. People in older age groups also tend to be out of work for longer, with a quarter of men and a third of women who reach state retirement age having been unemployed for five years or more. Many people in their 50s for example, take on caring responsibilities and need to take time out of work only to find it next to impossible to gain a foothold in the workplace again. There are currently 11.5 million people aged over 65 in the UK, some 18% of the population and in 40 years' time it is predicted to be 25%.

Where once the experience of those in older age groups was considered an asset, it is no longer always viewed as positive with changes in workplace culture. Then there is the bias in which youth is associated with creativity, energy and enthusiasm – the language and approach is different for those in older age groups. Youth is associated with future-driven policies and older age groups with the status quo.

Age in the workplace

BSUH has continued to look at ways to improve the experiences of older age groups in the workplace. Diversity and inclusion is more than just non bias recruitment. Diversity and inclusion is just as much about retention, matching older people with fulfilling roles that make use of skills and experience. While improved HR processes are being implemented to address age-bias, the biggest change we need to make if we're to fully involve older people and indeed all people is to our beliefs.



Monitoring matters

Monitoring is the systematic collection of information to evaluate and improve decision-making and improve how an organisation functions. The aim of monitoring is to bring about initiatives that better meet needs and lead to improvements. It is undertaken with planning and evaluation.

Monitoring in employment is used to:

- evaluate the workplace
- benchmark initiatives
- identify problems and gaps
- plan projects and programmes
- modify policies
- develop more responsive services
- improve outcomes for all staff
- demonstrate compliance with legislation.

Monitoring is not widely embedded in BSUH workplace culture; it is still not common practice and is sometimes seen as intrusive.

Without effective planning, monitoring and evaluation it would be impossible to judge if work is going in the right direction, whether progress and success can be claimed and how future efforts might be improved.

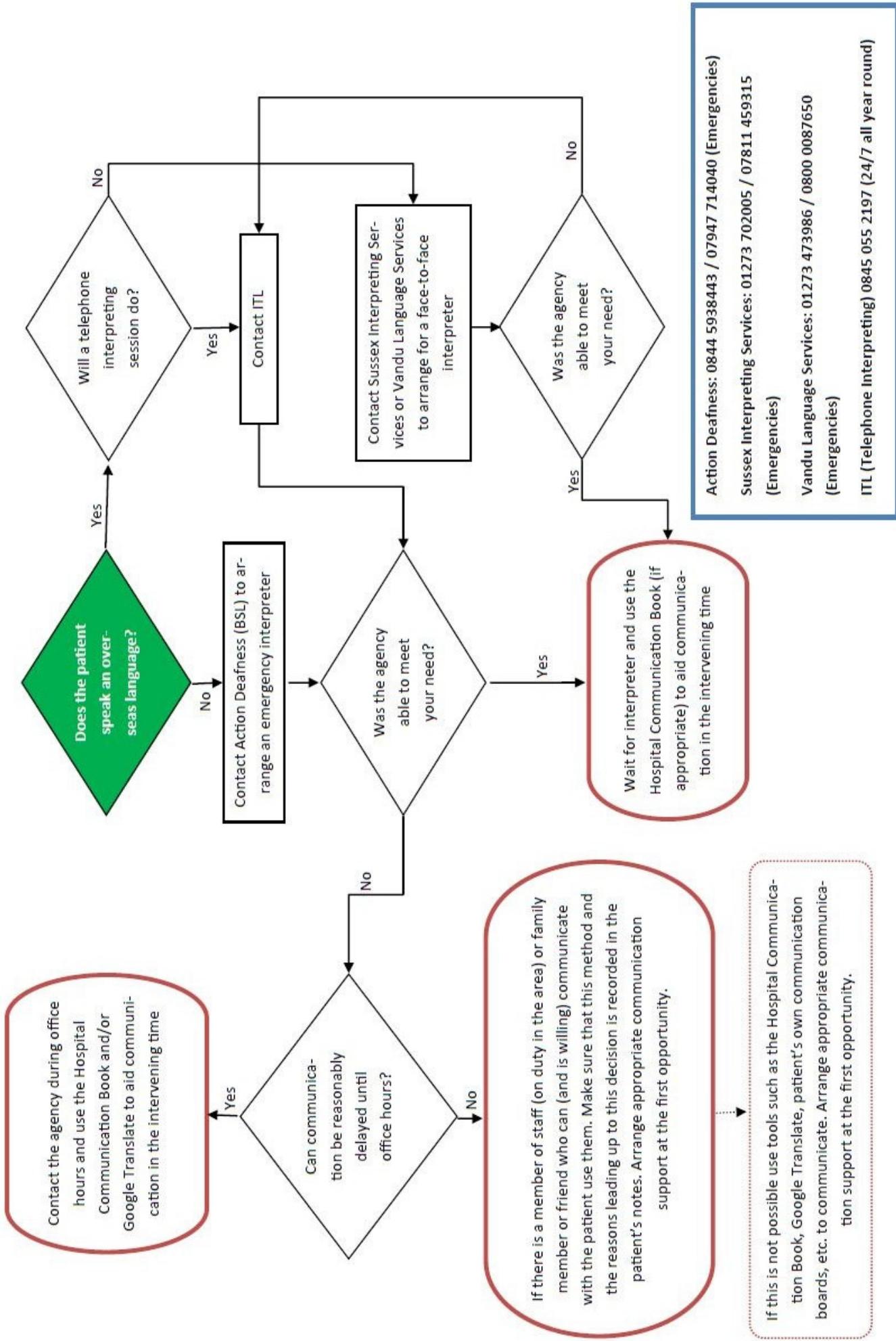
All hospital areas will be receiving/have received booklets explaining the importance of monitoring to patients and staff. Please ensure these are distributed and understood. For additional help contact Equality@bsuh.nhs.uk

Resources

- We have Sonido Listening Devices and hearing aid boxes.
- The department has The Hospital Communication Book and Equality and Diversity Communication boxes available along with other resources to help patients and staff communicate. Just contact Equality@bsuh.nhs.uk for assistance.
- 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.
- Contact us if your area needs information and guidance on translation and interpreting services.
- For resources on the go visit www.equalityhub.org



Interpreting Services Outside of Office Hours



Contact the agency during office hours and use the Hospital Communication Book and/or Google Translate to aid communication in the intervening time

Can communication be reasonably delayed until office hours?

If there is a member of staff (on duty in the area) or family member or friend who can (and is willing) communicate with the patient use them. Make sure that this method and the reasons leading up to this decision is recorded in the patient's notes. Arrange appropriate communication support at the first opportunity.

If this is not possible use tools such as the Hospital Communication Book, Google Translate, patient's own communication boards, etc. to communicate. Arrange appropriate communication support at the first opportunity.

Wait for interpreter and use the Hospital Communication Book (if appropriate) to aid communication in the intervening time

Action Deafness: 0844 5938443 / 07947 714040 (Emergencies)
Sussex Interpreting Services: 01273 702005 / 07811 459315 (Emergencies)
Vandu Language Services: 01273 473986 / 0800 0087650 (Emergencies)
ITL (Telephone Interpreting) 0845 055 2197 (24/7 all year round)

Communication Support Services available to our Patients from March 2017

Overseas Language Interpretation

Sussex Interpreting Services



Non-Emergency: 01273 702005

Emergency: 07811 459315

Online booking form (elective procedures): <http://www.sussexinterpreting.org.uk>

If Sussex Interpreting Services is unable to fulfil a request OR the patient has an established link with an interpreter from Vandu:

Vandu Language Services

Non-Emergency: 01273 473986

Emergency: 0800 008 7650

Online booking form (elective procedures): <http://www.vlslanguages.com>



Telephone Interpreting (Overseas Languages)

ITL

Telephone: 0845 055 2197



British Sign Language (BSL) and Lip Speaking

Action Deafness

Non-Emergency: 0844 593 8443

Emergency: 07947 714040

Online booking form (elective procedures): <http://www.actiondeafness.org.uk/>

