

Policy: Equality & Diversity in Service Provision

Statement: Understanding equality and diversity is vital if we are to deliver person-centred, safe and effective care. Equality is about creating a fairer society where everyone can participate and have the opportunity to fulfil their potential and no one is unfairly disadvantaged whilst diversity is about valuing peoples' differences and addressing their different needs and situations.

Delivering on equality and diversity at Blythe House Hospicecare means that we are tackling barriers which might prevent some groups of people from accessing services.

Good equality and diversity practice ensures that our services are accessible to all and that everyone is treated with dignity and respect. It also supports involvement and self-management and improved outcomes for all.

Equality and diversity are an essential part of how we deliver our services and how we work together to deliver services which meet the diverse needs of our patients, service users and carers, ensuring that we do not unlawfully discriminate because of the Equality Act 2010's protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, and ethnic or national origin), religion or belief, sex (gender) and sexual orientation

What does this mean for Staff?

All members of staff play a vital role in delivering a service which promotes equality and diversity. Every member of staff must be able to

- recognise discrimination and identify risks of discrimination whether direct discrimination, indirect discrimination or harassment
- understand the potential consequences of discrimination
- be able to identify and respond to the specific needs of diverse patients, service users and carers which arise from their personal, social or cultural background
- be accountable for providing a service which demonstrates good equality and diversity practice
- support the empowerment of patients, service users and their carers, so that they may be involved in their own care and health improvement

Members of staff are required to practice good equality and diversity by

- communicating with patients, service users and carers in a way that is accessible to them
- making reasonable adjustments in the way we do our work and deliver our services to take account of the particular needs of disabled people
- understanding the role that cultural and religious beliefs play in health care and peoples' experiences of the health services
- ensuring that every patient receives care that takes account of their individual needs
- treating everyone with dignity and respect at all times.