



Equality and Diversity Annual Report 2019-2020

Halton Haven Hospice

Located in a leafy and peaceful corner of Cheshire; Halton Haven serves the people of Widnes, Runcorn and surrounding areas. The Hospice offers a range of services to people over the age of eighteen who are affected by a life limiting illness. This includes a twelve-bed in-patient unit, a day hospice and a family support service, all of which are free of charge to people at the point of access.

Vision

The delivery of the highest quality care, driven by a motivated, knowledgeable and skilled workforce; for the wellbeing of the Borough of Halton

Values

- Patient-centred
- Professional
- Open and engaged
- Collaborative
- Creative

Strategic Aims

- To deliver exceptional patient experience
- To improve the quality of life for our patients
- To develop an inspirational workforce
- To achieve recognition for our innovation
- To play a lead role in the development of sustainable end of life care



Halton Haven is currently rated as a good Hospice, with outstanding features, by the Care Quality Commission.



Halton Haven Hospice

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Last rated
28 June 2016

Overall rating

Inadequate Requires improvement **Good** Outstanding

Are services

Safe?	Good
Effective?	Good
Caring?	Good
Responsive?	Outstanding 
Well led?	Good

The Care Quality Commission is the independent regulator of health and social care in England. You can read our inspection report at www.cqc.org.uk/location/1-134598723
We would like to hear about your experience of the care you have received, whether good or bad.
Call us on 03000 61 61 61, e-mail enquiries@cqc.org.uk, or go to www.cqc.org.uk/share-your-experience-finder



Commitment to Equality and Diversity

Halton Haven is committed to promoting equality, diversity and inclusion across all its services. As part of that commitment the Hospice complies with several statutory requirements set by the Care Quality Commission, NHS England and the local Clinical Commissioning Group.

This report is designed to evidence each of the compliance documents produced by the Hospice and to showcase the ongoing work that is taking place to make sure that everybody feels welcome at Halton Haven.

Protected Characteristics

Patients

Adults with specialist palliative care needs are welcome at Halton Haven Hospice, irrespective of the presence or absence of protected characteristics.

When admitting a patient to the inpatient unit, a Registered Nurse will routinely record all relevant personal and sensitive information that has clinical or social significance for that patient.

Staffing

The Hospice is based in Halton, Cheshire, which has a population of approximately 128,000 people. The 2011 census indicated that 97% of residents are white British and that most people are Christian. The predominant language is English, although increasing numbers of Polish speaking people are moving into the Borough.

The staff structure at Halton Haven very much reflects the population from which it is drawn.

The Hospice has a robust equality and diversity policy and recruitment process, meaning that people are recruited on their suitability for a role irrespective of protected characteristics.



Quality Account

Every year the Hospice publishes a Quality Account. Originally developed by NHS England to enhance accountability and engage the leaders of an organisation in their improvement agenda, Quality Accounts encourage providers to take a robust approach to quality. One section of the Quality Account focuses on equality and diversity, firstly with a demonstration of due regard for the Public Sector Equality Duty followed by a commitment to achieving several equality objectives.

Demonstration of Due Regard for the Public Sector Equality Duty

It is a requirement of the Equality Act (2010) that Halton Haven Hospice demonstrates due regard for the following three aims;

- Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it
- Foster good relations between people who share a protected characteristic and people who do not share it

Eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act

Halton Haven Hospice recognises that while we cannot solve the problems of discrimination within wider society, we can take practical steps to minimize the potential of it occurring within our own organisation. To help us to achieve this, we acknowledge our responsibility to equality and diversity and to adhere to the legislation that governs this. The Hospice is committed to promoting equality, embracing diversity and viewing fair treatment not only as a legal duty but as a moral responsibility and business imperative.

We are committed to providing equality for all; our services are open to everybody in the local community and we strive to have a workforce that is representative of the communities from which it is drawn.

Halton Haven Hospice will not tolerate any kind of direct or indirect discrimination, harassment or oppressive practices and is committed to eliminating these wherever possible. To actively demonstrate this commitment, the Hospice has a number of equality and diversity policies in place and undertakes a comprehensive equality impact assessment on each of those policies. Any breach of Hospice policy is taken very seriously and can lead to disciplinary action and possible dismissal. The Hospice also adheres to a robust recruitment system, which aims to ensure fair treatment for all applicants. In addition to this, all Hospice employees undertake mandatory equality and diversity training.

Advance equality of opportunity between people who share a protected characteristic and people who do not share it

At Halton Haven Hospice everybody is treated equitably, irrespective of the presence or absence of protected characteristics. The Hospice is committed to ensuring that no one is disadvantaged by unjustifiable provisions, criteria or practices. This commitment extends to all areas of employment and to all areas of our service provision.

It is the policy of the Hospice to recruit and promote people based on their suitability for the role, as defined by a comprehensive and contemporaneous job description and person specification. Vacancies are advertised to the widest possible audience and utilise sources that, as far as is reasonably practicable, ensure that all sections of the community can apply.

All applicants for employment or volunteering vacancies receive an equal opportunity's monitoring form as part of the recruitment process. If under-representation of any group is found we will, where appropriate, make every effort to;

- Include a statement in our job advertisements, positively encouraging people from those groups to apply
- Ensure our job advertisements reach them
- Consider using targeted or specialist media for our job advertisements
- Consult specialist agencies, such as Job Centre Plus, for advice
- Make sure the criteria for selection are entirely job-related
- Review and revise the organisation's policies, practices and procedures; and consider taking positive action to provide training specifically for under-represented groups

In line with current legislation, Halton Haven Hospice reserves the right to take positive action that will help or encourage people who share a protected characteristic to gain employment or benefit from service provision on an equitable basis to those who do not share a protected characteristic.

Foster good relations between people who share a protected characteristic and people who do not share it

In addition to the details noted above, the Hospice provides 'Spiritual Care' training to make staff aware of the possible diverse spiritual, religious and cultural needs of patients and their families. It is our aim that this increased awareness and understanding of diversity leads to better relationships and more positive outcomes for all concerned.

The Hospice also has a policy and procedure in place to make sure that the kitchen is aware of the dietary requirements of each patient whatever their personal needs, whether this is due to allergies, intolerances, cultural or religious requirements or simply due to personal preference.

Equality Objectives

Halton Haven Hospice works towards specific equality objectives every four years. Between April 2017 and March 2021, the Hospice will work towards the following:

- To continue to promote the work of the Hospice across the local community in ways that are accessible to as many people as possible.
- To continue to provide the highest quality Palliative and End of Life Care services to people from the local community, irrespective of the absence or presence of protected characteristics.
- To actively recruit more male nurses, as this group are currently underrepresented within our services.
- To implement an Autism Strategy, in line with the Autism Act (2009)
- To ensure that Equality and Diversity training is part of mandatory training for all Hospice staff

It is envisaged that progress against these objectives will be included in the 2021 report.

Service Changes

Halton Haven Hospice is committed to developing services that are inclusive of everybody. As part of this commitment, when designing new services or redesigning existing ones, the Hospice will;

- Consult with service users
- Liaise with Healthwatch Halton
- Complete a Service Change Equality Analysis Report (inclusive of a comprehensive equality impact assessment and evidence of compliance with the Public Sector Equality Duty)

To date this is not something that the Hospice has been required to complete, however it is expected that this will be completed in the future as the Hospice has a lot of exciting new projects coming up.

We are also pleased to say that we now have quarterly meetings with the Manager of Healthwatch Halton to discuss our services in relation to equality, diversity and inclusion.



Policy, Procedure and Training

The Hospice has a comprehensive equality and diversity policy, supported by a number of other subject specific policies that relate to equality, diversity and inclusion. In addition to this, every Hospice policy contains an equality impact assessment and easy read versions of certain policies are available, with more being developed all the time.

Equality and Diversity online training is mandatory for all staff members and will become mandatory for volunteers over the coming year.

The Pledge

Halton Haven seeks to promote equity of understanding in relation to mental ill health and emotional wellbeing, which is widely afforded to more physical complaints. To achieve this, the Hospice has signed up to the Time to Change Mental Health Pledge. This is a commitment to changing the way we all think and act about mental health in the workplace. Supported by an action plan, and a team of Mental Health Champions, the Hospice aims to;

- Provide a friendly and inclusive workplace where staff feel welcomed and supported
- Update and implement policies to address mental health problems in the workplace
- Equip Line Managers with the tools required to have conversations about mental health and wellbeing
- Provide information about mental health and signpost to support services
- Provide training for staff to raise their awareness
- Promote good practice
- Host events and activities to raise awareness
- Celebrate achievement
- Promote Wellbeing

Much of this work has already been completed and the rest is well underway. For example, there have been several awareness raising days and a staff survey was completed, looking at staff members understanding of mental ill health. In addition to this, several notice boards have been placed around Hospice buildings to raise awareness and signpost people to appropriate people and services. A self-help drive has also been added to the general server that staff can access at any time and there are regular meetings to promote mental health and wellbeing and to progress existing work streams.



Over the last year, the Hospice has also implemented a 'Green Ribbon' system. Designed to encourage a culture of communication and support, staff members who are willing to listen to those who may be struggling, or perhaps just need a little extra support, wear a green ribbon. Staff members can remove the ribbon on the days that they do not feel able to support others.

Disability Confident

Disability Confident is creating a movement of change, encouraging employers to think differently about disability and to take action to improve how they recruit, retain and develop opportunities for disabled people. Halton Haven understands that achieving the Disability Confident kite mark is a unique opportunity to lead the way in our community with regards to employing disabled people. Halton Haven is proud to say that we have achieved 'Committed', 'Employer' and 'Leader' status over the last twelve months.



Action Planning for Compliance

To comply with the NHS Standard Contract, Halton Haven Hospice is required to provide evidence in relation to Schedule 4: Quality Schedule 2019/20 (Equality and Diversity). The evidence must demonstrate both compliance and progress with a number of specified criteria. Evidence for each criterion is given a rating of green, red or grey. A rating of green indicates that the Hospice considers itself fully compliant with the criteria, whereas a rating of red indicates an area of non-compliance. A rating of grey indicates that the criterion is not applicable to the Hospice.

Accessible Information

All organisations that provide NHS care and / or publicly funded adult social care are legally required to follow the Accessible Information Standard. The Standard sets out a specific, consistent approach to identifying, recording, flagging, sharing and meeting the information and communication support needs of patients and service users with a disability, impairment or sensory loss. In summary the plan for achieving the standard focuses on;

- Procedures, Systems and Governance
- Workforce, Human Resources and Training
- Identification and Recording of Needs
- Verification of Accuracy of Data
- Supporting Documents
- Flagging and Prompts to Action
- Sharing of Needs
- Meeting of Individual's Needs
- Assessment and Assurance of Compliance with the Standard

The Hospice is pleased to say that we are well on the way to achieving the standard with over half of the implementation plan rated green. Work is actively ongoing within the areas we are yet to implement and achieve.

Spoken Language

The population of Halton is overwhelmingly made up of people who speak English as their first language. However, as the Borough grows more diverse, Halton Haven will ensure that our services are available to everyone that needs them. For this reason,



from April 2020, the Hospice will have a specific budget line set aside for interpretation and assistive language.

Reasonable Adjustments

The Hospice aims to make reasonable adjustments for anyone that needs them in order to create a culture of equitability for all. Halton Haven has an implementation plan in place to enable us to achieve, monitor and manage our progress. The plan focuses on the following;

- Policies and Processes
- Finances
- It Systems
- Staff / Volunteer Awareness & Training & Communication
- Patient Literature / Communications
- Working with Disability Groups
- Monitoring / Audit

Halton Haven is very pleased to say that we have already achieved most of our plan and are well on the way with the rest.

Deafness

In line with local priorities for care, the Hospice has an action plan to improve accessibility and opportunity for people who are Deaf or hard of hearing. Halton Haven's plan focuses upon;

- Reducing stigma associated with hearing loss and deafness
- Providing patients with equitable access to Hospice services
- Providing prospective employees and current employees with equitable access within the workplace
- Providing accessible information and communication to people who are deaf or have a hearing impairment

Work on this plan has been very exciting and well received, so much so most of the work is complete and embedded across the Hospice; both for employees and patients. The remaining section that is yet to be completed relates to the full implementation of the NHS accessible information standard, which is currently underway.



Autism, Learning Disabilities and Neurodivergent Conditions

It is Halton Haven's plan to;

- Reduce Stigma Associated with Learning Disabilities, Autism and Neurodivergent Conditions
- Provide patients with equitable access to Hospice services
- Provide prospective employees and current employees with equitable access within the workplace
- Provide accessible information and communication to people with autism or a neurodivergent condition

Work is ongoing in each category, meaning that a lot has already been achieved in each section but there is still more to do before it can be marked as fully complete.

Next Steps

Over the coming year, the Hospice will continue working through each of the implementation plans and will achieve the Accessible Information Standard.

We will publish another Quality Account to demonstrate our due regard for the public sector equality duty and monitor progress against our equality objectives.

We will follow due process in relation to service changes and continue to maintain a very high standard of policies and procedures. Completion of equality and diversity training will remain mandatory and all staff members will be encouraged to contribute to the Time for Change pledge for better mental health and wellbeing.

