



Equality, Diversity and Inclusion
Annual Report
2022 - 2023



Halton Haven Hospice

Located in 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 an 8-bed in-patient unit and a Day Hospice facility, which are free of charge to people at the point of access.

Activity started on our present site in 1981 and the In-patient Unit (IPU) was built in the early 1990s. It has since had full refurbishments, last completed in 2018, which has resulted in substantial development of the original structure of the Hospice and some new buildings to facilitate other aspects of the Hospice's care provision.

The Hospice is registered with the Care Quality Commission for an In-Patient Unit (IPU), which has provision for 8 palliative care beds and also a Day Hospice, which can accommodate up to 12 patients each operational day.

The IPU has a comfortable lounge leading directly into a conservatory and then out into well-developed garden areas. IPU bedrooms are single rooms with en-suite facilities, some of which having an en-suite shower and additional space to accommodate patients with physical disabilities. All rooms have remote control television, radio, CD player and an electric fan.

There is a comfortable visitors' room, with access to tea and coffee making facilities, is available.

The Hospice also has a dedicated "Quiet Room" within the IPU, which is available 24 hours a day for quiet reflection, prayer, and religious services as required.

The grounds of the Hospice include woodland with a newly developed woodland walk.

Our patients are cared for in a clean, comfortable, safe and smoke free environment and treated with respect and sensitivity to their individual needs and abilities. Our Staff are expected to be responsive to all patients and their relatives, providing appropriate support to ensure optimum quality of life during their stay with us.

The Hospice looks to:

- Provide a flexible and adaptive approach to Palliative Care Services.
- Provide expert care at the highest standard achievable, thereby enhancing the quality of life for patients faced with life limiting illnesses.
- Respect patient choice and autonomy and to be mindful of an individuals need for dignity, independence and privacy.
- Respect and acknowledge individual spiritual and religious beliefs.



- Provide a system of support which enables the person to live as actively as possible and supports the family and other carers.
- Work in conjunction with others in order to provide a seamless service.
- Ensure care is provided by a team who have undergone appropriate Palliative Care training.
- Contribute to the education and development of the Hospice's own staff and to the local palliative care education programmes.
- Evaluate and improve our services through analysis of feedback from patients, relatives, and other professionals and staff questionnaires.

Halton Haven Hospice aims to provide care to all our patients to a standard of excellence which embraces fundamental principles of best practice, and that this will be evaluated and evidenced through quality assurance and risk management.

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
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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, Diversity and Inclusion

Halton Haven Hospice is committed to promoting equality, diversity, and inclusion across all its services. As part of that commitment the Hospice aims to demonstrate due regard for the Public Sector Equality Duty and comply with statutory requirements.

Patients:

Adults with 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 had a population of 128,200 people at the time of the 2021 census, which is a 2.2% increase on the 2011 census.

The 2021 census showed that 96.5% of residents indicated that they were white British and amongst those who indicated that they had a religion 58.6% were Christian.

The predominant language in the Borough was shown to be English during the 2021 census.

Staffing at Halton Haven Hospice very much reflects the population from which it is drawn.

The Hospice has a robust Equality and Diversity policy and recruitment process, through which people are recruited on their suitability for a role irrespective of protected characteristics.

Training:

Staff at Halton Haven Hospice are required to take mandatory training, which includes Equality and Diversity Training. At the end of 2022 – 2023 year all but 7 staff members had completed this training. These staff members were being supported to complete this training as soon as possible.

The Health and Care Act 2022 introduced a requirement that regulated service providers must ensure their staff receive learning disability and autism training appropriate to their role. The Oliver McGowan Mandatory Training on Learning Disability and Autism is the standardised training that was developed for this purpose and is the government's preferred and recommended training for health and social care staff.



The Hospice has been aware that this Training on Learning Disability and Autism is due to go live on the NHS England e-learning for health platform. When the training module is available on the e-learning platform the Hospice will introduce this mandatory training to staff, with the requirement to complete it as soon as possible.

Policies:

Halton Haven Hospice has policies in place covering;

- Equality and Diversity
- Accessible Information
- Reasonable Adjustments
- Communication Passports

These policies have been reviewed and updated appropriately and are available to all staff members via the Hospice Onedrive or through StaffologyHR.

The Accessible Information Standard and associated Guidance were used to develop the Hospice's policy about providing accessible information and the policy provides a clear stepwise approach to compliance for the Hospice.

The Accessible Information Policy is also available to view on the Hospice website.

The Hospice also has a Communication Passport Policy and has developed Communication Passports for both patient use and staff use where appropriate.

Communication needs and reasonable adjustments for patients are established during the admission process and documented on an alert sheet at the front of the patient file. A copy of any Communication passport (either one completed before admission, or one completed at the Hospice) would also be kept within the patient file.

The Hospice Human Resources department establish any reasonable adjustments required by staff during the recruitment processes and throughout employment.

The Hospice has developed easy read versions of policies and also easy read versions of patient leaflets, and these are offered and used where appropriate.

Hearing Loss:

The Hospice Accessible Information Policy looks to ensure that processes are in place,

- To identify if a person is deaf or has a hearing impairment
- To record if a person is deaf or has a hearing impairment
- To alert those who need to know that a person is deaf or has a hearing impairment

The Hospice worked with Action on Hearing Loss to implement use of hearing devices at the Hospice, and these can be used in one-to-one situations and in group meetings.

A hearing loop system has also been installed in the Hospice Reception.

Action on Hearing Loss provided training for staff on the appropriate use of these devices, which have continued to be available this past year.

Interpretation, Translation And BSL:

The Hospice has continued to have a ring-fenced budget line for interpretation, translation and BSL. To date, however, this has not needed to have been used.

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 achieved 'Committed', 'Employer' and 'Leader' status.



Quality Account:

Each year, at the end of June, 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 from last year focuses on equality and diversity, with a demonstration of due regard for the Public Sector Equality Duty as follows;



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

Halton Haven Hospice recognises that while we cannot solve problems of discrimination within wider society, we can aim to 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 various 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 equity, with our services being open to all sections of the local community and by striving 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 equality and diversity policies in place and undertakes a comprehensive equality impact assessment on each of the Hospice's policies. Any breach of Hospice policy is taken very seriously and can lead to disciplinary action and possible dismissal.

The Hospice adheres to a robust recruitment system, which aims to ensure fair treatment for all applicants. All Hospice employees undertake mandatory equality and diversity training, and there is an Equality and Diversity Lead in place.

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

At Halton Haven Hospice no one, staff or service user, receives less favourable treatment on the grounds of disability, gender, age, religion or belief, race, sexual orientation, gender reassignment, marriage and civil partnership status, pregnancy and maternity status, nationality, caring responsibilities, political opinion, or part time/fixed term working status.

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 e.g., recruitment and selection, pay, benefits and other terms and conditions of employment; supervision and performance, appraisal, opportunities

for promotion/transfer, access to training, discipline and dismissal (including redundancy and retirement) and also 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 could apply.

All applicants for employment or volunteering vacancies receive an equal opportunity monitoring form as part of the recruitment process.

If under-representation of any group (e.g. disabled people, people from ethnic minorities or people of a certain gender or age) 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 equal 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 all the details noted above, the Hospice has provided '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".