

Public Authority Statutory Equality and Good Relations Duties

Annual Progress Report 2017-18

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Documents published relating to our Equality Scheme can be found at:
<http://www.southerntrust.hscni.net/about/Publications.htm>

Signature:



This report has been prepared using a template circulated by the Equality Commission.

It presents our progress in fulfilling our statutory equality and good relations duties, and implementing Equality Scheme commitments and Disability Action Plans.

This report reflects progress made between April 2017 and March 2018

Section 75 of the Northern Ireland Act 1998 and Equality Scheme

Section 1: Equality and good relations outcomes, impacts and good practice

- 1 In 2017-18, please provide examples of [key policy/service delivery developments](#) made by the public authority in this reporting period to better promote equality of opportunity and good relations; and the outcomes and improvements achieved. Please relate these to the implementation of your statutory equality and good relations duties and Equality Scheme where appropriate.

Welcome to this the 11th Annual Progress Report prepared by the Southern Health and Social Care Trust's Equality Assurance Unit, the purpose of which is to demonstrate how the Trust has fulfilled its:

- S75 Equality and Good Relations Duties under S75 of the NI Act 1998 (together with the commitments in its approved Equality Scheme) and its Disability Duties as set out in Section 49A of the Disability Discrimination Order (DDO):

Section 75 Equality Duties

Section 75 of the Northern Ireland Act 1998 requires Public Authorities including Health and Social Care (HSC) Trusts, when carrying out their functions relating to NI, to have *due regard* to the need to promote equality of opportunity between nine categories of persons, namely: between persons of different religious belief, political opinion, racial group, age, marital status or sexual orientation; between men and women generally; between persons with a disability and persons without; and between persons with dependants and persons without.

Trusts must also have *regard* to the desirability of promoting good relations between persons of different religious belief, political opinion or racial group.

The Trust must also ensure the effective and timely discharge of the commitments in its approved Equality Scheme.

The Disability Duties

The Disability Duties aim to promote positive attitudes toward persons with a disability and to encourage the participation of disabled persons in public life.

This year's report provides a high level summary of what the Southern Trust has achieved in furthering its statutory duties the aim of which is to bring about improved outcomes for the 9 Section 75 equality categories. It is not intended to be an exhaustive account of all progress made.

This report stands alongside a range of other Trust reports. For example, the Trust's Traveller Action Group (TAG) Progress Report aimed at tackling inequalities experienced by the Traveller community; Trust's Public and Personal Involvement Progress Reports aimed at encouraging user involvement in the design and delivery of our services; Carers Report and Community Development Report etc. Copies of

these reports can be obtained by contacting the Trust's Equality Assurance Unit in the first instance.

Equality and Disability Action Plans

The implementation of the Trust's Equality and Disability Action Plans are *central* to the implementation of the Trust's statutory equality and disability duties as are the tools of equality screening and equality impact assessments.

The overarching aim of these statutory duties is to place equality, good relations, human rights and the disability duties at the heart of public policy decision making both as a service provider, an employer and a procurer of goods, facilities and services.

Examples of Key Policy Developments during the year under review include:

1.1 Consultation and Publication of the Trust's New Equality Scheme Action Plan and Disability Action Plan aimed at Tackling Inequalities - Period 2018-2023

The 6 Health and Social Care Trusts in Northern Ireland concluded their public consultation on their draft Regional Equality and Disability Action Plans during the current reporting period. This consultation ran from 7 August to 7 November 2017. At the same time HSC Trusts also consulted on their Local Action Plans.

These draft plans were shaped and developed with input from a wide range of stakeholders during earlier pre-engagement work and a 13 week public consultation.

Consultees were invited to respond to the draft plans to ensure that the measures identified in the plans impact positively on the lives of patients, service users, staff and carers. The plans cover a five year period 2018-2023.

Consultees were encouraged to respond using 'Citizen Space' - an online consultation software platform - which HSC Trusts anticipated would go some way to simplifying the process of responding to the public consultation (via one single point of reference) as opposed to 6 individual organisations. An overview of the plan and how to respond was provided in both British and Irish Sign Language. Copies of the plans were also made available in Easy Read.

In recognition that some people may prefer to respond in a different way views were welcomed by a variety of means including: in writing, email, telephoning, focus groups, etc.

Consultees commented that the collaborative working between HSC Trusts and the NI Ambulance Service (NIAS) was welcome:

"Working in partnership provides the Trusts and Ambulance Service with the opportunity to identify regional priorities, to share best practice and pool resources complementing work at local level."

There was also acknowledgement of the range of initiatives that Trusts and NIAS have undertaken over the last planning cycle aimed at embedding the principles of equality and good relations in policy, planning and practice.

The Equality Commission particularly noted the range of measures identified by the Southern Trust in its Local Plan and commented favourably.

Of note, the Equality Commission welcomed the approach taken by the Southern Trust in developing both outputs and outcomes in its plans. Further, the Commission welcomed proposals to ensure access to services for Section 75 groups including the proposal to simplify the HSC Recruitment and Selection process through the development of an easy-to-follow information leaflet; the co-design of a staff information booklet aimed at raising awareness and understanding of Traveller history and culture; the review of the Multi-Cultural and Beliefs Handbook for HSC staff which aims to promote culturally sensitive services for all those in need of Health and Social Care.

The Commission particularly welcomed the actions proposed by the Southern Trust to agree priorities for improving Traveller health and for improving the physical health of disabled people through the development of breast cancer screening information for people with a disability. The Commission also welcomed the action to promote wellbeing amongst refugees.

Themed Analysis

A themed analysis of consultees' views and how these were taken into account in the final action plans can be found in our Regional Consultation Outcome Report. Both the Southern Trust's regional and local Action Plans were approved by the Trust Board on 29 March 2018.

A number of actions contained within these plans were well underway at the time of compiling this year's Section 75 Annual Progress Report.

The Trust's final approved Actions Plans together with an Audit of Inequalities can be found on the Trust's website or by contacting the Equality Assurance Unit. All consultees have been notified that the Trust's Plans have now been approved and are available on its website.

Audit of Inequalities

The Equality Commission's revised 'Guide to the Section 75 Statutory Duties for Public Authorities' emphasised the need for public authorities to carry out an audit of inequalities and produce associated action plans.

"An audit of inequalities is a systematic review and analysis of inequalities which exist for service users and those affected by Public Authorities (PA) policies in order to inform the work of the P.A. in relation to the promotion of S75 equality and good relations duties." (ECNI, 2010).

HSC Trusts updated their audit of inequalities during the year under review. This audit was utilised to inform and shape the content of HSC Trusts' regional and local

Equality and Disability Action Plans.

At a regional level all HSC organisations have worked collaboratively to gather emerging themes in relation to key inequalities experienced by the 9 equality categories. Equality Leads from each of the HSC Trusts and NIAS analysed and collated both qualitative and quantitative data. This data was disaggregated by the Section 75 categories to develop indicators of levels of inequalities.

The 'Emerging Themes' section of this audit will be continually updated. Equality Leads in each of the HSC organisations will regularly review relevant literature and update this working document which is available on the Trust's website. The document can also be utilised as evidence for future screening and equality impact assessments and as a useful resource for health and social care staff in the design and delivery of services as well as an aid to policy formulation.

A copy of this audit was requested by and shared with Liam Duggan, Sinn Féin MLA.

Promoting Equality and Inclusion in Employment

1.2 Gender Identity and Expression Policy

Between January and March 2017, HSC organisations consulted on their draft Gender Identity and Expression Employment Policy.

All comments have now been considered. Three documents were amended accordingly and presented to the HR Directors Forum September 2017 for approval and for local adoption i.e.:

- the Consultation Outcome Report
- the draft Policy, amended in light of the comments received and
- associated Equality Screening document.

The consultation report provides an overview of comments received and draft responses to each of these.

Overall the responses were very positive. Consultees welcomed in particular *the consistency that the policy will provide across HSC employers*. Likewise, the *inclusive scope of the policy* was endorsed. The latter is particularly noteworthy, given opposing views expressed by organisations from within the gender identity sector during pre-consultation events.

Next Steps

To support the implementation of the policy, a regional task and finish group has been established with membership drawn from HR, Equality, Pension and Payroll from across the HSC with the aim of producing a series of practical 'checklists' for HR staff, managers and individual employees covering sensitive issues such as:

- Handling Information Records – the development of protocols for staff to outline: (a) what documents are acceptable for pre-employment identity checks and (b) when and how changes relating to the gender of an individual are made on HRPTS and old records are closed down.
- Awareness Raising and Training – the development and funding of a package of training and awareness raising activities for staff, to include information materials and *mandatory* completion of the new equality awareness eLearning module for all staff, as well as measures to identify and meet specific training and awareness needs of teams.

HR departments were asked to identify a named contact for gender identity issues and to set up a dedicated email address with access restricted to this contact. Sarah Moore, HR, Employee Relations Department has been identified as the named HR contact for Southern Trust staff to seek advice and information.

The first meeting of the Task and Finish Group took place in January 2018. Future progress will be picked up and reported in next year's Section 75 Annual Progress Report.

1.3 Launch of the Equality, Good Relations and Human Rights: 'Making a Difference' eLearning modules and training manual for staff



Top Level commitment to Equality, Good Relations and Human Rights

Members of the Trust Board and Trade Union representative pictured at the official launch of the Trust's staff Training Manual – 'Equality, Good Relations and Human Rights'. This new regional resource sets out 'rights, roles and responsibilities'. The manual aims to increase staff awareness of how committed the Trust is to promoting equality of opportunity, good relations and embracing the ethos of diversity and treating everyone with dignity and respect. A copy of the staff training manual is available on the Trust's Intranet under 'Policy and Procedures / HR&OD / Equality section'.

Deployment Plan 'Making A Difference' eLearning Modules

The launch of the 'Making a Difference' new regional eLearning training modules for staff took place on 6 November 2017. A Deployment Plan was drawn up and endorsed by SMT. All staff, in key functional areas, were tasked with completing their training within 6 months from deployment i.e. by 7 May 2018. Service Directorates will actively roll out the training to all staff over the next year and beyond.

Regular progress reports will be provided by the Trust's Equality Assurance Unit to facilitate effective targeting and to encourage completion.

Key selling points of the new programme:

- **Regional Programme** – all HSC organisations have bought into these 2 new modules – i.e. all 6 HSC Trusts (including NIAS), BSO, HSC Board, NIBTS, NI Fire & Rescue Service, NI Guardian Ad Litem Agency, NI Social Care Council, PCC, RQIA.
- **Designed by HSC staff for HSC staff** – realistic and meaningful for our staff
- **Benefits:**
 - Consistent training and key messages across all HSC organisations in terms of equality, good relations and human rights training/awareness.
 - Rotational staff – all receive the same training – facilitating extension of training passport
 - Assists with revalidation i.e. evidence for portfolio (certificates)
 - The design of the modules is as much about 'Quality' as it is about 'Equality' – promotes high quality safe services.
 - Protection for staff – goes to satisfying 'Reasonable Defence' in the event of litigation
 - Underpins the 5 Patient and Client Experience Standards and Civility principles
 - Trust Values - places equality, good relations and human rights at the heart of our organisational values – ensuring that we exercise fairness in all that we do.

The aim of the Making a Difference eLearning programme is to show how staff can really make a difference by:

- Promoting positive attitudes to diversity
- Ensuring everyone is treated with respect and dignity
- Promotes behavioural outcomes that are in keeping with HSC values and equality and human rights law and FREDA principles.

The Programme is in 2 parts:

- **Part 1** – to be completed by all staff (30 minutes)
- **Part 2** - should be completed after Part 1 by staff with line management responsibility (additional 15 minutes).

Promoting Activities

The Equality Unit has been actively promoting the training via the Southern-i (Trust Corporate Communication), outreach events in areas where there is heavy staff footfall (canteens, coffee bars etc) using a pop-up stand and promotional posters. Pictured below are staff at promotional events:



Regional Launch of 'Making a Difference' eLearning



Pictured above are representatives from across the HSC at the regional launch of the 'Making a Difference' new eLearning modules at the Long Gallery, Stormont on 4 December 2017.

Dr Evelyn Collins, CE, Equality Commission for NI (pictured above first right) praised the programme for its meaningful and practical content while addressing key equality issues/concepts. Dr Collins in particular welcomed the inclusion of a scenario for managers on *mainstreaming* the Section 75 Equality Duties.

1.4 Good and Harmonious Working Environment

Pictured (on page 9) are Trust Chair, Roberta Brownlee, Director of Human Resources & Organisational Development, Vivienne Toal, Chair Trade Union Joint Negotiation Consultative Forum (JNCF), Petra Shields, and former (Interim) Chief Executive, Francis Rice, who pledged their continued commitment to the promotion of a good and harmonious working environment for all staff.

The Trust is committed to not only avoiding discrimination but also pursuing good practice, promoting and challenging sectarianism and racism to ensure service users and staff enjoy equality of opportunity and good working relations.



The Trust received a number of queries around the poppy during the year under review. The Trust clarified its position on the wearing of the poppy which supports the Equality Commission's guidance on what constitutes a good and harmonious working environment. This guidance is readily accessible for staff on the Trust Intranet - under the Equality section.

1.5 Regional Policy for Dealing with Conflict, Bullying and Harassment in the Workplace

The draft Policy, at the time of completing this year's report, had gone to Assistant Directors of Human Resources across the HSC for final review before presentation to the HSC HR Directors Forum for comment.

The draft policy will be subject to further consultation at the regional Joint Negotiation Consultative Forum before it is officially endorsed and launched.

1.6 Launch of Workplace Domestic Abuse Policy and Guide for Staff and Managers

Domestic violence is evidently of general concern to all communities globally. During the year under review the Trust launched a new campaign to support staff who may be affected by domestic abuse on 20 and 21 December 2017 at Craigavon Area Hospital and Daisy Hill Hospital. A new workplace policy and supporting guide for staff and managers can be accessed on the Trust's Intranet.

Speaking at the launch, Director of Human Resources and Organisational Development, Vivienne Toal said: *"Last year there were over 5,000 incidents of domestic abuse reported across our area and as a large employer we are very aware that some of these could have potentially involved our own staff"*.

"We want to support the wellbeing of our staff and urge anyone who might be affected or who suspects a colleague may be experiencing abuse, to seek help at any time, but especially over the holiday period which we know can be particularly stressful for anyone in these circumstances. As health and social care professionals many of us know how to recognise the signs of domestic abuse and how to get support. However, it is important for us to be mindful that as well as our patients and

clients, it could actually be a colleague who is experiencing abuse. We hope that this new guidance helps to give staff the confidence to reach out to support each other and indeed to protect themselves from the threat of abuse.”



The new policy includes a list of support organisations and their contact numbers. If staff are experiencing or suspect someone else is suffering from domestic abuse they can contact the 24 Hour Domestic and Sexual Violence Helpline on 0808 802 1414. For more information and advice staff can log on to <http://bit.ly/SHSCTDomesticAbuse>

1.7 PRIDE 2017 - 5 August 2017 – Promoting Inclusive Workplaces

As in previous years, the HSC LGB&T Staff Forum took part in the Belfast Pride parade. The Pride parade offers an opportunity for staff to stand alongside LGB&T colleagues to continue to promote an inclusive society.

Over 100 events were organised as part of the Pride festival - including information stands aimed at promoting health and wellbeing. For more information on the HSC LGB&T Staff Forum go to www.lgbtstaff.hscni.net

During Pride Week, the HSC LGB&T Staff Forum also created an online photo gallery of staff who are out at work. Where people are already visible, it helps others to come out and create more inclusive workplaces. The photos are hosted at <http://www.lgbtstaff.hscni.net/gallery/>

The HSC LGB&T Staff Forum was established in September 2011 following representation from Trade Unions about increasing support for the health and wellbeing of LGB&T staff in health and social care and with the aim of encouraging more open and diverse workplaces.

The Forum is open to any member of staff working within a HSC Trust or regional HSC organisation, including agency staff and interns. It is also open to full time students who are on placement in HSC environments. It is facilitated by the Public Health Agency on behalf of the wider health and social care service. In 2014 a website was developed, to enable information sharing, promote good practice and to reduce the isolation of LGB&T staff.

1.8 Review of the Multi-Cultural & Beliefs Handbook – Cultural Competence

A review of the Multi-Cultural and Beliefs Handbook took place during the year under review to reflect a diverse range of faiths and emergent migration patterns. The Trust is grateful for the contributions and feedback from Derek Johnston, Northern Ireland Healthcare Chaplains Association and representative organisations from BME communities. The handbook, which has been extensively reformatted with the support from colleagues in the Trust's Education, Learning and Development Department and the Equality Assurance Unit, is now available in a more user friendly and accessible format. The Southern Trust is the custodian of this resource on behalf of the region.

1.9 Regional Recruitment & Selection Framework (R&S) – Promoting Equality in Employment

The Regional Performance Improvement work stream circulated, during the year under review (i.e. October 2017), the first draft of a R&S Framework for comments from across the HSC. It is intended that this regional policy will be presented as a higher level framework for all HSC Trusts/Organisations to refer to.

Reassuringly, this draft Framework does not differ significantly from the Trust's existing Recruitment and Selection Procedures, with only some minor variations.

After further refinement the Framework will go out for wider consultation. A regional e-learning / training package will be developed to reflect the final version in the interest of ensuring fair and effective recruitment and selection premised on the merit principle.

1.10 International Recruitment – Workplace Diversity

The Trust was delighted to welcome more nurses recruited from the Philippines. Kimberley Alvarez, Bill Baban and Catherine Sandalan arrived on 20 April 2017 and join Franjo Lamadrid who has been working in the Trust since February 2017. Kimberley, Bill and Catherine will be working in Craigavon Area Hospital.

They are pictured, on page 12, with staff from other Trusts participating in the regional induction programme.

Lynn Fee, Assistant Director of Nursing is also pictured congratulating recently recruited overseas nurses as full members of the NMC (Nursing and Midwifery Council).



Emanuele Rubino arrived to the Southern Trust from Italy in December 2016 and has been working in Ward 1 at Lurgan Hospital as a Health Care Assistant. He has now passed his IELTS (language exam) which is a requirement for EU Nurses to enter the NMC register to work as a Staff Nurse.



In a recent announcement (14 May 2018) the DoH allocated £15million for workforce development with a third earmarked for nursing, midwifery and other professions. This will include 100 extra nurses and midwives under a plan to improve working conditions in the health service with 1,000 nursing and midwifery places commissioned from universities from 2018/19.

1.11 Health and Social Care Workforce Strategy 2026 – Delivering for Our People

The recently launched HSC Workforce Strategy was developed through detailed engagement with colleagues across health and social care sectors. It reflects staff views on how to create an environment in which excellent, high-quality care can continue to be provided. Skills development, career pathways, increased numbers of trainees, the development of new roles, investment in the wellbeing of the workforce and empowering and supporting the workforce to do what they do best, were all identified as necessary if HSC is to be *the first choice for the best people*.

This workforce strategy outlines a number of actions which, when implemented, will support HSC employees to deliver world class health and social care.

Amongst the priorities in the recently published workforce strategy are:

- Planning to address the implications arising from Brexit and subsequent implications of EU and Non-EU workforce,

- The roll out of a new regional health and wellbeing policy to include:
- A regional Work Life Balance Policy to enable employees to strike a healthy balance between work life commitments.

1.12 EU Exit – Day 1 – Trust Delivery Planning

The Permanent Secretary for Health wrote to CEs during the year under review seeking nominations from all HSC Arms-Length Bodies to participate in a regional work stream to ascertain the impact on the HSC family of organisations as a consequence of the UK's exit from the EU on 29 March 2019. The Trust's SMT nominated the Head of the Equality Assurance Unit to represent the Trust's interest on this regional steering group led by the Department of Health (DoH).

In summary, the DoH and its Arms-Length Bodies (ALBs) were required to develop Business Continuity Plans by 30 June 2018 to ensure business as usual following Day 1 EU Exit and in the longer term whilst ensuring no/minimal disruption to services.

All ALBs were tasked with actively scoping the potential impact on their functions against a 'no deal' scenario. A 'no deal' scenario meaning no formal agreement being reached during the negotiations between the UK and EU.

The Permanent Secretary for Health was tasked with providing assurance on the Department's readiness and that of all ALBs as follows:

CEs of ALBs are required to sign a statement of *readiness* confirming that their organisation is actively scoping the potential impact of a 'no deal' outcome from the UK-EU negotiation on the services provided by their organisation in line with the information provided by the DoH.

Further, CEs were asked to alert the Departmental Policy Leads to any additional issues identified that have not been already highlighted by the DoH.

The Trust's CE submitted a signed statement of readiness to the Permanent Secretary by the specified date 6 July 2018.

Workforce challenges were highlighted amongst the key priority areas including the implications for cross border workers (of significance given the Trust's geographical position), mutual recognition of professional qualifications linked to the common travel area, access to health and social care post Brexit, financial implications in terms of recouping expenditure if reciprocal healthcare arrangements cease, EU Funding to facilitate future collaborative working e.g. CAWT. Just some of the issues raised through the scoping exercise.

The Trust supports the view that the out workings of Brexit should not be allowed to undermine or reverse decades of progress on equality legislation (which should continue to be placed at the heart of public policy/decision making) nor inhibit its ambition to be an Employer of Choice in an increasing competitive labour market.

1.13 Assessment of Fair Participation amongst the SHSCT workforce - Article 55 Tri-annual Review

In the 2016/17 annual progress report the Trust reported on emergent workforce trends and the extent to which fair participation is being afforded between the two main communities within its workforce. Copies of this report can be obtained from the Trust's Equality Unit. Analysis revealed that there was an increase of 1.4% in favour of Roman Catholics, in the overall workforce composition, when comparison is drawn with staff employed as at 1 January 2013 and 1 January 2016. This finding is in line with an increasing trend within the Health Sector in favour of Roman Catholics as evidenced in the Equality Commission's Annual Fair Employment Monitoring Report No 26 – 'A Summary of NI Monitored Workforce Returns' when the Roman Catholic community share of health sector jobs stood at 51.9%. Southern Trust religious breakdown as at 1/1/16 [60.3%] Roman Catholic.

In response to the detailed analysis and assessment of fair participation the Trust subsequently received confirmation, from the Equality Commission, that its Review was fully compliant with the Fair Employment and Treatment (NI) Order 1998.

The Trust's next tri-annual review is due for completion in 2019.

1.14 Annual Fair Employment Monitoring Return

The Trust submitted its statutory Fair Employment Monitoring Return to the Equality Commission, ahead of the statutory deadline, showing workforce composition between the 2 main communities in NI, applicant flows and appointees, promotees and leavers for the year ending 31 December 2016.

A copy of the monitoring return can be obtained by contacting the Equality Assurance Unit.

1.15 Work Life Balance – Uptake

The Trust continues to promote a growing range of work life balance options to enable staff to reconcile their work life commitments. During 2017-18 a total of **1242** applications were received with an **90%** approval rate. Managing WLB requests fairly is a key theme incorporated into the new eLearning programme for managers 'Making a Difference'.

As at 20 June 2018 - **368** Trust staff currently avail of the childcare voucher scheme.

Our family friendly practices and innovative approach to supporting our staff was recognised by the Equality Commission – In the Advancing Diversity NI Awards.

The Trust looks forward to working alongside other HSC organisations to develop a regional Work Life Balance Policy that will underpin the new HSC Workforce Strategy 2026 (referred to earlier in this report) and in the interest of sharing best practice.

1.16 Staff Health and Wellbeing

The Trust launched its First Edition of its 'Workplace Health and Wellbeing Newsletter' during the current reporting period which included an overview of the many health and wellbeing initiatives that have taken place over the past year e.g. how to become more active, stop smoking, how to look after your mental wellbeing and eating more healthily. Click here to view the [Newsletter - October 2017](#)

1.17 Disability Placement Scheme – A Bridge to Employment

Pictured below individuals enjoying work experience opportunities with the Trust. The Trust's Disability Placement Scheme offers a variety of work experience opportunities including group horticultural placements, support with arts and crafts in day care settings as well as administration support.

Bronagh McKeown, Head of Disability Day Services says "*We are fully committed to supporting service users to lead fulfilled lives and to participate in a range of day time opportunities like leisure, education, training and employment. Whilst we also work with other organisations and businesses throughout the area to offer day time opportunities, the Trust provides a wide range of placement opportunities for people with disabilities across the health and social care sector. Service users greatly value this experience to develop their own knowledge and skills and Trust employees really enjoy getting to know service users and supporting them to reach their full potential.*"

Tony McAteer, Training Support at the Clanrye Group added "*Working with the Southern Trust has given our young people the opportunity to experience a real working environment whilst developing valuable vocational skills.*"



1.18 Job Shadow Day

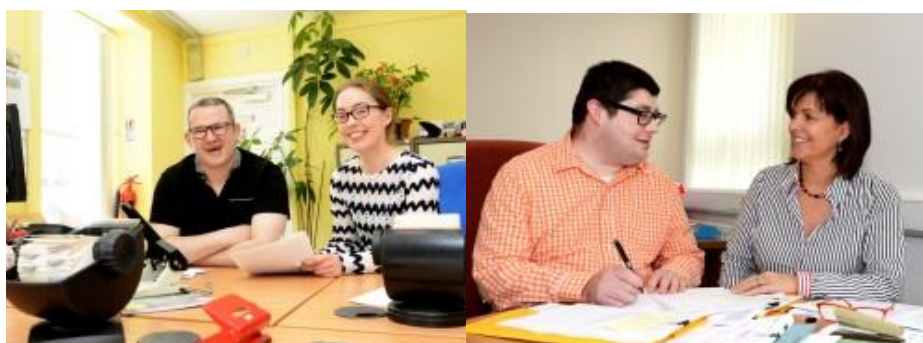
Job Shadow Day took place on 25 April 2018 and gave adults with a disability an opportunity to explore their career interests within a health and social care setting.

Job Shadow Day was developed by the Irish Association of Supported Employment and was originally launched in 2008. It aims to bring together people with disabilities, employers and Supported Employment organisations to raise awareness and highlight the positive contribution disabled people make to the workforce.

Each service Directorate and functional area e.g. Human Resources, Finance, Performance & Reform including Corporate functions identified a range of opportunities.

In all 12 participants availed of the opportunity to job shadow Trust employees across a range of settings in order to gain valuable work experience.

Bronagh McKeown, Head of Disability Day Services says: “*Job Shadow Day is a fun and rewarding day which supports service users to learn more about their career interests and the skills needed to succeed at work. Job shadowing brings a job to life and can help service users decide on what type of work best suits their needs. The Job Shadow Day helps to break down barriers to employment by raising awareness of the valuable contribution people with disabilities make at work.*”



Job Shadow Day furthers the aims of the Trust’s Day Opportunity Initiative and the Trust’s obligations as laid down in its Disability Action Plan i.e. to promote positive attitudes toward persons with a disability and to encourage their participation in public life – including employment.



Examples of Key Service Developments during the year under review:

1.19 Financial Savings Plan 2017-2018

HSC Trust Equality Leads were amongst a senior team of staff involved in what constituted a significant programme of work during 2017/18. Much of this activity had to be completed within a truncated timeframe. The roll of the Trust Equality Leads was to facilitate the effective discharge of Trusts’ Section 75 Equality Duties as laid down in Trusts approved Equality Schemes. The Trust’s Head of Equality together with the NHSCT Equality Lead were invited to attend a briefing with DoH to discuss the Section 75 implications in the out workings of this programme of work.

The HSC system worked collaboratively during 2017/18 to address the significant financial pressures facing HSC in seeking financial break-even across the HSC within a challenging timeframe.

HSC Trusts committed, at the outset, that there would be further public consultation if it was considered necessary to extend any of their proposals beyond 2017/18 or in the event it was considered that specific proposals should become permanent.

Individual equality screenings were conducted on each policy proposal to determine *impact* for the Section 75 equality groups. In addition, a cumulative assessment was also undertaken to determine the overall impact of the Trust's proposals for all affected Section 75 groups.

This together with the need for public consultation, preparation of public consultative documents, facilitation of public meetings (and other related meetings), the careful examination and consideration of consultee responses, preparation of a consultation outcome report and the need to update equality screenings constituted an intensive body of work made possible through the combined efforts of all those staff involved.

On Friday 13 October the Trust Board approved proposals to save £6.4m for the financial year 2017/18. Speaking at the extraordinary Board meeting former (Interim) Chief Executive, Francis Rice said: *"In developing our saving proposals, the Trust's priority has been to protect front line services and to reduce spending in support areas where possible, although recognising that all short term savings proposals impact on the work of the Trust"*.

1.20 Rural Proofing

The Rural Needs Act (Northern Ireland) 2016 (the Act) is being implemented on a phased basis with Phase 1, covering government departments and local councils, commencing on 1 June 2017. Phase 2, covering other public authorities including the HSC Trusts, commenced on 1 June 2018.

Guidance has been issued by the Department of Agriculture, Environment and Rural Affairs (DAERA) to assist public authorities in understanding their statutory duties under the Rural Needs Act (Northern Ireland) 2016 and in fulfilling their obligations under the Act.

While there is no statutory obligation under the Act to follow the guidance issued by DAERA, the guidance is important. In the event of any legal challenge the courts are likely to view this guidance as *'an authoritative document of persuasive value'*.

The Act introduces a new duty on Northern Ireland departments, district councils and the other public authorities to have due regard (*i.e. to consciously consider*) rural needs when:

- Developing a policy, strategy or plan;
- Adopting a policy, strategy or plan;
- Implementing a policy, strategy or plan;
- Revising a policy, strategy or plan;

- Designing a public service; and
- Delivering a public service.

The purpose of the Act is to ensure that public authorities have due regard to the social and economic needs of people in rural areas (when carrying out the above activities) and to provide a mechanism for ensuring greater transparency in relation to how public authorities consider rural needs.

In going forward the Trust will be required to provide an annual report showing how it has taken rural needs into account in the exercise of its functions and in relation to the activities listed above. A standard template has been provided by DAERA (in their guidance to public authorities) for recording this information. The amount of detail recorded should be proportionate to the potential impact and relevance of the activity undertaken.

Promoting Equality in our Services

Age and Disability

1.21 'Transition and Me' DVD launched at awards event for young people with disabilities – 16 January 2018

The Southern Trust hosted an awards event and DVD launch to celebrate the successes of young people with disabilities as they transition from children's services to adulthood. The role of the Trust's Transition Planning Co-Ordinators in the Children's Disability teams is to enable disabled children and their families to



have access to information, assessment and services to help promote their personal development, independence and social inclusion. The team work in partnership with the children and their families and a range of other professionals and agencies to make a positive difference to their lives.

Speaking at the celebration event Mr Mark Irwin, Operational Manager for Short Breaks and Children's Transition said: *"We are all very aware of the importance of supporting the aspirations of young people with disabilities and having their*

voice heard for the future. We are extremely proud and want to celebrate them through this awards ceremony and launch of their very own DVD – Transition and Me. The DVD features some of our young people over the past ten years of transition planning, each with their own story to tell."

Mr Paul Morgan, Southern Trust Director of Children and Young People's Services also highlighted the achievements of all the young people attending the event and offered his thanks to the Trust's partners: *"We know the many challenges that children and young people with disabilities face, so it is important to celebrate when they overcome these challenges and achieve success. The young people here*

today have taken their future into their own hands, they've excelled in areas of their individual interests and have gained knowledge and skills that will help them in the future. This celebration event is a very important event in the Trust's calendar and an opportunity to thank all of the partners who have worked collaboratively with the Trust in transition planning which enable us to plan for, assess and make recommendations in providing individual support to more than forty five young school leavers with disabilities each year."

'Transition and Me' can be viewed by visiting the Southern Trust's website at <http://www.southerntrust.hscni.net/services/childrensdisabilities.htm> or on YouTube here: <https://youtu.be/D5UHWta6mGI>

1.22 First mental health service for children with intellectual disability

The Southern Trust is the first in Northern Ireland to offer a fully comprehensive Child and Adolescent Mental Health Service (CAMHS) that is fully inclusive of children and adolescents who have an Intellectual Disability.

One in forty children and young people have an intellectual disability, which means they have difficulty understanding information and learning the skills needed for everyday life.

Dr Heather Hanna, Consultant Child and Adolescent Psychiatrist in Intellectual Disability for the Southern Trust explains: *"Children with an intellectual disability are four times more likely to develop a significant mental health, emotional or behavioural problem than the average child. However, until now there has been a lack of specialist services to help them overcome these challenges to allow them to flourish".*

"We want children with an intellectual disability to have the same access to specialist therapeutic intervention when they experience mental health, emotional or behavioural difficulties, as every other young person. In response to national recommendations, we have broadened our Child and Adolescent Mental Health Service to ensure we can now meet the needs of children and young people with Intellectual Disability."

The new Intellectual Disability (ID CAMHS) team is made up of a number of professionals - a Consultant Child and Adolescent Psychiatrist who is Clinical Lead for the service, an Advanced Practitioner/Manager, ID CAMHS Practitioners, Senior Practitioners and Assistant Practitioners who have different areas of clinical expertise.

Siobhan Rogan, Advanced Practitioner and Manager for the Intellectual Disability CAMHS added: *"Our team works directly with children and their families, offering a range of interventions like Cognitive Behavioural Therapy, Positive Behaviour Support and medication if required. They help children and young people use techniques like Picture Exchange Communication to ensure they can better understand and relate to the people around them. We also offer group therapy sessions for parents to discuss common issues like sleep, and offer advice as early as possible when problems begin to emerge."*

The team is playing a leading role regionally in establishing support networks for practitioners interested in delivering the best possible services for children and young people and for the first time have brought a highly regarded Intellectual Disabilities Conference to Ireland.



Pictured above, the Permanent Secretary for the Department of Health, Mr Richard Pengelly visiting the Child and Adolescent Mental Health Service for young people with an Intellectual Disability during the year under review.

1.23 New Paediatric centres for Craigavon and Newry Hospitals

Blossom Children and Young People's Centre Craigavon

The doors of the new Craigavon Paediatric Centre were opened on 3 October 2017 to give staff, service users and public representatives the chance to have a look around before Outpatient services began the following week.



Following a public invitation to help name the new developments, a group of staff and service users met to consider the many suggestions and agreed on 'Blossom Children and Young People's Centre' for the Craigavon building and 'The Daisy Children and Young People's Unit' for Daisy Hill. Welcoming the new development, Director of

Children and Young People for the Southern Trust, Paul Morgan said: *"We are absolutely delighted to see the completion of the new paediatric building at Craigavon. Work at Daisy Hill is also progressing to plan and we look forward to the Wards and Ambulatory Units on both sites opening in January and being able to offer children and young people the highest standards of facilities".*

"This development has brought major changes to the Craigavon site and we greatly appreciate the co-operation of patients, visitors and staff in helping to make these improvements to our services."

Blossom Children and Young People's Centre includes the outpatient department, inpatient department with 19 beds and a short stay department with five ambulatory beds. Design features in the state of the art Centre include a negative pressure room for infection control, a dedicated adolescent area with games room, a play room for younger children and two secure outdoor courtyards.



Open Day at new Daisy Hill Paediatric Unit

Staff, service users and public representatives had the chance to have a look around the new Paediatric Unit at Daisy Hill Hospital. All planned paediatric surgery for the entire Southern area will be undertaken at 'The Daisy Children's and Young People's Unit' on the sixth floor of the hospital from January. The new unit is part of an overall £14.5m plan to modernise hospital services for children and young people across the Southern Trust and will be complemented by the new 'Blossom Children and Young People's Centre' at Craigavon Area Hospital.



Key features include:

- Improved patient facilities in providing a mix of single ensuite rooms and cot bays enhancing privacy and dignity
- Improved staff facilities
- Improved visitor facilities
- Dedicated child only/child friendly accommodation
- Adolescent services will be provided within the Paediatric facilities
- Improved clinical flows and adjacencies will be maintained

Both units include accessible toilets and also have assisted en-suites/ bathrooms. Sleeping facilities for parents who wish to stay with their child have been provided. Each unit also includes a facility for parent's breakout facility with catering equipment.

Age and Race

1.24 New Speech Therapy Support for Polish Children

The Southern Trust recruited a bilingual Speech and Language Therapy Assistant to help meet the needs of the growing Polish population in the area. Magdalena

Gorajska, is the first bilingual Speech and Language Therapy Assistant in Northern Ireland. She is helping to improve the outcomes for Polish children and young people. Paul Morgan, Director of Children and Young People's Services for the Southern Trust explains: *"In the Southern area we have the largest BME population in Northern Ireland and this continues to rise. We want to ensure the*



health and wellbeing of our whole population by giving everyone living in our community the same access to our services and always do our best to overcome any cultural or language barriers. Effective speech therapy with bilingual clients can take considerably more time and resources than when the therapist and the client share the same language and culture. As over half of our bilingual speech therapy clients use Polish as their first language, we knew that having a bilingual assistant would be a great asset to the team."

Magda provides interpreting services for Speech Therapy sessions with Polish clients and is able to give very specific and detailed feedback to the therapist on the child's language skills. She has also been instrumental in translating resources into Polish which are given to parents for ongoing development of language skills within the home environment.

Feedback on the service has been very positive as Hilary McFaul, Speech and Language Therapy Manager for the Trust adds: *"Having Magda on the team means that our Speech and Language Therapists can now spend much more time on the actual therapy than on preparation and follow-up. Parents and children are also much more at ease as they build a rapport with Magda and there is a better continuity of treatment than there would be if there was a different interpreter each time. So overall the therapy sessions are much more effective."*

[Click here](#) to view the Polish version of this press release.

1.25 Improving Facilities for Teenage and Young Adult Cancer Patients



During the year under review the Trust teamed up with Teenage Cancer Trust to improve facilities for young people who have had a cancer diagnosis and are

attending Craigavon Area Hospital.

Dedicated areas have been decorated to suit teenagers and young adults who have had a cancer diagnosis and require an inpatient stay in the Hematology Ward or are attending for outpatient treatment in the Mandeville Unit.

1.26 International Children's Day

To celebrate International Children's Day the Trust participated in a fun day on Saturday 17 June 2017. The event was hosted by Barcroft Community Association in partnership with the Polish Family Community Group.

1.27 NI New Entrant Scheme (NINES) – Support for the Migrant Population – Promoting Access to Services

The Southern Trust's Northern Ireland New Entrants Service (NINES) provides healthcare support to the migrant population. Aimed at helping people who enter the area from other (non UK) countries, NINES offers nurse-led health care advice and initial health assessments for adults and children not already registered with a GP.

Since it was set up over a year ago, the service has had around 1142 referrals, offering health assessments, TB screening and health care advice.

Funded through the Southern Local Commissioning Group and developed in partnership with the Public Health Agency (PHA), NINES is the first point of contact to the health service for new migrants, asylum seekers and refugees, offering health promotion advice and information on how to register with a GP and how to access other services they may need.

Margaret Bunting, Lead Nurse for School Nursing and NINES says: *"In the Southern area we have the largest migrant population in Northern Ireland and this continues to rise. We want to ensure the health and wellbeing of our whole population by giving everyone living in our community the same access to health and social services. Moving far from your home can be a difficult experience, with feelings of isolation and fear and through this service we are glad to help our newer communities get the best start on arrival. Through NINES we offer an introduction to health and social care for people new to the country, ensuring they get an initial health check and explaining how our system works. Each client gets their own personal health record and will be referred onward to appropriate services that they may need."*



The service works closely with interpreting services and BME groups to overcome any cultural or language barriers and has recently appointed a Bilingual Health Care Assistant to the team. They also work with the community and voluntary sector and

local employers to raise awareness and encourage new migrants to avail of the service.

Genovaite Zvirbliene, from Lithuania was referred to NINES by her daughter's School Nurse, as the family had no GP. Genoviate says that her experience of NINES has been very positive, professional and helpful with completing the documentation and GP registration process. With the help of an interpreter the Health Protection Nurse Specialist for the service paid Genoviate weekly visits to monitor her blood pressure and overall health until she was fully registered with her GP. She said she would definitely be recommending NINES to other migrants new to the country.

Staff who come in contact with anyone from the migrant population are encouraged to raise awareness of the Trust's NI New Entrants Service.

Watch the NINES video clip [here](#)

To find out more about NINES in the Southern Trust area

Tel: 028 3756 1370

Email: nines@southerntrust.hscni.net

1.28 Vulnerable Persons Relocation Scheme – Syrian Refugees

In September 2015, the UK Government announced a significant expansion of the Vulnerable Persons Relocation (VPR) scheme and committed to resettle up to 20,000 Syrian Refugees over the course of the current UK Parliament. The scheme is aimed at resettling displaced refugees who are currently living in camps in countries neighbouring Syria, principally Turkey, Jordan and Lebanon. The VPR scheme identifies a number of groups as being particularly vulnerable and who will be given priority for settlement in the UK. Although these might change in the future, the current priority groups are refugees who:

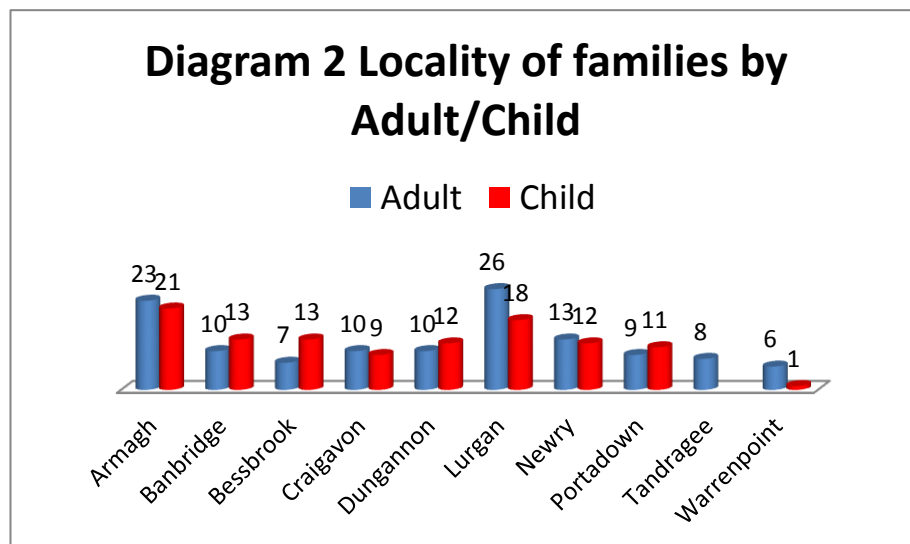
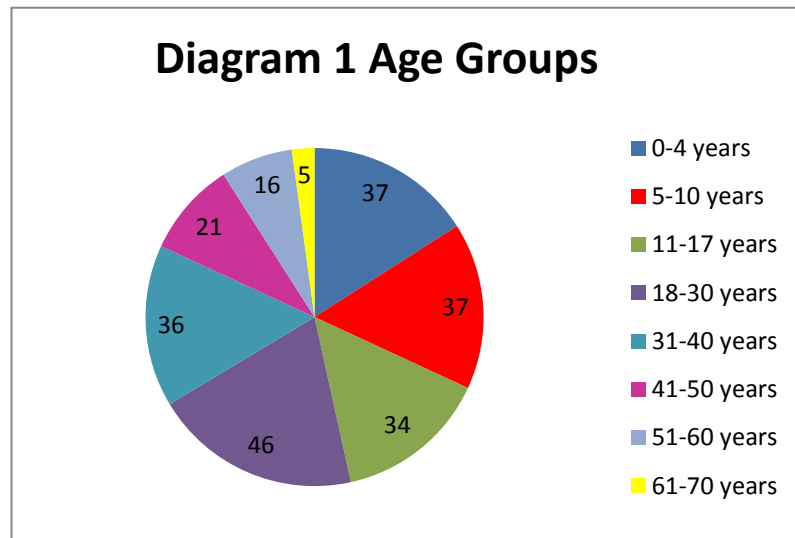
- have medical needs;
- have survived violence and torture;
- are women at risk;
- are children in a situation that makes them particularly vulnerable;
- have legal or physical protection needs;
- do not have local integration prospects; or
- are elderly in a situation that makes them particularly vulnerable

The Trust has been involved in supporting the resettlement of Syrian families from April 2016. Over the past 20 months, 51 Syrian family groups (122 adults and 110 children) have been located in the Southern Trust area.

The table shows the adult and child and gender of the Syrian families.

Gender	Adult	Child
Male	60	51
Female	62	59
Total	122	110

Diagram 1 and Diagram 2 provide information regarding the age groups and location of families.



The Syrian families who arrived in the Southern Trust have been very appreciative of all the support, advice and guidance provided to help them adjust to life in Northern Ireland. They continue to miss their homeland and way of life and while some of the families are integrating well others feel isolated. Efforts have been made by the Northern Ireland Housing Executive (NIHE) to ensure that the families

are resettled close to other Syrian refugee families. There has been a good uptake of English classes on offer in local communities. The adults have a great desire to learn their new local language in order to find work and talk with their neighbours.

The families report that the local communities where they live have been mostly welcoming and supportive. The majority of families have remained settled in their initial accommodation but a few of the families have had to be relocated due to race hate attacks.

As part of the VPR scheme all Syrian refugees are registered with a GP. As they have fled from a war torn country they have all been offered an appointment with NINES for TB risk assessment.

NINES has supported the VPR Scheme from July 2016 to date to ensure refugees receive relevant screening, support and signposting.

All of the families with children have been allocated either a health visitor or school nurse dependent on the age of the children. The children with complex medical conditions have been assessed by a Paediatrician and the Community Childrens Nursing (CCN) service. Some of the children have been referred to Child and Adolescent Mental Health Service (CAMHS).

The adults have also required input from a range of Trust services including: Gateway, maternity services, emergency departments, district nursing, adult disability services, occupational therapy service, long term conditions management teams and mental health services.

The Trust's Syrian Refugee Planning Group is chaired by the Director of the Children and Young Peoples Services Paul Morgan. The group has representatives from every Directorate and has been very effective in coordinating Trust services for the Syrian families. Ian Snowden who leads the operational delivery of the programme in the Department for Communities said: *"It has been a challenging experience but is one of the most rewarding projects I have worked on"*.

The following areas of work will be continued in 2018:

Support for families

- Support will be provided from Southern Trust staff at the Welcome Centre in Belfast for initial family and individual health assessment on arrival.
- All families with children will be allocated a health visitor / school nurse depending on age of the child/ren. The health visitor / school nurse will undertake a Family Health Assessment and will respond to the health needs identified.
- Development of stronger links with GP and primary care services.
- All of the Syrian families will be offered an appointment for TB risk assessment screening through NINES.
- Trust staff will work in partnership with the other delivery partners to support the integration of the families into the Southern Trust e.g. Councils, NIHE, Bryson House, Barnardos, Extern and local community voluntary organisations such as STEP and Craigavon Intercultural Programme (CIP).

Training and Development

- Colleagues working directly with the Syrian families will be released to attend Refugee Awareness and Arabic Cultural Awareness Training.
- Provide awareness raising training on post-traumatic stress disorder for colleagues working with the Syrian refugees to ensure early identification and referral on for specialist support when required.

Monitoring and Finance

- Maintenance of Trust Syrian Refugee database for monitoring requirements.
- Heads of Service will collate service provision costs and high cost cases for finance requirements.

1.29 Regional Interpreting Service – Providing Accessible Services

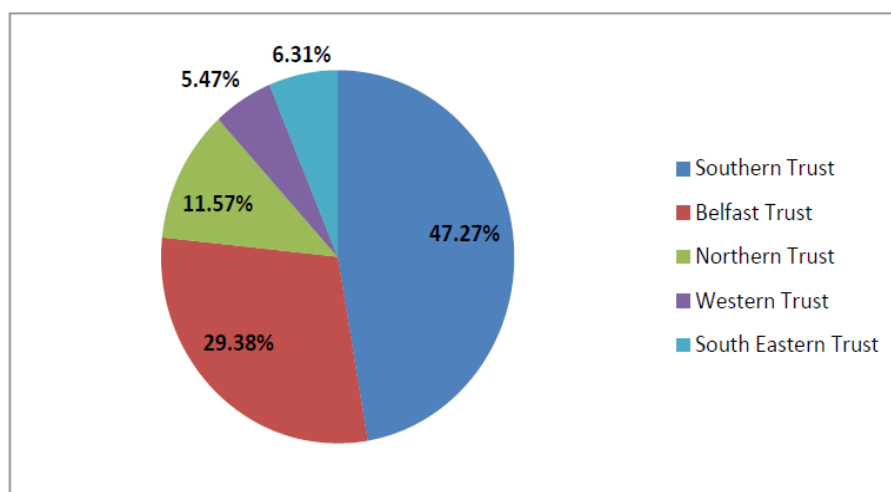
The primary aim of the NI HSC Interpreting Service is to improve access to Health and Social Care for patients who do not speak English as a first or competent second language. It also ensures that information is communicated through a qualified interpreter which in turn ensures high quality safe services. Access to an interpreter is a legal entitlement.

NI HSC Interpreting Service Report 1 April 2017 - 31 March 2018

Key Performance Indicators - 1 April 2017 to 31 March 2018

HSC Trust	Total No of Requests Received	Cancellations	Non-Provision	Out of Hours
Southern	54070	6640	555	629
Belfast	33605	4479	445	590
Northern	13233	1861	105	164
Western	6261	844	108	103
South Eastern	7213	989	97	98
Total	114382	14813	1310	1584

% of Requests per HSC Trust



Top 20 Southern HSC Trust Languages - 1 April 2017 - 31 March 2018

Regional Top 20 Languages	Number of Requests
1. Polish	30292
2. Lithuanian	15763
3. Arabic	11360
4. Romanian	9908
5. Portuguese	8524
6. Tetum	6162
7. Slovak	5320
8. Bulgarian	5154
9. Chinese - Mandarin	5011
10. Hungarian	2887
11. Chinese - Cantonese	2885
12. Russian	2654
13. Latvian	1984
14. Somali	1255
15. Czech	984
16. Spanish	710
17. Chinese - Hakka	661
18. Bengali	538
19. Farsi	446
20. Urdu	315

1.30 Public Sector NI Wide Framework for Translation, Interpreting and Transcription

The above framework has now been awarded by the Central Procurement Department (CPD) in the Department of Finance and had a contract start date of 6 October 2017. During the year under review CPD set up implementation meetings with the awarded suppliers to initiate this regional contact which now extends across a number of government departments including Health.

The successful contractors are as follows:

Lot 1 Face to Face - Flex Language Services

Lot 2 Telephone Interpreting - The Big Word

Lot 4 Written Translations - Global Connections, The Language Room and Flex

Note: A contract for 'alternative formats' was not awarded under this Framework.

The Trust's Head of Equality participated in the setting up of this cross governmental contract, the Trust being one of the biggest users of the NI HSC Interpreting Service and positioned to offer a breath of experience.

As a consequence of this new contract a review of all supporting literature including flow charts has now been undertaken to provide front line staff and practitioners with the necessary information to hand to secure face to face interpreting, telephone interpreting and written translations. This information can be readily accessed on the Trust's Intranet.

1.31 Sign Language Interpreting

In 2015/16, the Health and Social Care Board (HSCB) undertook a review of how Communication Support services for people who are Deaf or hard of hearing was provided. Communication Support Services include:

1. British Sign Language (BSL)/Irish Sign Language (ISL) interpreting for those who use BSL/ISL as their first language;
2. Lip Speaking/Electronic note taking for People who are Hard of Hearing;
3. Specialist interpreting services for deafblind people.

The report recommended that future services should be provided by one organisation and should be available to everyone who needs it no matter where they live in Northern Ireland. The HSCB's Business Service Organisation (BSO) was chosen as the best provider to deliver a regional (throughout NI) service.

It was felt that a mix of face to face and where appropriate, non-face to face interpreting should be provided. This would help with delivering the same quality of service to everyone who needs it and would also help with giving best value for money.

The HSCB agreed to go out to public consultation to engage as many people as possible including the Hard of Hearing and Deafblind communities. A total of **61** submissions were received in response to the consultation document and the associated Equality Impact Assessment.

Most people agreed with the recommendations in the consultation document and there was support for the Business Services Organisation to supply regional Communication Support Services for Deaf and hard of hearing people. The consultation findings were presented at the HSCB Public Meeting on 11 May 2017 and approved by Board members.

All of the constructive feedback received during the consultation is now being considered by the Advisory Group in the co-production of the new regional service model. It is anticipated that the new service will be phased in from April 2019.

1.32 Trust Traveller Action Group – Tackling Health Inequalities

A copy of the progress report can be obtained by contacting the Trust's Equality Assurance Unit in the first instance. This report is in preparation and will be available in September 2018.

Age Older People

1.33 International Recognition for Acute Care at Home



Picture are Roisin Toner, Assistant Director for Older People and Primary Care and Eamon Farrell, Team Manager Acute Care at Home and Ambulatory Older Persons Services sharing their experience of providing Acute Care at Home at the 2017 International Conference for Integrated Care in Dublin.

Over 1200 delegates attended the event which focused on integration of services to ensure a quality person-centred approach to care.

Acute Care at Home is a Consultant-led service delivering acute care to patients in their own home, nursing or residential home. The multidisciplinary team includes medical, nursing, occupational therapy, physiotherapy, pharmacy, speech and language therapy, healthcare assistant and clerical staff and has a response target of two hours from referral to assessment.

The team have access to point of care testing including mobile ECG machines, mobile bladder scanners, iSTAT blood analyser to provide diagnosis from the bedside. Each patient receives a comprehensive geriatric assessment and are offered appropriate treatment, for example, IV antibiotics, IV diuretics, sub cut fluids, full medication review, for a range of conditions like pneumonia, urinary tract infections, heart failure, cellulitis and dehydration.

Acute Care at Home is offering a rapid response service for patients in a very patient and family centred way. Antibiotics are being administered for a shorter duration, 80% of patients do not require any additional support following discharge from the service and there is improved shared care and confidence with nursing homes. The service has also demonstrated a 62% reduction in costs compared to in an acute hospital setting.

The team were commended for the great outcomes that have been achieved to date and a number of counterparts from England, Scotland and Spain have shown interest in learning more from our experience.

The Acute Care at Home Service has recently extended to include Newry City. The service is also available to patients across large parts of Armagh and Dungannon and Craigavon and Banbridge.

1.34 Southern Trust Signs Declaration for Older People

On World Elder Abuse Day (15 June 2017) the Southern Trust and Local Adult Safeguarding Partnership signed an International Declaration to protect older

people. Research suggests that over 500,000 older people are abused in the UK each year. The International Network for the Prevention of Elder Abuse aims to increase society's ability to recognize and respond to the mistreatment of older people in any setting, so that the latter years of life are free from abuse, neglect or exploitation.

The declaration sets out concern about the risk to older people who suffer from neglect or abuse, calls on communities to watch for signs of abuse and encourages everyone to commit to building a safer community for older citizens.

The Southern Local Adult Safeguarding Partnership is keen to raise awareness of the abusive situations faced by adults at risk of harm including older people, people with mental health issues, learning disability, physical disabilities and those with addictions.

Signing the declaration, Trust Chair, Roberta Brownlee, former (Interim) Chief Executive, Stephen McNally and Angela McVeigh, former Director of Older People and Primary Care for the Trust said:



“Abuse against older people must not be tolerated, minimised or hidden. Abuse can take many forms and is often perpetrated by someone in a position of trust. If you have any concerns about someone you know it is important that you share these with our staff. Working together can keep people safer in our community.”

Abuse can be physical or sexual, emotional, verbal or financial. Neglect is also a form of abuse - for example by not providing the adult with food, shelter, medication, or care. Abuse of older adults most often occurs within the family, however abusers can also include friends, neighbours, paid care providers, landlords or any individual in a position of power, trust, or authority.

The Declaration is also being signed by local partner organisations who are committed to building a safer community for our older citizens.

1.35 Focussing on Frailty Amongst Older People

A European project, examining the issue of frailty among older people, was the focus of a one-day event in Portadown. The EU Sunfrail project, which brings together 11 partners from 6 European countries, aims to improve the identification, prevention and management of frailty and multimorbidity for people over 65.

A frailty screening tool has been developed and the Southern Trust's Health and Wellbeing team participated in a pilot with over 100 people in community settings between March – August 2017.

Organised by the Health and Social Care's eHealth and External Collaboration Directorate, the event on 19 October 2017 attracted a variety of healthcare professionals working with older people across Northern Ireland. They got the chance to hear how European partners in Italy, Poland and Netherlands have used the Sunfrail tool in a number of different settings, including primary care, secondary care, community settings as well as supported living environments.



Soo Hun, NI lead for the project, said the event was an opportunity for a Northern Ireland audience to learn more about frailty, as well as for partners to share the learning on the potential of the tool thus enabling them to follow progress of the results to the end of the project in February 2018. *“Many tools have been developed for the manifestation of symptoms of frailty but not frailty itself. This screening tool features a questionnaire looking at memory, biomedical and economic and social factors. If we regard frailty as a long term condition and treat it in the same way as other long-term conditions then we have to take account of risk factors such as obesity, smoking, falls, and social isolation.”*

The event also featured those who had participated in the tool experimentation and those who wanted to find out more about the experimentation which took place in the Southern Trust.

The EU Sunfrail project receives funding from the EU Health Programme 2014-2020. More information about the Sunfrail project is available at <http://www.sunfrail.eu/>

1.36 International Older People's Day 2017



To mark International Older People's Day 2017 on 1 October, the Trust's Community Dental Service staff set up displays across the Trust to raise awareness of the importance of oral health for older people and to give advice on oral health care. Good oral health is an essential part of general health and wellbeing.

2 Please provide examples of outcomes and/or the impact of equality action plans/ measures in 2017-18 (or append the plan with progress/ examples identified).

During this reporting period, all 6 HSC Trusts collectively focused on the development of their new 5 year Equality and Disability Action Plans. This in itself constituted a significant programme of work to ensure stakeholders were involved from the outset in the early development and shaping of these plans - which cover the next 5 year reporting cycle 2018-2023.

The plans aim to tackle existing inequalities experienced by the 9 equality categories and are based on an audit of inequalities and feedback from consultees – see section 1 of this report for further detail.

The Trust provided a detailed analysis of its previous action plan measures in last year's Section 75 Annual Progress Report (2016-2017) to the Equality Commission. All actions from the previous plan were fully completed but for 2 actions which have been rolled forward into the new 5 year planning cycle i.e. development of a Regional Gender Identity and Expression Policy and preparations for the introduction of Age Discrimination Regulations into the provision of goods, facilities and services – not yet enacted due to suspension of the local assembly.

The Trust's new Equality Action Plan and Disability Action Plan 2018-2023 have been co-produced with a range of stakeholders. HSC Trusts engaged with a diverse range of stakeholders in drafting their plans and consulted on their draft plans over a 13 week period before formal approval by their respective Trust Boards - March 2018.

Equality Leads also met with Trade Union colleagues and the Equality Commission to discuss their plans and processes in developing same. The new plans are designed to be ambitious, meaningful and impactful and will be rolled out in partnership with a wide range of stakeholders. The plans are living documents and will be updated as new priorities and legislation come to fruition during the 5 year reporting cycle. The Trust is committed to reviewing its plans accordingly.

Progress in implementing the actions in the Trust's new 5 year Equality and Disability Action Plans will be reported on via the Trust's Section 75 Annual Progress Reports up to 31st March 2023.

3

Has the **application of the Equality Scheme** commitments resulted in any **changes** to policy, practice, procedures and/or service delivery areas during the 2017-18 reporting period? (*tick one box only*)

☒

Yes

☐

No (go to Q.4)

☐

Not applicable
(go to Q.4)

Please provide any details and examples:

The application of the Trust's Equality Scheme, equality screening, equality impact assessments and consultation processes have ensured that an equality lens has been brought to policy and service development as well as decision making and financial planning processes across the Trust.

For evidence please refer to the Trust's Screening Outcome Reports showing how the Section 75 Equality Duties have been mainstreamed into decision making processes – available on the Trust's Website under 'About the Trust / Publications'.

The screening of policies often results in service leads thinking differently about their service having considered varying perspectives. Service User involvement has been instrumental in this regard.

3a

With regard to the change(s) made to policies, practices or procedures and/or service delivery areas, what **difference was made, or will be made, for individuals**, i.e. the impact on those according to Section 75 category?

Please provide any details and examples:

- Proposal for the Future of the Emergency Department (ED) Services at Daisy Hill Hospital (DHH)

Arising out of an equality screening and a full Equality Impact Assessment the initial policy proposal i.e. to reduce the operational hours of the ED at DHH overnight (between 8pm - 8am) resulted in a new policy proposal/ direction of travel i.e. to develop an Unscheduled Care Model through a Co-Production approach.

The DHH Pathfinder Project was subsequently established to develop an exemplar model to meet the unscheduled care needs of the Newry and Mourne population, fully aligned with the principles and recommendations with 'Systems not Structures' and 'Delivering Together' - the Minister's vision for HSC. The main focus being to develop a long term plan to stabilise the ED and to identify additional measures across primary, community and hospital service to deliver a sustainable service.

There are 3 elements to the DHH Pathfinder project, one which relates to the establishment of a Direct Assessment Unit. All 3 elements will strengthen the ED at DHH and contribute to an effective emergency care service for the people of the Newry and Mourne area.

Public opinion and engagement were instrumental in informing the current direction of travel. See question 11 of this report for further detail.

➤ SHSCT Proposal for the Future of Community Equipment

Current Service Model – Community Equipment

Currently service users, following assessment of need, obtain a voucher for specific items of equipment. This voucher is then redeemed by the individual at one of the 54 participating pharmacies or other retailers across the Southern Trust area.

Proposed new service model – Community Equipment

The proposed new service model entails ending the Voucher Scheme with the introduction of an approach that would see staff raising an electronic requisition directly to the Business Services Organisation (BSO) and the introduction of decontamination and reuse of small aids and appliances, where appropriate.

The proposed new service model will also provide service users with the option of simple aids, to support daily living, being delivered directly to their homes rather than having to collect the items from local retailers.

Following on from an initial equality screening and public consultation which commenced on 15 February and ended on 30 April 2018, the Trust considered the Consultation Outcome Report at its June 2018 Trust Board meeting.

Following full consideration of the feedback received from consultees the Trust Board requested that further impact analysis be undertaken to explore the following:

- Impact on hospital discharges in other areas where the home delivery service, via BSO, is now in place;
- Impact on patients/service users in other areas e.g. WHSCT to determine service user/family experience using the scheme;
- Exploration of potential 'hybrid' model which could deliver the associated savings which have been identified by the reintroduction of recycling, without having a detrimental impact on the Trust's objectives of maintaining independence, maintaining timely access to equipment to support early hospital discharge, encouraging self-management as well as continuing the community partnership arrangement which is currently in place.

Section 75 Equality Duties will be applied to inform any new emergent proposal as an integral part of the policy development process.

3b What aspect of the Equality Scheme prompted or led to the change(s)? (tick all that apply)

- ☒ As a result of the organisation's screening of a policy (*please give details*):
See examples provided in 3a above. See also the Trust's policy screening outcome reports for the year ending 31st March 2018 – available on the Trust's website under About the Trust / Publications / Policy Screening Outcome Reports.
- ☒ As a result of what was identified through the EQIA and consultation exercise (*please give details*):
There were no EQIAs consulted upon during the current reporting period.
- ☐ As a result of analysis from monitoring the impact (*please give details*):
- ☐ As a result of changes to access to information and services (*please specify and give details*):
- ☐ Other (*please specify and give details*):

Section 2: Progress on Equality Scheme commitments and action plans/measures

Arrangements for assessing compliance (Model Equality Scheme Chapter 2)

- 4 Were the Section 75 statutory duties integrated within job descriptions during the 2017-18 reporting period? (tick one box only)

- ☒ Yes, organisation wide
☐ Yes, some departments/jobs
☐ No, this is not an Equality Scheme commitment
☐ No, this is scheduled for later in the Equality Scheme, or has already been done
☐ Not applicable

Please provide any details and examples:

- Compliance with the Section 75 equality duties are stipulated in job descriptions under 'Staff and Managerial Responsibilities'.
- Compliance with the Section 75 equality duties is also included in specific guidelines for Trust Board members and the Trust's Senior Management Team.
- Arrangements and responsibility for ensuring the effective and timely discharge of the Trust's Section 75 equality duties are set out in Chapter 1 of the Trust's Equality Scheme - which elaborates on how the Trust proposes to fulfil its equality duties in relation to its specific functions. The accountability structure is also clearly outlined in the Equality Scheme.
- Equality objectives are specifically included in the job descriptions of the Trust's Director of Human Resources and Organisational Development and the Trust's Head of Equality.
- They are also included as part of the knowledge and skills framework and monitored via staff appraisals.

- 5 Were the Section 75 statutory duties integrated within performance plans during the 2017-18 reporting period? (tick one box only)

- ☒ Yes, organisation wide
☐ Yes, some departments/jobs
☐ No, this is not an Equality Scheme commitment
☐ No, this is scheduled for later in the Equality Scheme, or has already been done
☐ Not applicable

Please provide any details and examples:

- The national Knowledge and Skills Framework (KSF) is the process linked to annual development of reviews for Trust staff and informs personal development plans. Equality and Diversity is one of the 6 core dimensions and is reflected as a key element on all job descriptions.
- Equality and Diversity is also a key element of revalidation – long life learning aimed at maintaining high quality, safe services.

- Trust's Corporate Plan – was subject to equality screening and a further commitment was given to continue to apply the tools of equality screening and where necessary and appropriate to conduct equality impact assessments in relation to work streams that emanate from this plan. In keeping with the Equality Commission's Guidelines the Trust will continue to use the tool of equality screening at each key stage of implementation – given its strategic nature.
- Section 75 equality duties are routinely included in the Trust's own Annual Report.
- Progress in implementing the Section 75 duties is also reported in the Trust's Annual Progress Report and regularly to the Trust Senior Management Team and Trust Board.
- Equality screenings and EQIAs for key service developments are discussed at the Senior Management Team and signed off at Trust Board. All equality screenings progress with policy documents to the Policy Scrutiny Committee in the interest of compliance.
- The Trust's Head of Equality provides ongoing training, hosts workshops for policy leads/decision makers and provides ongoing advice and expertise in the area of Section 75, the disability duties and human rights obligations. The Head of Equality acts as a business partner - participating in discussions at an early stage of policy development and decision making processes. Please refer to training at question 24 of this report for further details.

6 In the 2017-18 reporting period were **objectives/ targets/ performance measures** relating to the Section 75 statutory duties **integrated** into corporate plans, strategic planning and/or operational business plans? *(tick all that apply)*

- ☒ Yes, through the work to prepare or develop the new corporate plan
- ☒ Yes, through organisation wide annual business planning
- ☐ Yes, in some departments/jobs
- ☐ No, these are already mainstreamed through the organisation's ongoing corporate plan
- ☐ No, the organisation's planning cycle does not coincide with this 2017-18 report
- ☐ Not applicable

Please provide any details and examples:

See response to 5 above.

Section 75 equality duties are incorporated and mainstreamed at a strategic level into the business of the Trust. The Head of Equality reports directly to the Director of Human Resources and Organisational Development (Director designate for Equality) who in turn is a member of the Trust's SMT and Trust Board.

Objectives/ targets/performance measures relating to the Section 75 statutory duties were integrated into corporate plans, strategic planning and/or operational business plans as follows:

- The Trust's Corporate Plan
- The Trust's Delivery Plan
- The Trust's own Annual Report
- The Trust's Management of Change Framework embeds the principles of fairness and equity
- Trust's Section 75 Annual Progress Report
- Equality Screenings and EQIAs on key service developments are discussed and signed off at SMT and Trust Board ahead of public consultation
- Equality Screenings are tabled at the Policy Scrutiny Committee along with the policy document
- Equality and Human Rights are a standard section for consideration for reports progressing to SMT/Trust Board.

Equality action plans/measures

7 Within the 2017-18 reporting period, please indicate the **number** of:

Actions completed:	<div style="border: 1px solid black; padding: 2px; display: inline-block;">See note below*</div>	Actions ongoing:	<div style="border: 1px solid black; width: 60px; height: 40px; display: inline-block;"></div>	Actions to commence:	<div style="border: 1px solid black; width: 60px; height: 40px; display: inline-block;"></div>
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Please provide any details and examples (*in addition to question 2*):

*The Trust Board approved its new 5 year Equality and Disability Action Plans at its March 2018 Board meeting. Progress re implementing these new action measures will be detailed in the Trust's Annual Progress Reports up until March 2023. See Section 2 of this report for further detail.

8 Please give details of changes or amendments made to the equality action plan/measures during the 2017-18 reporting period (*points not identified in an appended plan*):

The Trust's new Section 75 Equality Action Plan and Disability Action Plan covering the period 2018-2023 were tabled at the Trust's March 2018 Trust Board and received formal endorsement having taken into account the views of consultees. Feedback from pre-engagement events together with a 13 week public consultation helped to shape and inform the final Plans.

Please refer to the HSC Trusts Consultation Outcome Report for details of changes or amendments made to the Action Plans arising out of stakeholder engagement and consultation available from the Trust's Equality Assurance Unit. Progress in implementing these new plans will be reported on in the Trust's Section 75 Annual Progress Reports which are submitted to the Equality Commission in August each year. These reports will be made available on the Trust's website.

Trust's Approved Equality Scheme

A review of the Trust's current Equality Scheme was also undertaken during the

current reporting period. Changes in the main related to adjustments in staffing compliment, structures and to reflect the growth in the population profile of the Southern Trust's area. There were no material changes to the format or content of the Scheme nor detract from the commitments given by the Trust to ensure the effective and timely implementation of the Scheme.

9 In reviewing progress on the equality action plan/action measures during the 2017-18 reporting period, the following have been identified: *(tick all that apply)*

- ☒ Continuing action(s), to progress to the next stage addressing the known inequality – 2 action measures has been rolled over into the new 5 year planning cycle.
- ☐ Action(s) to address the known inequality in a different way
- ☐ Action(s) to address newly identified inequalities/recently prioritised inequalities
- ☒ Measures to address a prioritised inequality have been completed.

Arrangements for consulting (Model Equality Scheme Chapter 3)

10 Following the initial notification of consultations, a targeted approach was taken – and consultation with those for whom the issue was of particular relevance: *(tick one box only)*

- ☐ All the time ☒ Sometimes ☐ Never

11 Please provide any **details and examples of good practice** in consultation during the 2017-18 reporting period, on matters relevant (e.g. the development of a policy that has been screened in) to the need to promote equality of opportunity and/or the desirability of promoting good relations:

The following 4 main examples illustrated below are intended to showcase good practice in consultation:

- Daisy Hill Hospital Pathfinder
- Financial Savings Plan 2017-2018
- Equality and Disability Action Plans 2018-2023
- Gender Identity and Expression Employment Policy

• **Daisy Hill Hospital Emergency Department Pathfinder Group**

The Daisy Hill Hospital Pathfinder Project was established to support the Trust's position that a 24/7 Emergency Department should be maintained at the hospital.

Service User Involvement

The Board of the Southern Trust agreed that comprehensive arrangements for community engagement and involvement with the DHH



Pathfinder Project should be in place from the outset. It was agreed that a Co-Production Strategy should be developed for the Project to enable it to actively involve the local community, service users and carers as partners in planning for future emergency care services to meet the needs of the people of the Newry and Mourne area.

Recognising that co-production principles should be applied to all stages of the DHH Pathfinder Project the following approaches were taken:

- Stakeholder mapping
- Development of an internal and external Communication Strategy
- Development of a plan to engage the local community to jointly design their involvement as partners
- Engaging the wider Health and Social Care System.

A Communications and Engagement Strategy was developed - a “live” strategy - reviewed and updated regularly to meet the needs of the Project and with the objective of raising awareness, to encourage wide stakeholder involvement to support the project and deliver effective and sustainable outcomes.

Staff Involvement

A range of channels were also utilised to ensure that staff (as key stakeholders) were kept informed. A ‘DHH Pathfinder Project E-Zine’ was developed i.e. a new on-line monthly newsletter aimed at keeping everyone up to date with all the developments from the Project. A dedicated section was also set up on the home page of the Trust’s website where all updates and materials are recorded. Other channels used included social media; global e-mails and desktop messaging.



Dr Telford pictured above at one of the staff engagement sessions

Engaging the Wider HSC System

A range of methods were used to meet with and engage those working in the wider health and social care system in the Newry and Mourne area.

A Clinical and Non-Clinical Staff Engagement event entitled “Developing Unscheduled Care Services for the Future” was supported by the HSC Leadership Centre. There were 85 people in attendance with multidisciplinary representatives including Trust Executive Directors, Public Health Consultants, Associate Medical Directors, Clinical Directors, Consultants, Specialty Doctors, Senior Nurses, Allied Health Professional Leads, Social Work Leads, Diagnostics, Community staff, GP Out of Hours, local GPs, Pharmacy, Labs, non-clinical staff representation and the Patient Client Council.

The objective of the event was to encourage staff to get involved in considering new ways of working to improve acute unscheduled care services. It was also utilised to raise awareness of the Pathfinder Project and to promote opportunities to get involved. Discussion areas were designed to glean a range of ideas from the groups represented.

Key themes arising from the discussion groups were summarised under the following headings:

- Emergency Department
- Improving Patient Flow in the Hospital
- Alternative pathways
- Interface with Primary Care
- Supporting our Staff / Workforce issues
- Public Education & Communication
- Improving access through Technology.

External Stakeholders

Members of the community were invited in small groups to meet with the Project Director in locations across the Newry and Mourne area. Appointments were made in advance giving each a 30 minute slot and those attending were asked to consider the following questions:

- How do we best ensure community involvement in the Pathfinder Group and its subgroups? E.g. should there be a nomination process?
- Can you recommend ways to promote partnership working for the duration of the project?
- How can we maintain this partnership working in the longer term as our plan is implemented in the Newry and Mourne area?

Over 3 days 30 separate meetings took place, which gave the panel the thoughts and opinions of people representing a wide range of community interests, including members of the public, campaign groups, elected representatives (MP, MLA, local councillors), health professionals, the Newry Chamber of Commerce and representatives of community and voluntary organisations.

Externally, key stakeholders were regularly updated at project milestones via briefings, face to face meetings, news releases and interviews.

Pictured below are 5 community representatives who were appointed to the Pathfinder Group; Mr Donal Duffin, a recently retired Consultant at Daisy Hill Hospital, Mr Jerome Mullen on behalf of Daisy Hill Action Group and Save Our Emergency Department Action Group, Mr Karl Hughes representing Newry, Mourne & Down Wellbeing Action Partnership (WAP), Ms Marian Cully from the Newry Neighbourhood Renewal Partnership and Mr Michael McKeown President of Newry Chamber of Commerce & Trade.



The Daisy Hill Hospital Emergency Department Pathfinder Group (responsible for overseeing the project) was chaired by Anne-Marie Telford an experienced public health doctor who worked within the Southern area for over 20 years. At the outset of the project Dr Telford stressed that the community must be central to the process:

“I want to ensure the widest possible involvement of people who live in the Newry and Mourne area and who use these important services. I have therefore written to a wide range of interested parties and I am keen to meet with as many people as possible. I would like people to tell me how best we can work together to develop a long term plan which will stabilise, safeguard and sustain local emergency care services. I want to ensure strong community representation on the Pathfinder group and the various sub groups that will support the project”.

“Full and inclusive community participation will be fundamental to the success of the project, and the input of service users and carers through co-production will be a major part of the process. There will be community members on the Pathfinder Group and the various work streams that will support the project. This is a ground-breaking process for Northern Ireland, and one that reflects the commitment of both the Department of Health and the Trust to maintaining access to emergency health care for people living in the Newry and Mourne area. This is an opportunity to not only secure services for the Newry and Mourne area, but also to provide learning opportunities to inform the provision of acute and emergency care elsewhere in Northern Ireland”.

The Group also had staff side representation, nursing, medical and ambulance staff and public health experts.

Trust communication E-Zine maps the progress of the DHH Pathfinder Project:



- **Financial Savings Plan 2017/18**

During the year under review, the Health and Social Care (HSC) system worked *collaboratively* to address the significant financial pressures facing health and social care in 2017/18, in order to meet the statutory requirement of achieving a balanced financial plan across the HSC. Trusts were tasked by the Department of Health (DoH) with developing draft savings plans to deliver their share of a total of £70m of savings in 2017/18.

The Trusts were required to consult on the draft proposals in their 2017/18 Savings Plans in line with the Department's policy guidance circular: Change or Withdrawal of Services – Guidance on roles and responsibilities, dated 26 November 2014.

HSC Trusts prepared a public consultation document setting out the background and context to the Savings Plan proposals in the interest of consistency. Each Trust then added details of their own respective proposals to secure financial breakeven. These documents were uploaded to each of the Trusts websites.

Correspondence was sent to all consultees on the regional HSC consultation list informing consultees of the consultation arrangements and how to get involved. Trusts also sent correspondence to consultees on their local databases setting out the timeframe for responses. A consultation questionnaire was also made available on the Trust websites for consultees, however, Trusts welcomed comments in any format. Copies of the Savings Plan were made available in Easy Read format which was well received by members of the public.

A cumulative Equality Screening was undertaken of the Trust's proposals as well as individual equality screenings with no firm decisions being made in

respect of the proposals until the views of consultees had been fully considered and ahead of any formal decision making.

A series of public meetings were held over the consultation period. In the Southern Trust these commenced on 24 August 2017 and ended on 5 November 2017 thus enabling consultees to have their say. In addition individual meetings took place with political representatives, local councils, trade union representatives and the voluntary/community sector. Sign language interpreters were made available at all the public sessions.

A themed Consultation Outcome Report was completed showing how, the views of consultees, had been taken into account in making any final recommendations to the Trust Board.

As indicated earlier, the Trust Board approved proposals to save £6.4m for the financial year 2017/18 on Friday 13 October. Speaking at the extraordinary Board meeting former (Interim) Chief Executive Francis Rice said: *“In developing our saving proposals, the Trust’s priority has been to protect front line services and to reduce spending in support areas where possible, although recognising that all short term savings proposals impact on the work of the Trust”*.

Public Meetings to discuss Trust Saving Plan 2017/2018

The Southern Health and Social Care Trust is hosting public meetings as part of its consultation on its draft Savings Plan for 2017/2018.

Health and Social Care Trusts across Northern Ireland have been tasked by the Department of Health with developing draft plans to deliver a total of £70m of savings in 2017/18 which must be achieved as part of the financial plan for this year.

The Southern Trust's draft plans are available for public consultation until 5th October 2017.

The Public Meetings will take place on:

- Tuesday 26 September, Boardroom, Craigavon Area Hospital (Main Building) from 6-8pm.
- Wednesday 27 September, Conference Room, Ballybot House, Newry from 4-6pm.
- Thursday 28 September, Workshop Room 1, Marketplace Theatre, Armagh from 2-4pm.

The Southern Trust 2017/2018 Financial Planning Saving Plan is available to view at:
<http://www.southerntrust.hscni.net/about/consultations.htm>

Please contact the Trust's Equality Unit to advise if you have any particular requirements to enable you to participate in the public meetings

Email: Equality.Unit@southerntrust.hscni.net Tel: 028 375 64152 or 028 375 64247

• Equality and Disability Action Plans 2018-2023

Consultation began on the Trust's draft Equality and Disability Action Plans on 7 August and ran until 7 November 2017.

In addition to the regional Equality and Disability Action Plans the 6 HSC Trusts in Northern Ireland also consulted on their local Action Plans. Copies of these documents were made available in Easy Read format to promote inclusion. The views of consultees, expressed during both the public consultation and the engagement work were taken into account in finalising these plans which aim to make a positive impact on the lives of patients, service users, staff and carers - over the next 5 year planning cycle 2018-2023.

Citizen Space, an online consultation software package, was utilised to engage with consultees which went a long way in simplifying the process of responding i.e. via one single platform as opposed to 6 individual organisations.

The Trusts commissioned 2 short explanatory videos to be hosted on the consultation home page, one in British Sign Language and one in Irish Sign Language, as well as an MP4 audio file. All 3 videos/media files contained the information written on the consultation home page. The aim of this was to promote accessibility. The language used throughout was kept plain and simple with questions framed in such a way as to encourage responses.

A variety of means were used to foster an environment where good practice and authentic conversations could develop including the use of café style conversations. There were five different rounds of conversation which centred on: what worked well over the previous planning cycle; what areas could be improved; what actions should be considered for the next planning cycle and who should be involved in the out workings of the new plans. Conversation centered on the following themes:

- Simplifying our Section 75 processes
- Promoting Equality in our Services
- Supporting our Staff
- The Disability Duties
- Promoting Good Relations.

Other methods of engagement utilised included use of a:

- Graffiti wall
- Big Brother style diary room and
- Postcard in post boxes.

• **Gender Identity and Expression Employment Policy**

This policy is aimed at fostering a workplace culture where the dignity of and respect for Trans people is protected and promoted and where individuals feel comfortable to express their gender identity.

A joint consultation on the draft policy and associated equality screening was published on the website of each HSC organisation. The 12 week consultation ran from 4 January to 29 March 2017. HSC organisations consulted with a wide range of participants on their consultation lists - some 700+ consultees. Consultation methods included:

- Invitation to submit written responses
- Offer of individual face to face meetings/phone call
- Roundtable for transgender and non-binary individuals
- Roundtable with voluntary and community sector including representatives from various religious denominations
- Roundtables with trade unions colleagues.

Other examples:

- **Reshaping Stroke Services in Northern Ireland**

A major public consultation in relation to reshaping stroke services across Northern Ireland was launched by the Health and Social Care Board in July 2017. Over a 13 week period, Health and Social Care organisations, in conjunction with stroke survivors, carers, charities and staff, hosted a series of meetings, engagements and workshops, as part of a pre-consultation process, to listen to a wide range of views and to discuss and debate how best to enhance stroke care for patients.

A staff engagement event was held on 27 July in the Navan Room, St Luke's Hospital, Armagh to hear the views on the seven proposals to improve stroke services and reduce death and disability related to stroke in Northern Ireland.



NICHS Stroke
Leaflet_WEB.PDF



Reshaping Stroke
Services in NI - The F

- **Improving the experience of older people in day care**

During the year under review the Southern Trust hosted a workshop to focus on the experiences of older people using its day care services. Service users, carers and Trust staff took part in the event along with representatives from the Health and Social Care Board, Public Health Agency and the Commissioner for Older People for Northern Ireland Mr Eddie Lynch to share learning and to help to improve the service.

Findings of a recent '10,000 Voices' survey undertaken with day care service users, carers and staff were shared at the event, highlighting their views, experiences and personal stories. This was the first time that the 10,000 voices initiative has been used with day care services for older people.



The Southern Trust has centres for older people who need day time support in Portadown, Banbridge, Newry, Kilkeel, Clogher, Keady and Armagh.

Opening the workshop, Melanie McClements, Acting Director for Older People and Primary Care at the Southern Trust said: *"Thankfully people are now living much longer and enjoying a much better quality of life. As far as possible we aim to support our older population to live as independently as they can for as long as they can and have a range of community services available to help older people to remain at home where they prefer. We were delighted that the 10,000 voices study shows just how much clients enjoy attending day care, participating in a wide range of mentally and physically stimulating activities."*

Staff get great satisfaction from their jobs and carers greatly appreciate the break, knowing that their loved one is enjoying the experience. We want to work together to bring forward some of the suggestions from the survey - for example by developing more programmes like 'Brain Fit' and 'Moving More Often' in day centres and with the introduction of 'Community Connectors' to signpost clients to other activities they can enjoy on the days that they aren't in day care. We are keen to develop this principle of co-production through the 10,000 Voices model by empowering our service users and staff to work with us to improve the quality of our services and the experience of our service users."

Speaking at the event, Commissioner for Older People for Northern Ireland Eddie Lynch said: *"It is great to see the Southern Health and Social Care Trust using the experiences of older people who use their day care service and their carers to shape and improve the services. If services are to effectively meet the real needs of our ageing population, they cannot be designed without listening to the views of those who use them."*

Too often we hear about older people who are lonely and socially isolated, leading to an increased risk of ill health, depression and dementia. Day care centres provide much needed social interaction for older people, particularly in some of the more rural parts of Northern Ireland and it is key that they remain available for those who need them. I would like to congratulate the staff who are involved with the day care centres. The feedback received through the '10,000 voices' project speaks volumes and highlights just how much older people value the service."

For more information 10, 000 Voices
<http://www.southerntrust.hscni.net/about/2776.htm>

- **Recruiting new members – Service User Involvement**

During the year under review the Trust actively sought out people who have experience of the services it provides and who have an interest in improving those services - to become members of the Personal and Public Involvement Panel.

- **10,000 Voices Adult Safeguarding Project**

As part of the Northern Ireland Adult Safeguarding Partnership audit for service user engagement - the Southern Trust participated in the 10,000 Voices Adult Safeguarding Project. To date keyworkers across acute and community have been participating in gathering user and carer experiences of the adult safeguarding process. Information, largely received from the Southern Trust area, to date reflects a positive experience of social work practice in adult safeguarding and the communication of information from professionals.



- **What Matters to You?**

Ask what matters... Listen to what matters... Do what matters



To mark 'What Matters to You?' day 6 June 2017, the Southern Trust encouraged patients, clients, carers and staff to share what matters to them. The 'What Matters to You?' day started in Norway in 2014 with the aim of encouraging and supporting more meaningful conversations between those who provide health and social care and the people, families and carers who receive services. It is celebrated in Scotland and the Southern Trust is one of the first in Northern Ireland to join this initiative.

- **1st Edition SHSCT Patient Client Experience Newsletter**



During the year under review the Trust launched the 1st edition of its Patient Client Experience Newsletter. Patient experience and involvement is an extremely important and valuable resource to the Trust. The Trust strives to continually improve and it is often people who have experienced or observed our services who can help us to learn and improve by sharing their experiences. This new newsletter will focus on patient and carer feedback and actions and initiatives to improve patient experience with the Southern Trust.

<http://sharepoint/cce/comms/Southern/Background%20Information/2017/Southern-i%2011August2017/Patient%20Experience%20Newsletter%20May%202017.pdf>

- **Draft Staff Health and Wellbeing Strategy 2018 – 2021**

During the year under review the Trust launched the first edition of its Workplace Health and Wellbeing Newsletter. The Workplace Health and Wellbeing Steering Group has also been working to develop the Southern HSC Trust Staff Health and Wellbeing Strategy for 2018 to 2021.

Staff views on our Draft Health and Wellbeing Strategy, were actively sought as to what they considered to be the key priorities the Trust should focus on to improve health and wellbeing over the next three year period and how they would wish the Trust to go about achieving these goals.



- 12 In the 2017-18 reporting period, given the consultation methods offered, which consultation methods were most frequently used by consultees: (tick all that apply)

- ☒ Face to face meetings
- ☒ Focus groups
- ☒ Written documents with the opportunity to comment in writing
- ☒ Questionnaires
- ☒ Information/notification by email with an opportunity to opt in/out of the consultation
- ☐ Internet discussions
- ☐ Telephone consultations
- ☐ Other (*please specify*): On-Line Citizenspace

Please provide any details or examples of the uptake of these methods of consultation in relation to the consultees' membership of particular Section 75 categories:

See response at question 11 for illustrations of uptake of these methods of consultation.

- 13 Were any awareness-raising activities for consultees undertaken, on the commitments in the Equality Scheme, during the 2017-18 reporting period? (tick one box only)

- ☒ Yes ☐ No ☐ Not applicable

Please provide any details and examples:

The following activities aim to raise awareness of the Trust's PPI obligations. The S75 equality duties are an integral part of the Trust's Consultation Scheme and the Trust's PPI Tool Kit thus ensuring S75 equality groups/individuals have a say in the business of the Trust.

PPI is a standing agenda item on the Trust's Patient Client Experience Committee, which is a sub-committee of the Board that reports directly to the Trust Board and provides corporate leadership on matters relating to PPI, Patient Client Experience and complaints.

Each Trust Board meeting has an agenda item which focuses on a patient/client centred service which includes feedback and learning from PPI activity.

A rota of leadership walks is also in place across the organisation which among other things provides the opportunity to promote and discuss PPI within services.

There are 4 PPI panel representatives on the Patient Client Experience Committee who are full voting members. Directorate leadership arrangements are in place and a PPI contact/lead has been appointed in each Division/Directorate.

Each Directorate is required to compile a register of individuals interested in being involved to disseminate engagement opportunities.

The Trust's website/Facebook/Twitter accounts promote opportunities and acts as important mediums to reach out to a wide range of stakeholders. The Trust also maintains a mailing list which includes the community/voluntary organisations and disseminates opportunities for onward circulation to constituent members on behalf of the Trust. On line registration is available on Trust website. A central register of longstanding service user/carer groups/forums is appended to the Trust's Consultation Scheme and is available on Trust website.

Practical steps undertaken in the last 12 months to facilitate and support the involvement of service users, carers and the public (in particular marginalised/ excluded Section 75 groups) in the planning, delivery and evaluation of services:

- Review of PPI Strategic Action Plan 2010
- Development of new PPI Framework which together with the PCE Framework feeds into the Trust's Quality Improvement Strategy 2017 – 2021
- Development of PPI Cycle leaflet to outline the relationship between PCE, PPI, Coproduction and Quality Improvement
- Development of PPI Training and Resources Information Booklet to support staff to embed PPI within their day to day work practice
- Review and update of the PPI Toolkit ([which integrates the Section 75 Equality Duties](#)) for staff to incorporate new guidance and up-date best practice examples
- Review and up-date of the Advocacy Information Booklet
- Recruitment drive for PPI Panel and Carers Reference Group
- Inclusion of PPI responsibility in the job description template for all new posts at all levels across the organisation

The Trust's PPI Annual Report provides an overview of PPI activity. In addition there are a number of news sheets that provide information and feedback on key themes e.g. the PPI Carers Summary flyer is available on the Trust's website as is the Traveller Action Group Progress Newsletter. Further, there are a variety of service newsletters e.g. Autism, ICT Newsletter, Recovery Newsletter, etc.

During 17/18 the Trust participated in the Public Health Agency (PHA) PPI Monitoring programme on progress made within PPI for 16/17. A copy of this report is available on the Engage website: engage.hscni.net

The PHA report concluded that:

"The Trust has continued to invest in PPI resources, expertise and guidance and the outcomes of this continue to be evidenced in relation to the practices and support mechanisms available to staff to undertake PPI."

Other awareness raising activities include:

- Equality Scheme - What it means for staff - booklet available for all SHSCT staff and service users - raising awareness of Section 75 equality duties.
- On-going support for established forums which represent the voice of the user and Section 75 equality groups e.g. Carers Forum, Traveller Action Group etc.
- Publication of quarterly screening outcome reports showing the outcome of

- equality screenings. In the interest of openness and transparency these are posted on the Trust's website for members of staff and the public to review.
- Public consultation and focus group discussions on key service changes/developments - completion of equality screenings and EQIAs - publication of same along with consultation document setting out Section 75 obligations and how these duties have been taken into account.
 - Use of standard screening clauses in policy and consultation documents as standard practice and public/outward facing documentation.
 - Trust Board Report incorporates an update on the implementation of the Section 75 equality duties
 - The Trust's Annual Progress Report is also utilised to raise awareness of Section 75 equality obligations and progress regarding implementation of same - this is available to all staff and service users via the Trust intranet and website.

14 Was the consultation list reviewed during the 2017-18 reporting period? *(tick one box only)*

☒ Yes ☐ No ☐ Not applicable – no commitment to review

Arrangements for assessing and consulting on the likely impact of policies (Model Equality Scheme Chapter 4)

[insert link to any web pages where screening templates and/or other reports associated with Equality Scheme commitments are published] – ([link](#))

15 Please provide the number of policies screened during the year *(as recorded in screening reports)*:

16

16 Please provide the **number of assessments** that were consulted upon during 2017-18:

4	Policy consultations conducted with screening assessment presented.
0	Policy consultations conducted with an equality impact assessment (EQIA) presented.
0	Consultations for an EQIA alone.

17 Please provide details of the **main consultations** conducted on an assessment (as described above) or other matters relevant to the Section 75 duties:

- Financial Savings Plan 2017-2018
- SHSCT Proposal for the Future of Community Equipment
- Gender Identity and Expression Employment Policy
- New Equality and Disability Action Plans were also subject to public consultation.

18 Were any screening decisions (or equivalent initial assessments of relevance) reviewed following concerns raised by consultees? *(tick one box only)*

☒ Yes ☐ No concerns were raised ☐ No ☐ Not applicable

Please provide any details and examples:

- The Trust's Proposal for the Future of Community Equipment – some consultees queried the impact on rural communities. The Trust responded by clarifying that it did not anticipate any significant impact in terms of the policy proposal on rural areas. On the contrary, the proposal is premised on a home delivery service for the provision of small aids and appliances negating the need for clients/families to travel to collect equipment from their participating pharmacies.
- 'Trans' Policy following screening and public consultation - the title was revised to embody a broader and more inclusive policy title i.e. Gender Identity and Expression Policy.

NB: The Trust considers all feedback received and shows how the views of consultees are taken into consideration in making any final decisions in the production of Consultation Outcome Reports. These reports are made available on its website in the interest of openness and transparency.

Arrangements for publishing the results of assessments (Model Equality Scheme Chapter 4)

19 Following decisions on a policy, were the results of any EQIAs published during the 2017-18 reporting period? *(tick one box only)*

☐ Yes ☐ No ☐ Not applicable

Please provide any details and examples: No EQIAs were consulted upon nor published in the reporting period.

Arrangements for monitoring and publishing the results of monitoring (Model Equality Scheme Chapter 4)

- 20 From the Equality Scheme monitoring arrangements, was there an audit of existing information systems during the 2017-18 reporting period? *(tick one box only)*

- | | |
|---|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No, already taken place |
| <input checked="" type="checkbox"/> No, scheduled to take place at a later date | <input type="checkbox"/> Not applicable |

Please provide any details:

- 21 In analysing monitoring information gathered, was any action taken to change/review any policies? *(tick one box only)*

- | | | |
|---|-----------------------------|---|
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> Not applicable |
|---|-----------------------------|---|

Please provide any details and examples:

- Updated Inequalities Audit – was used to inform the action measures contained in the Trust's new Equality Action Plan and Disability Action Plan 2018-2023.
- NINES – service user monitoring enables staff to target their resources effectively. See section 1 of this report for details. Since this service was set up it has had around 1,142 referrals, offering health assessments, TB screening and health care advice.

Example of new IT/monitoring developments:

- Encompass - The Encompass Programme is a HSC wide initiative that will introduce digital integrated care pathways to NI. This will mean that everyone involved in care will have secure, consistent access to the right information at the right place to better inform safer care that facilitates their health and wellbeing throughout their life. It is built on a digital platform that streamlines services and patient/client journeys and links information across primary, secondary, community and social care.



Benefits:

- improve the patient/client's experience of care;
- improve the health of the population;
- achieve better value by reducing the per capita cost of health care;
- improve the work life of those who deliver care;
- enable communication between HSCNI staff and citizens with potential features such as messaging and videoconferencing, supporting new ways of working.

22 Please provide any details or examples of where the monitoring of policies, during the 2017-18 reporting period, has shown changes to differential/adverse impacts previously assessed:

The HSCB Guide to the Ethnic Monitoring of Service Users in Health and Social Care in Northern Ireland has been in place since March 2016 for implementation where ethnic monitoring data is currently being collected or planned to be introduced on information systems.

The application of this Guide is intended to help HSC commissioners and providers to robustly capture critical patient/service user information on existing and emerging BME communities using HSC services. Most importantly, it is intended to help HSC organisations to identify any unmet need and to target their resources accordingly in order to thus tackle health inequalities experienced by BME communities.

NINES service user monitoring utilised to address unmet need – see section 1 of this report for detail.

NIHSC Interpreting data utilised to identified language trends and unmet need.

23 Please provide any details or examples of monitoring that has contributed to the availability of equality and good relations information/data for service delivery planning or policy development:

Examples:

The Ethnic Monitoring Project has helped to identify uptake of services and unmet need for BME communities e.g.

- The Trust's Local Traveller Action Group and associated action plan and Regional Thematic Group for Travellers – chaired by the Public Health Agency;
- The Trust's NINES Service
- The NI HSC Interpreting Service – language trends and needs
- Staff Equal Opportunity Monitoring – scoping the implications of Brexit for cross border workers.

Staff Training (Model Equality Scheme Chapter 5)

- 24** Please report on the activities from the training plan/programme (section 5.4 of the Model Equality Scheme) undertaken during 2017-18, and the extent to which they met the training objectives in the Equality Scheme.

In keeping with the commitments in its approved Equality Scheme i.e. Chapter 5 the Trust has put in place a range of training interventions to ensure the effective discharge of its Section 75 equality and disability duties.

The Trust has also invested heavily in an eLearning staff development system that enables staff to complete an increasing menu of training interventions in line with the Trust's Knowledge and Skills Framework (KSF).

Training resources are also kept continually under review to reflect any amendments/developments in the legislative framework and evolving case law.

There follows a summary of the main training and awareness raising interventions for HSC staff in support of the commitments in the Trust's Equality Scheme:

Awareness Raising

Trust Board and Senior Management Team

Specific guidelines for Trust Board members have been devised to highlight the importance of mainstreaming the Section 75 equality duties into the day to day business functions of the Trust, together with policy development, corporate and financial planning and decision making processes with a renewed emphasis on addressing inequalities and achieving fair outcomes for Section 75 categories.

The guideline emphasise the importance of leadership and top-level commitment to ensure the effective and timely mainstreaming of the Section 75 duties. This resource is to be updated in year one of the Trust's new Equality Action Plan 2018-2019.

In addition, Trust Board members and Senior Management Team receive regular updates on the promotion of equality of opportunity and good relations duties along with a comprehensive overview of performance through the Trust's Section 75 Annual Progress Report.

The Trust's SMT and Trust Board also receive regular updates on equality screenings and EQIAs conducted on key service developments ahead of public consultation. The Trust's SMT and Trust Board sign off on EQIAs before and after public consultation. Notable screenings and consultations during the current reporting period included:

- Trust's Financial Savings Plan
- 5 year Equality and Disability Action Plans
- SHSCT Proposal for the Future of Community Equipment.
- Request to Erect a permanent memorial plaque on the perimeter wall of Lurgan Hospital in memory of a Signalman

Policy Screening and EQIA – Skills Training

The Trust's Head of Equality continues to deliver Section 75 Equality Screening and Equality Impact Assessment training to policy authors and decision makers within the Trust.

In addition, the Trust's Head of Equality provides on-going advice and support in the discharge of the Trust's statutory equality duties and acts as a business partner in support of each programme of care/service directorate. Training is usually a half day and can take the form of specific workshops with a particular focus on proposed service changes, pre-procurement exercise as well as policy development.

In addition, screening and EQIA guidance along with worked examples is made available to staff to support them with equality screening and EQIA processes.

HSC Trust Equality Leads have committed in their Regional Equality Action Plan to develop a practical 'Tool Kit' to support managers in the application of the Section 75 Equality and Disability Duties. HSC Trusts also plan to engage with the Equality Commission, Trade Unions and others in the development of the Tool Kit.

Training materials will be reviewed accordingly and in line with the content of the Tool Kit.

Access to the Trust's Equality Scheme

In addition, to having access to a copy of the Trust's approved Equality Scheme, the Trust has produced a user friendly information booklet for all staff entitled - 'Trust's Equality Scheme – What it means for Staff' available on the Intranet. The booklet provides a simple overview of the Section 75 Equality Duties and what it means to staff in their day to day work.

Corporate Welcome

To ensure all new staff receive a timely and appropriate Corporate Induction, an interactive informative online publication was developed in 2017/18 (in consultation with representatives from each Directorate and Trade Union Side) which utilises technology to enhance learning.

The online Corporate Induction helps ensure new employees develop a clear understanding of how the Trust works including its vision, values and priorities. This online resource is intended to equip staff to carry forward, into their workplace, enhanced knowledge of the services provided by the Trust, awareness of Trust policies including e.g. 'Working Well Together' and 'Your Right to Raise a Concern' as well as signposting to where important information can be found.

The online Corporate Welcome includes a video, recorded by the Head of the Equality Assurance Unit in the Trust, which emphasises the importance of equality of opportunity and directs staff to the Equal Opportunity Policy and the 'Making A Difference' interactive eLearning programme.

The online Corporate Welcome was introduced on 1 November 2017. From 1 April to 31 October 2017 this training had been delivered face-to-face on a monthly basis at rotational venues throughout the Trust. During this 7 month period, 329 staff attended the face-to-face Corporate Induction training. In the 5 month period 1 November 2017 to 31 March 2018, 214 staff completed the online Corporate Welcome and the feedback has been exceptionally positive, a few examples include:-

'I could complete induction at a time that suited me and at my own pace' – Head of Service

'Easily accessible' - Support Worker

'Informative, interactive and easy to navigate' – Nurse.

The Corporate Welcome is available to all new staff to the Trust including staff on both permanent and temporary contracts and agency and bank staff. The Corporate Welcome is also extended to all trainees and those on placement schemes.

The online process is timelier with new starts able to complete the Corporate Welcome (or even part of it) as soon as possible after commencement, at a time that best suits the new start and the needs of their service. Furthermore, the online approach provides new starts with a resource they can go back and refer to as often as required. In 2018/19, a comprehensive evaluation will be undertaken followed by a formal 'launch' to increase awareness of the new online process.



Professional Induction Programme for Social Work/Care Staff and Social Work Students

Provision of equality training for newly qualified nursing and social work staff is delivered in-house via existing equality and social care training Unit staff. Induction programmes are held twice a year in January and September.

This programme is organised to meet induction standards set down by NISCC as well as the mandatory training standards set by the Trust. The programme draws on the input from staff within the Trust as well as external providers. For example, the induction programme includes input from Travellers, Legal Services e.g. BSO and Law Centre etc.

A total of 113 staff and students on placement attended these sessions between 1 April 2017 and 31 March 2018.

5 Fundamentals of Civility

The 2015/16 Staff Survey indicated that 30% of staff consider relationships at work to be strained.



10% consider they have personally experienced harassment, bullying or abuse at work from their manager, and 14% from their colleagues.



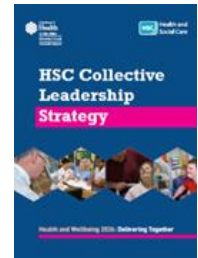
In response to what staff said, one of the themes of the Corporate Staff Survey Action Plan is **'Regaining Respect'** – the approach the Trust wishes to take is to implement a Model called the 5 Fundamentals of Civility.

The Model was developed in Canada by Dr Michael Kaufmann, Ontario Medical Association i.e. it was developed for healthcare professionals by healthcare professionals.

Key Leadership Observations e.g. Francis, Berwick, Keogh, King's Fund, Donaldson – all cited that leadership behaviours, values and competencies e.g. *compassion, respect, dignity, trust, engagement and collective leadership* are necessary to deal with challenges and difficulties.

The Bengoa Report stated *"It is people not strategies that bring about change and it is relationships not systems which make it work."*

"Health and Wellbeing 2026 - Delivering Together" and the new "HSC Collective Leadership Strategy" both focus on collective, compassionate leadership i.e. everyone at all levels can be leaders, e.g. taking responsibility, co-production, etc.



Evidence from around the world suggests a civility model can have the following impact: Reduced Sick Leave, Complaints, Recruitment Costs, ICU Mortality, Accidents, Injury, Worker's Compensation Claims and Increased Patient Satisfaction, Productivity, Performance, Patient/Employee Safety, Psychological Safety, Employee Satisfaction.

The 5 Fundamentals of Civility are:

#1: Respect Others and Yourself



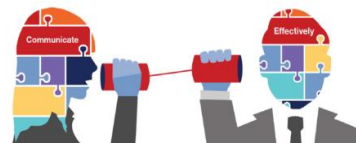
"Respect is like air. As long as it's present, nobody thinks about it. But if you take it away, it's all that people can think about."
Crucial Conversations

#2: Be Aware



"We don't see things as they are,
we see things as we are."
Anais Nin

#3: Communicate Effectively



"The single biggest problem in communication is the illusion that it has taken place."
George Bernard Shaw

#4: Take Good Care of Yourself



#5 Be Responsible

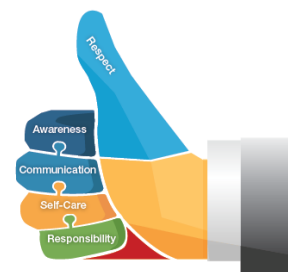
"Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has."
Margaret Mead



The model has been rolled out across the Trust in 2017/18 and is incorporated in all Leadership and Management Development Programmes, Skills Development Programmes, the new 'Every Conversation Matters' Programme, the Corporate Welcome and showcased at the Trust's Annual Quality Improvement Event, etc. To date over 1200 people have attended a specific 5 Fundamentals of Civility face to face session.

Feedback has been extremely positive. Further sessions will be delivered to a number of teams over the next few months. A toolkit for managers has also been developed that includes:-

- Presentation slides and speaker notes – for discussion at Team Talk Meetings, etc.
- Interactive online magazine about the model.
- Leaflet and a series of Posters/PC Desktops.
- Video – An Introduction to the 5 Fundamentals of Civility.



The next phase is to formally 'launch' the 5 Fundamentals of Civility and embed it within the Trust.

Making a Difference eLearning Modules

The official launch date of the new 'Making a Difference' regional eLearning modules took place within the Trust on 6 October 2017 – 'Go Live date'.

These 2 new regional interactive modules take approximately 30 minutes to complete and are scenario based introducing the concepts of equality, good relations and human rights.

All staff are required to complete Part 1. Part 2 must also be completed by staff with line management responsibilities.

Promotional Activity – Making a Difference eLearning

- Wide distribution of posters throughout the Trust's geographical spread in areas of heavy foot fall e.g. canteens/coffee bars/reception areas/main hall ways and corridors/printer rooms/toilet areas, etc.
- Staff engagement events over break and lunch time in DHH canteen, STH canteen, Trust HQs canteen, CAH canteen and Hill Building coffee bar.
- Wide use made of promotional pop-up stand.
- Southern-i - promotional article issued 3 November 2017
- Desktop display – display of promotional flyer used to encourage uptake.

Equality, Good Relations and Human Rights E-Learning Figures as of 7/5/18			
Directorate	No of Staff Completed	Total Staff	% of Staff Completed
Functional Areas (100% Completion Rate 7/5/18)			
Performance & Reform	95	155	61.3%
HR & Organisational Development	79	137	57.7%
Estates Services	43	137	31.4%
Medical Directorate	11	42	26.2%
Chief Executive & Chief Executive's Office (Including Corporate Communications)	3	14	21.4%
Finance & Procurement	1	112	0.9%
Service Directorates (30-40% Completion Rate in Year 1 by 6th October 2018)			
Mental Health & Disability Services	330	1674	19.5%
Older People & Primary Care	206	2816	7.3%
Children & Young People's Services	108	1647	6.6%
Acute Services	119	4642	2.6%
Trust Bank staff aligned to HROD	12	1406	0.9%
Locum Staff	0	21	0%
Total	1007	12,803	7.9%

Feedback - What our staff said:

"Interesting and informative due to a combination of interesting material and excellent graphics".

"Great programme".

"Well structured and interesting".

"Very impressed, well designed, key messages put across very clearly".

"Molly the mentor is very engaging. Scenarios brilliant".



The new modules focus on a human rights based approach to HSC and further strengthen the good relations and Section 75 equality duties.

Each module also includes a self-assessment element whereby staff can generate their own certificate of completion as evidence for their own personal development portfolio.

Timely reminders are issued via the Trust's Southern-i (corporate news letter) and globally. Quarterly reports will continue to be produced for each directorate and functional area to establish the uptake by staff of these modules.

As at [5 July 2018](#) a total of **1167** have now completed the 'Making a Difference' eLearning modules.

Medical Staff

The Medical Directorate's Southern Docs website also contains sections on junior doctor induction, medical appraisal and revalidation together with other aspects of medical training. It also includes links to the Discovering Diversity eLearning modules, Vulnerable Adults and Child Protection Training etc. Completion of the Discovering Diversity eLearning modules is mandatory in line with revalidation requirements for medical staff.

During the year under review NIMDTA reviewed the content of the 'Making a Difference' new eLearning models and confirmed that they were '*very impressed*' with the modules and will recognise them as a suitable equivalent for Equality and Diversity training for doctors GMC Trainer Recognition status.

Human Rights Training

The Trust's Social Care Workforce Development and Training Team incorporate human rights training into a range of in-service training events they deliver. The courses focus on safeguarding adults and children, mental health, working with older people, physical and learning disability.

Disability Equality Training

Across HSC generally there has been a notable increase in the number of cases the Directorate of Legal Service (DLS) has been involved with concerning disability related discrimination. Staff in the HR Directorate attended a workshop facilitated by Mrs Clare Tiffney, Solicitor Consultant, DLS, in November 2017 – a proactive

stance to share learning and to be reminded of the core provisions of the DDA, latest case law developments and in particular the obligation to provide reasonable adjustments in the workplace for persons with a disability. Over 60 staff attended the workshop.

Sensory Awareness eLearning programme

A Sensory Awareness eLearning programme was developed in 2017 in collaboration with Royal National Institute of Blind People (RNIB) and Action on Hearing Loss (AoHL) and with the assistance of the Leadership Centre and is available on www.hsclearning.com.

This interactive online training resource aims to improve staff member's understanding of the needs of people with hearing and/or visual impairment and provides helpful advice/guidance on how to support people with sensory impairment(s) accessing Health and Social Care services. The Trust's sensory team provided input to the development of this programme.

Visual Awareness Training and Guiding Techniques (VAT)

Through the RNIB Partnership Contract the following Visual Awareness Training sessions reaching 155 participants were provided (1 April 2017 to 31 March 2018).

Visual Awareness Training (VAT)				
Session	Date	Facility/Event	Number of Participants	Duration of training
1	20/06/2017	Children's nurse (Denise)	14	1 hr delivered by Denise
2	27/07/2017	ABC Council Summer Scheme	16	1 hour delivered by Ray
3	30/08/2017	Trust Corporate Induction	18	15 minutes Denise
4	19/09/2017	U3A - information/awareness session	16	1 hour - Louise and Ray
5	12/10/2017	THC - NISCC requirements B/bridge	23	2 hours Ray, Coleen and Gerard (service users)
6	26/10/2017	THC - NISCC requirements Newry	24	2 hours Ray
7	19/01/2018	THC - NISCC requirements B/bridge	25	2 hours Ray and Coleen - service user
8	12/02/2018	Macular Support Group C/avon	10	1 hour Ray Overview of Low Vision Service
9	23/02/2018	Student Social Worker Armagh	1	2 hours delivered by Louise
10	05/03/2018	Fit 4 U Volunteers & Staff PWT Armagh	8	2 hours delivered by Louise

Deaf Awareness Training for Staff

156 people received Deaf awareness training in the reporting period 1 April 2017-31 March 2018. Most of these were staff who required training for NISCC.

HIV Awareness Training for Staff

The two hour sessions provide an opportunity to learn more about HIV, raise personal and professional awareness of testing and treatment. In 2017/18 3 HIV and STI awareness workshops were offered to 37 staff in September. In 2018/19, the Trust plans to increase the number of staff trained as HIV awareness trainers to increase provision of this training within teams and with the public.

It is important that we share the learning with work colleagues, family and friends as it is through knowledge that fear is eliminated ensuring that those requiring health services are treated with dignity and respect.

The Trust has responded to 2 formal complaints raised by service users in connection with the treatment they received and their HIV status e.g. in relation to the application of the Trust's infection control policy.

Employment - Selection and Recruitment Training

The Trust has in place arrangements to ensure recruitment panels receive training on the Trust's procedures for ensuring a fair selection process. A regional eLearning module has been developed and implemented. Current equality law and best practice is incorporated as part of the overall assessment.

A regional work stream was established, during the current reporting period, with a view to developing a regional Recruitment and Selection Framework. The Trust has been participating in this regional work stream to ensure that good practice is shared and mainstreamed into this regional resource and reflected in local practice.

During the reporting period 1 April 2017 to 31 March 2018 463 staff undertook on-line Selection and Recruitment Training in the SHSCT.

PPI Awareness

Personal and Public Involvement training continues to be delivered across the Trust, at team meeting level and as part of core induction. An extensive range of PPI tools have been developed to support staff with the effective roll out of its PPI and Section 75 equality duties and to further enhance and develop the skills and confidence of staff.

Service users and carers are involved in the design, delivery or evaluation of PPI training. For example:

- PPI Panel members are involved in up-dating in-house PPI Awareness.
- PPI Panel members are members of the Regional PPI Forum and were involved in the development of the Engage and Involve training programme (launched February 2016) and Engage website which was formally launched in November 2017.
- In-house PPI Awareness training continues to be delivered at Team meetings and as part of the core induction programme for Social Work students twice yearly.

There follows summary details of the level of PPI related training delivered during the current reporting period:

- eLearning PPI module - 469
- PPI Awareness Training to Teams - 177
- PPI Awareness Training to Student Social Workers - 97
- QI programmes (which include PPI eLearning module) - 323
- Other training to support PPI practice e.g. customer care, making every conversation count, community development, patient client experience - 455
- Other relevant programmes e.g. admin and leadership – 369
- Coaching -189

Total number of Trust staff receiving PPI Awareness training as at 31/3/18 = 1066.

Overall total as at 31/3/18 = 3172.

The Trust will continue to cascade the roll out of PPI training as required for staff within available resources and in line with the Trust's Training and Development Strategy.

Directorate Action Plans will continue to be developed and implemented on an annual basis focussing on the following key themes:

- Information
- Service User and Carer Involvement
- Training
- Monitoring and Evaluation

NI HSC Interpreting Service (NIHSCIS) – High Quality Safe Services

The Southern Trust has one of the largest ethnic minority populations in Northern Ireland. Our overall population is projected to grow by 13.5% by 2020. Our ethnic minority population is also likely to increase significantly by 2020 as birth rates continue to keep growing.

Provision of language assistance is a legal requirement for public sector organisations and an essential part of providing safe, high quality care to all patients and clients. The Trust is committed to ensuring everyone is given equal access to information about services in a format they can understand. The Trust provides interpreting services on request to help patients and clients and staff to communicate when using services.

Interpreters are provided and funded regionally through the Northern Ireland Health and Social Care Interpreting Service. Interpreters are professionally trained and adhere to the Business Services Organisation's Terms of Engagement. The Terms of Engagement outline HSC Interpreters key roles and responsibilities when undertaking work through NIHSCIS.

Interpreters are bound by confidentiality and provide their services on a 24/7 basis. NIHSCIS has 325 Interpreters registered in 36 different languages.

Demand for Interpreting continues to increase on an annual basis with over 114,382 requests for Interpreters processed during 2017-18 and 98.85% of bookings successfully fulfilled. 54,070 (47.27%) of requests were from the Southern Trust area. NIHSCIS registered 12 new Interpreters in July 2017 to meet priority language demand:

- 6 Arabic
- 2 Romanian
- 1 Latvian
- 1 Bulgarian
- 1 Russian
- 1 Slovak

Professional Development Training for Interpreters

The NI HSC Interpreting Service organised the following training sessions for interpreters:

- 5 day Health Specific Conversion Course delivered in June 2017 for new Interpreters who had completed the OCN Level 4 certificate, with other Agencies, but wanted to register with NIHSCIS. The training for this included sessions delivered by HSC Practitioners from Mental Health, Gateway, Speech and Language Therapy and Women's Aid.
- Sands Bereavement Care Training for Interpreters – 12, 19 and 26 January 2018.

Working Well with Interpreters - Staff Training Sessions

During the year under review Working Well With Interpreters training sessions continued across the Trust facilitated by the NIHSCIS.

Each 2 hour session was designed to raise awareness of the NI Interpreting Service, the role of the Interpreter, patient rights and entitlement to language assistance, the risks/dangers of using untrained Interpreters/family/friends. A total of 39 staff attended these sessions 2018.

At the close of each session participants had a greater awareness of system and procedures for booking interpreters and when it is appropriate to use face to face v telephone interpreting.

Feedback was good across all the sessions. There follows a flavour of some of the feedback received: *“Very informative + useful. Thank you”*; *“Very well presented & informative session”*; *“Very interesting and useful session. Well delivered”*; *“Very informative. Facilitator was very approachable and knowledgeable”*; *“Good content + well organised. Thank you”*.

Training for the Community and Voluntary Sector

As part of the Trust's Corporate Social Responsibility Policy, the Trust is committed, where possible, to offering a number of the overall places available on training programmes within the Trust to individuals from local community and voluntary sector organisations.

The Trust offers up to 50 eLearning licences per annum on a range of topics (such as Infection Prevention and Control, Moving and Handling, Fire Safety, Quality Improvement, etc.) for use by individuals from community and voluntary sector organisations.

Staff from external organisations (e.g. SureStart) completed the Trust's New to Line Management ILM accredited programme and the Trust's Taking the Lead Leadership Development programme and a number of service users completed the Trust's Quality Improvement Foundation Programme and received 1:1 Coaching.

In addition, the Trust provided advice and guidance to the NI Fire & Rescue Service staff on recording and reporting on training and on Technology Enhanced Learning e.g. use of online magazine software i.e. PageTiger.

Training Resources

A number of in-house leaflets and documents have been produced to increase staff awareness of equality and diversity matters and to promote cultural competence e.g. Multi-Cultural and Beliefs Handbook, Cultural Diversity and Etiquette Booklet, Traveller Information Booklet, Disability Etiquette Booklet, Making Communication Accessible for all, PPI Fact sheet on 'Working with Hard to Reach Groups', Carer and Stakeholder Reimbursement Guidelines and Procedures and PPI Toolkit to support staff in promoting inclusive user involvement. Some of the aforementioned resources were reviewed and updated during the current reporting period.

During the year under review work commenced on reviewing the Trust's Traveller Information booklet for staff. The booklet aims to increase staff awareness of Traveller culture and enable staff to provide culturally sensitive services. It is intended to re-launch this booklet as a regional resource for use across the HSC.

As evidenced in this section of this report, there are a range of management development initiatives which reflect and build upon the patient/client standards and underpin the Trust's core values which have been founded on the principles of equality and diversity i.e. treating people with dignity and respect, protecting their privacy, communicating in a manner that is sensitive to their needs, and showing professional and considerate behaviour toward patients, clients and staff at all times.

There are also a number of supporting policies/procedures/guidelines that relate to equality and diversity, namely the Trust's Equal Opportunity Policy, Harassment at Work Procedure, Working Well Together Policy. Other examples include the

Trust's Harmonious Working Environment Guidelines and Joint Declaration of Protection all of which are kept under review in line with Fair Employment and Treatment (NI) Order requirements and evolving legislation and case law developments.

- 25 Please provide any examples of relevant training shown to have worked well, in that participants have achieved the necessary skills and knowledge to achieve the stated objectives:

Examples of Training Sessions that have worked well:

Dementia Virtual Tour/Dementia Training



The Southern Trust has teamed up with training2care to give staff the opportunity to understand what it is like to have dementia. The Virtual Dementia Tour is a scientifically proven way of helping one to understand what people with dementia experience every day and is 'your window into their world'.

There are around 20,000 people in Northern Ireland living with dementia, the virtual dementia tour can benefit anyone coming into contact with or caring for people with dementia including family members and health care staff.

The Virtual Dementia Tour is medically and scientifically proven to help people with a healthy brain to understand what living with dementia feels like. Experiencing how scary, intimidating and confusing dementia is will help people caring for someone with dementia to be more understanding, patient and kind. We want to give our increasing number of dementia clients the best possible and patient centred care. By giving professional care givers first-hand experience of the physical and mental challenges facing those with dementia, we hope to equip them better for this important caring role."Siobhan Donaghy, Head of Memory Services for the Southern Trust.

Dementia Champions

The Dementia Champions Training Programme is delivered via a blended learning approach of five study days, online resources and the submission of work-based assignments. Open to health and social care staff from all disciplines and work settings, it is unique in that students are required to undertake a change project within their area of work that will lead to improved practice, care, support and treatment for people with a dementia and their carers.



Chrissie McNamee, Occupational Therapy Technical Instructor in the Trust devised a 'Padlet' as her change project and was singled out for the Southern Trust Champion award. The award was in recognition of the innovative online resource created by Chrissie which includes practical advice, tips, resources and

activities for adults with a learning disability and dementia.

Improving Experience for Dementia Patients at Daisy Hill Outpatients

Adele McRann, Staff Nurse in Outpatients at Daisy Hill Hospital, completed the Dementia Champion Course and as part of this she introduced a number of new developments in the department to improve the experience of patients with dementia and their families.

This included raising staff awareness and introducing a new resource cupboard and a new notice board with a range of information to raise general public awareness of dementia. The Department also introduced a 'fast pass' system for



eligible patients to make staff aware that they or a family member has dementia when booking an appointment so that the necessary adaptations can be made to ensure an effective consultation.



Pictured left are staff who graduated from the Dementia Champions programme which enables students to

gain knowledge and skills on all aspects of dementia care including receiving a dementia diagnosis, research and evidence-based practice, communication and designing enabling environments.

Human Trafficking Training

Link & Learn is a series of one-hour, bite-sized, topical learning sessions for staff, delivered by experts in areas of interest. Human Trafficking was one of the topics in this series offered to staff during the current reporting period. This talk was delivered by Invisible Traffick, a Northern Ireland based charity working to address the issue of human trafficking in Northern Ireland. Invisible Traffick aim to raise awareness to equip staff/individuals to be able to recognise the signs and indicators of human trafficking and to know what to do if they suspect anything thereof.



Older People Matter

To mark the 12th Year of World Elder Abuse Awareness Day (15 June) the Southern Trust hosted a conference to raise awareness of the issues associated with the abuse of older people. Elder abuse can take various forms - it could be neglect of a physical, emotional, financial or sexual nature. It can happen

anywhere the person lives or visits and very often the abuser will be well known to their victim.

Organised in conjunction with the Local Adult Safeguarding Partnership, around 200 delegates attended the event from health, social care, community and voluntary groups and other public sector organisations to share best practice and learning from those directly involved in and affected by Elder Abuse.



Keynote speakers included Dr Campbell Killick, Eddie Lynch (Commissioner for Older People for Northern Ireland) and Veronica Gray from Action on Elder Abuse NI.

The workshops focused on understanding the relationship between Domestic Violence and Elder Abuse, legal remedies to safeguard older people as well as anti-fraud initiatives. A debate on ethical issues regarding safeguarding older people who live in care facilities was Chaired by broadcaster Siobhan McGarry. Opening the conference, Paul Morgan, Executive Director of Social Work for the Southern Trust said: *"We have a growing older population in the Southern area and every person has the right to grow older with dignity and without fear of abuse or exploitation. Safeguarding and protecting the rights of our older population is everyone's business, that includes the wider community along with statutory services. We hope that today's conference helps to raise awareness of elder abuse and helps us all to work together better to ensure the safety of our older population."*

Public Access to Information and Services (Model Equality Scheme Chapter 6)

- 26** Please list **any examples** of where monitoring during 2017-18, across all functions, has resulted in action and improvement in relation **to access to information and services**:

New Health Check Resources for Adults with Learning Disability

Iolo Eilian, Learning Disability Lead with the Health and Social Care Board pictured with service user Jude from the Southern area at the launch of Easy Read health check publications for adults with a learning disability.

A series of Easy Read resources focusing on, AAA screening, Menopause and Know Your Prostate have been launched for adults with a learning disability across Northern Ireland.



These new resources will ensure that everyone is able to access and understand information that affects their everyday lives, including people with learning disability. Information that is easier to understand helps people to make better choices on important issues such as healthcare.

A DVD has also been produced promoting annual health checks for those with a learning disability. The Annual Health Check is a chance for

the person to get used to going to their GP practice, which reduces their fear of going at other times.

Regular health checks for people with learning disabilities often uncover treatable health conditions. Most of these are simple to treat and make the person feel better, while sometimes serious illnesses such as cancer are found at an early stage when they can be treated.

Iolo Eilian, Learning Disability Lead with the Health and Social Care Board pictured with service user Elizabeth (centre) and Jillian Scott, Healthcare Facilitator with the Northern Trust at the launch of Easy Read health check publications for adults with a learning disability.



Speaking at the launch, Bryce McMurray, Acting Director of Mental Health and Disability Services for the Southern Health and Social Care Trust who developed the resources said: *"In the Southern Trust we want to ensure that having a learning disability does not prevent our service users from accessing the same health and social care services as the wider population. I would like to commend our learning disability staff who have shown such dedication to improving the health and wellbeing outcomes of our services users in developing these fantastic resources and we are absolutely delighted to share these with the rest of the region. I encourage all service users and their families to avail of the Easy Read resources and the support offered by our health facilitators to help them access the services they need to ensure the best possible quality of life."*

New video to help prepare children for surgery

A short video 'Your Visit to Hospital' is now available to help prepare children for surgery in our hospitals.

The video is the first of its kind produced in Northern Ireland to help reduce anxiety in children and parents before surgery. It was developed by Dr Sam Dawson, Anaesthetic Registrar in the Trust. The video has been well received by families and has been translated into the four most popular languages – Polish, Portuguese, Bulgarian and Lithuanian.



Preoperative anxiety has been reported to result in nightmares, separation anxiety and fear of doctors in children after this surgery. It is hoped that this video will help many of the 2,400 children requiring anesthetic in the Southern Trust each year.

Dr Kieran O'Connor, Consultant Anesthetist and Lead for Paediatric Anesthesia says: *"Coming to hospital for surgery can be daunting for anyone, but young children may be particularly anxious. Parents can also understandably feel apprehensive for their child and their reaction will often influence the child's behaviour. We have a great theatre team who always do their best to put both the child and their parents at ease, but we hope that by watching this video before they arrive with us, families will know what to expect and have a much less stressful and better patient experience."*

The video clip is available on <http://bit.ly/YourVisitToHospital> and will be given to families as soon as they are booked for a procedure.

Development of 'end of life' symbol

The end of life symbol was developed by the Hospice Friendly Hospitals Programme (HFH) at the Irish Hospice Foundation, a project which aimed to improve the quality of care and experience for patients and relatives when death occurs in hospitals in Ireland.



A picture of this symbol is displayed at the nurses' station, at the ward/unit entrance or on the door of a single room to alert visitors and staff who may be passing through that a patient has died.

It aims to be a subtle alert to everyone in the area that a grieving family is present and as such enhance the respect and solemnity that should be observed when a patient dies.

Use of this symbol in Southern Trust hospitals

The Trust Bereavement Forum undertook a project to scope the views of staff and service users in relation to this symbol. Wards are very busy places and when death occurs it is difficult to manage the noise generated by all the necessary activity and the throughput of many staff and services in patient areas. Some staff reported opening screens or side room doors not realising a deceased patient was reposing and this was distressing for them.

It was agreed that the display of this symbol had potential to contribute towards meeting the standard for bereavement care that focuses on 'creating a supported experience' after death. On advice of service users on the Trust Palliative Care reference group the symbol was piloted in Lurgan and South Tyrone hospitals. Overall staff felt the availability of the HFH symbol to display when a patient had died was a positive addition to the care staff provide after death; especially in relation maintaining a dignified environment and in alerting other staff e.g. AHPs, domestic staff, porters etc, visiting a ward.



Anne Coyle, Bereavement Co-ordinator for the Southern Trust explains:

"Supporting people who are bereaved is a very important aspect of health and social care. We aim to do everything we can to improve the quality of care and experience for patients at the End of Life in our hospitals and support their families through this difficult time."

"We hope that the new spiral symbol will act as subtle alert to enhance the solemnity that should be observed when a patient dies. We ask everyone to help us create a respectful environment if they see this symbol and to be mindful that there could be a grieving family in the area."

The symbol will only be displayed with agreement from the bereaved family and will be used throughout Craigavon Area, Daisy Hill, Lurgan and South Tyrone Hospitals.

For more information on the End of Life Symbol <http://hospicefoundation.ie/wp-content/uploads/2013/04/The-End-of-Life-Symbol-Guidelines.pdf>

Autism Service DVD

Autism Services working in partnership with 10 young people developed a Community Training DVD to raise awareness of ASD. Young people were involved in script writing, acting and filming and were excited to get into the editing suite to finish the project.



Checking in made easier with the introduction of Barcode Scanners

Patients attending the Trust for appointments are now able to check themselves in even easier at the Self Check-in Kiosks with the introduction of new barcode scanners.

The Kiosks are installed in the Outpatient Departments of Daisy Hill, South Tyrone and Craigavon Area Hospitals as well as Armagh Community Hospital and Banbridge Polyclinic.



Trust introduces new Yellow Name Badges

New yellow name badges to help improve communication with staff and patients are now available in the Eye Clinics on a pilot basis, as a direct response to patient feedback.

The new badges which are one of a first of their kind for Northern Ireland are bright yellow with large black writing which makes them clear and easy to read. They feature the staff member's name so that the patient and relatives know who they are talking to and who is treating them.



Dr Who?

Identification of doctors in clinical settings in hospitals is more difficult as the traditional white coat has disappeared. Patients and the public increasingly find it difficult to identify doctors and their grade in the wards and other clinical settings.

In August 2014 all Foundation doctors in Northern Ireland were introduced to the ‘#hello my name is...’ campaign started by Dr Kate Granger and branded lanyards were distributed.

We now have branded lanyards for all Doctors:



Children’s Welcome Packs



Children’s Welcome Packs have been introduced for children admitted to the new Daisy Children’s and Young People’s Unit at Daisy Hill Hospital and aim to make a hospital stay that little bit easier for families.

The packs include some essential items for an unplanned admission such as; toothbrush and toothpaste, a hairbrush, shower gel and shampoo, snacks, wipes and information leaflets.

Pictured left – Molly, a patient on the Paediatric Ward in Daisy Hill Hospital, who produced the winning design in lime green and features the front of Daisy Hill Hospital and a welcoming penguin.

Health and Wellbeing Information Hub now open

The Southern Trust opened a Health and Wellbeing Hub, during the year under review. The Hub is located in Craigavon Area Hospital’s Broadway corridor and is a space for staff, service users and members of the public to access booklets, leaflets and other free sources of information on how to improve health and wellbeing free of charge. Information is available in alternative formats.



Esther Gishkori, Director of Acute Services said:

“The service delivered by the Hub is designed to complement the clinical care provided at the hospital, recognising that sometimes patients, carers, families and staff need information and support on a range of topics such as promoting independence, increasing physical activity, support for carers and many other health and wellbeing issues.”

Gerard Rocks, Acting Assistant Director of Promoting wellbeing said:

“I encourage everyone to take full advantage of this excellent resource to help find the right information or service available to improve their health and wellbeing”.

New parking enforcements at Daisy Hill to protect disabled parking bays and emergency access

From 6 November new parking enforcement arrangements were introduced at Daisy Hill Hospital to protect disabled parking spaces and emergency access. A licensed car parking contractor will be patrolling these areas on the Daisy Hill site.

Enforcement is being applied around the front of the main hospital and includes the drop off zone, ambulance bays, red hatched areas and blue light route which is critical for the ambulance route. Enforcement will also be applied to vehicles parked at the Occupational Therapy/Renal carpark and in disabled spaces throughout the site without displaying a valid blue badge.

This new arrangement is being introduced in response to ongoing traffic issues as Esther Gishkori, Director of Acute Services for the Southern Trust explains:

“Those familiar with the Daisy Hill Hospital site will be very well aware of the ongoing issues with traffic congestion and the misuse of disabled car parking spaces. We have been reviewing traffic management across all of our hospitals and are introducing a number of measures to improve parking for our disabled patients and visitors and to ease congestion around the front of the hospital. Our recent car parking survey indicated support for enforcement to help prevent abuse of disabled spaces and blue light zones. Cars are parking inappropriately around our access routes and in disabled spaces without displaying a blue badge. It is absolutely vital that we protect emergency routes and allow ease of drop off for those who need to access the hospital. We hope that the introduction of

enforcement will deter people from parking inappropriately, help to improve congestion and provide a safer, more accessible environment for everyone. The Daisy Hill Hospital site is a very challenging site and the Trust continues to review measures within available funding to ease our traffic problems.”

Enforcement at Daisy Hill follows the introduction of Parking Charge Notices at Craigavon site during the summer months where there has since been a noticeable improvement. The situation will be kept under review.

Details of these new enforcement arrangements were communicated to the many interpreters who visit our hospital sites on a daily basis via the NIHSC Interpreting Service.

Similarly works to McMillian Cancer Service at CAH was communicated to interpreters via a Patient Information Leaflet and was translated into the main BME languages spoken in the Southern Trust and disseminate via local BME networks.

Improvements at Ramone Outpatient Department for People with Sensory Disability

Staff in Ramone came together to devise an ‘Always Event Vision and Statement Aim’ for how they wanted to improve communication within Ramone Outpatient Department (OPD).

Always Event Vision: *I will always be supported to communicate at the Outpatients Department, Ramone, CAH.*

Always Event Statement Aim: *By 1 April 2018 100% of people with sensory disability will be supported to communicate at the Outpatient Department, Ramone, CAH.*

OUR IMPROVEMENTS

We welcome any comment or suggestions that may help to improve patient/client experience.

Improvements that staff are currently working on include:

- Yellow name badges for staff
- Introduction of Deaf Communication card
- Sub-titles to be on TVs at all times
- Information on facilities within Ramone and CAH hospital e.g. canteen
- Promoting Wellbeing information available and displayed in Ramone waiting area and Health and Wellbeing Hub promoted
- Improved signage at check-in kiosk
- Removing part of glass at reception so that patients/clients can speak directly to staff
- Improved signage and access at front entrance of CAH



- Introduction of yellow fleeces/tee shirts for Trust volunteers
- Introduction of #Hello My Name is
- Availability Sonido portable amplifier which is available for patients use. It is designed to help patients hear conversations more clearly during their appointment.

Some of these improvements were launched during British Sign Language Week - 13 March 2018.

Others examples:

- Provision of Self Help booklets - in a range of BME languages.
- Production of 'Easy Read' versions in an increasing range of booklets e.g. breast screening; menopause, prostate cancer; 5 ways to wellbeing, Carbon Monoxide Leaflet now available in Bulgarian.
- 5 year Equality and Disability Plans – produced in Easy Read, BSL and ISL videos available on the home page of Citizen Space.
- Financial Savings Plan – produced in Easy Read.
- SHSCT Proposal for the Future of Community Equipment – produced in Easy Read.

Complaints (Model Equality Scheme Chapter 8)

27 How many complaints in relation to the Equality Scheme have been received during 2017-18

Insert number here:

1

Please provide any details of each complaint raised and outcome:

The complaint was in regard to the *exceptional circumstances* whereby HSC Trusts was required to consult on cost savings over a 6 week period.

Section 3: Looking Forward

28 Please indicate when the Equality Scheme is due for review:

Minor changes were made to the Trust's Equality Scheme to reflect organisational change, staffing numbers and population profile. No material changes were made to the Scheme. The proposed changes were discussed with the Equality Commission and it was agreed that the changes did not necessitate formal consultation.

29 Are there areas of the Equality Scheme arrangements (screening/consultation/training) your organisation anticipates will be focused upon in the next reporting period? *(please provide details)*

- Implementation of the Trust's new Equality Action Plan covering the period 2018-2023 – Year 1 action measures.
- Implementation of the Trust's new Disability Action Plan covering the period 2018-2023 – Year 1 action measures.
- Ensuring the effective discharge of the Trust's Section 75 Equality Duties in relation to Financial Planning and the Regional Transformational Programme.
- Continued roll out of the new 'Making a Difference' eLearning modules for management and staff.
- Reviewing the Trust's equality screening template and associated guidelines and development of a practitioner's Toolkit.
- Review of S75 Training materials
- Implementation and roll out of the new Gender Identity and Expression Policy and actions arising from the Task and Finish group.
- Continue to work with the Equality Commission, Human Rights Commission and Community Relations Council via a newly establish Consultative Forum.

The above examples are intended to be illustrative and are not an exhaustive list of planned activity.

30 In relation to the advice and services that the Commission offers, what **equality and good relations priorities** are anticipated over the next (2017-18) reporting period? *(please tick any that apply)*

- ☒ Employment
- ☒ Goods, facilities and services
- ☒ Legislative changes
- ☒ Organisational changes/ new functions
- ☐ Nothing specific, more of the same
- ☒ Other (please state):

Age GFS Legislation awaited which will extend protection from age discrimination into the sphere of Goods, Facilities and Service provision. Continued application of S75 equality duties to service reconfiguration/developments/Regional Transformation Programme/Financial Planning.

Thank you for your interest in our Section 75 Annual Progress Report.