



# Our plan to help people with a disability

## Disability Action Plan 2023 - 2028



# Introduction



This Disability Action Plan says what the Health and Social Care Trusts will do to

- ✓ Improve ways of thinking about people with a disability
- ✓ and help people with a disability take part in their communities.

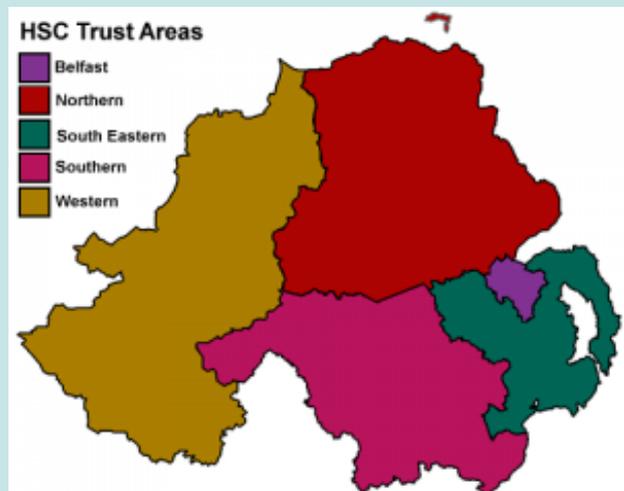
The law says we must do this.



Trusts will work together to make this plan happen over the next five years.

There are six Health and Social Care (HSC) Trusts in Northern Ireland.

1. Belfast HSC Trust,
2. Northern HSC Trust
3. South Eastern HSC Trust
4. Southern HSC Trust
5. Western HSC Trust
6. Northern Ireland Ambulance Service.



Actions in this plan come from what people with a disability told us. We will keep working with people with a disability to make this plan happen.



Over the next 5 years we will look at the plan and see if anything needs to be changed.

We will write a report each year to tell people how we are doing.

# The Plan

## 1. Improve ways of thinking about people with a disability



### What we were told



People who have a disability

- want their voices heard
- want to be part of decision making
- want information about how to get involved.



### What we will do



1. We will share information about how people with a disability can get involved.



We will share this information by working with people with a disability in

- ✓ other health organisations
- ✓ the community
- ✓ voluntary organisations



2. We will work with others to share information about **advocacy services**.

**Advocacy services** help you speak up for what you want and make things happen.



Trust websites will give information about

- ✓ how to get involved
- ✓ how to contact advocacy and support services.



3. We will support staff with a disability to get their voices heard.



## What we were told



People who have a disability need to be seen.



## What we will do



4. We will tell staff to treat people with a disability fairly. We will make sure they have the same chances as everyone else. This is called **equality**.



Training for staff on disability equality will be looked at. We will see if changes are needed.



Information will be made to help staff work with people with a disability in the best way possible.



People will be asked what they think about our **Disability toolkit**. This has information and advice for people with a disability and those who support them.



The guide for staff on the UN Convention on the Rights of Persons with Disabilities will be updated.



5. We will use pictures of people with a disability using our services. These pictures will show people with a disability living their best lives.



- Pictures of people with a disability will be in Trust
- ✓ documents
  - ✓ social media
  - ✓ and websites.

Images on social media will have **alternative text**. This means using words to say what pictures show.



6. We will celebrate special days for people with a disability. For example, International day of persons with disabilities.



A calendar of disability events will be made.

- ✓ We will tell staff about these events.
- ✓ We will put them on Trust social media and websites.



7. We will talk about how people with a disability have difficulty doing some things because of **barriers**.



Barriers stop people from doing things.

- Barriers can be physical - no accessible toilets.
- Barriers can be caused by the way people see others. For example thinking a person with a disability can not do something.



8. We will tell everyone about Sign Language Interaction our **sign language service**. This is a free sign language service available in the health service in Northern Ireland.



## What we were told



Trusts need to work more with others.



## What we will do



9. We will ask people with a disability to work with us when making changes to services. This is called **co-production**.



We will find more ways for people with a disability to tell us what services should look like.



We will make a list of people and groups with a disability that want to do co-production.

This list will be updated every year.



## What we were told



Trusts need to share plans with staff to work in the best way possible with people with a disability.



## What we will do



10. We will use different ways to help people understand our Disability Action Plan.



The Disability Action Plan will be shared with staff. We will also send the Disability Action Plan to people and groups we work with.



The Disability Action Plan will be put on Trust websites.



11. We will make a Plain English and Easy Read copy of our Disability Action Plan.



A signed copy of the Disability Action Plan will be made.



## What we were told



Trust policies need to be up to date and helpful.



## What we will do



12. We will look at our Disability Equality Policy for staff. We will make changes if needed.



13. We will work with **Occupation Health staff**. They will help support staff who have a disability so they can do their job.



Occupation health staff will be given training on disability equality if needed.



14. We will update the **Disability Toolkit**.



We will support staff to make and review Trust policies so that they help staff work well with people with a disability



## What we were told



All staff need training to help them work well with people with a disability.



## What we will do



16. We will look at our training for staff on disability. We will make sure it has in it
- ✓ what staff should do
  - ✓ what the law says
  - ✓ and changes that can be made so services and our workplace can be used by everyone. These are called **reasonable adjustments**.



17. We will make staff training on disability with the help of people who have a disability.

Training will include

- ✓ barriers in society
- ✓ what is and is not true about disability
- ✓ the right words to use about disability
- ✓ and the importance of people being at the centre of care.



We will ask staff with and without a disability to tell us what they think of our disability training.



We will make information about the right words to use around disability. We will do this with the help of people with a disability.



## What we were told



Give people who have a disability more chances to get a job in health and social care.



## What we will do



18. We will look at what we do to help people with a disability work in health and social care.

We will look at how we can make this better.



19. We will make sure people who have a disability can get jobs in health and social care.



Interview

We will find out what can make it difficult to get a job. We will help make it easier.

## 2. Helping people with a disability be involved in their communities



### What we were told



Trusts need to tell people about **disability equality**.

**Disability equality** means treating people with a disability fairly and making sure they have the same chances as everyone else.



### What we will do



20. It is important that groups work together. We will ask the Regional Disabled People's Forum to work with

- ✓ the Joint Regional Equality, Human Rights and Good Relations Forum
- ✓ and Joint Steering Group.



We will make it easier for people with a disability to be members of groups. This will help them have their voices heard.



## What we were told



Disability law in Northern Ireland is hard to understand.



## What we will do



21. We will work to make information about the law in Plain English and Easy read.



## What we were told



Trusts need to be better at sharing jobs that people with a disability could do.



## What we will do



22. We will work to get a **disability positive accreditation award**.

**Disability positive accreditation award** is for employers that employ, support and celebrate staff with a disability.



## What we were told



Trust services need to be easier to use.



## What we will do



23. We will make it easier to use buildings by working with

- the people who build our buildings
- people who look after our buildings
- and people running services.



We will make guides for how to use some buildings. These are called **AccessAble guides**.



24. We will ask people who have a disability to help us plan new buildings and services from the start.



Service users will be asked what they think about how easy it was to use services.



## What we were told



**Carers** must get the support they need.

A **carer** is someone who helps a family member or friend because they have bad health or a disability.



## What we will do



25. We will work with others so people know what support there is for carers.



We will try to get more people on the **carers register**.

The **carers register** is a list of carers. It lets the Trusts contact carers with information about support they can get.



We will try to make it easier to get different types of support.



We will help more people know about what a carer is and does. Carers will help us make decisions.



26. We will tell people about our Trust **Carers Coordinators**.

**Carers Co-ordinators** give support to carers by

- giving information, advice and training
- and collecting information about the needs of carers.



## What we were told



We need to collect better information about the support you need to communicate with us. This is called **communication support needs**. This helps the Trusts to make sure everyone with a disability understands and are understood.



## What we will do

**Encompass** is a new care record system on Trust computers. It has important information about your health and care.



27. We will make sure your communication support needs are on your **Encompass** care record.

This will help make Trust communication with people better. It will help people use services.



28. We will get people with a disability to help plan the **Encompass** Care Record System.



We will make plans for people with communication support needs to get better health care.



29. We will plan questions about communication support needs that will be on the **Encompass** Care Record System.



## What we were told



It is hard for people with a disability to get a job or work experience in health and social care.



## What we will do



30. We will work with the community to offer more work experience placements for people who have a disability.



We will look at what people think about these placements to make them better.



31. We will work with schools and services for people with a disability. We will give them information about health and social care being a **disability friendly employer**.

**A disability friendly employer** employs, supports and celebrates staff with a disability.



## Equality Team Contact Information



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## More Information



Belfast Health and  
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[www.belfasttrust.hscni.net](http://www.belfasttrust.hscni.net)



Northern Health  
and Social Care Trust

[www.northerntrust.hscni.net](http://www.northerntrust.hscni.net)



Southern Health  
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