

SOUTH WARWICKSHIRE NHS FOUNDATION TRUST

Minutes of the Equality and Diversity Steering Group held on Friday 23rd February 2018 at 11.00 hours in the Brooke Suite, Warwick Hospital

Present:

Ann Pope	(AP)	Director of Human Resources (Chair)
Jatinder Birdi	(JB)	Chair of WDFF
Fiona Burton	(FB)	Director of Nursing
Elizabeth Dixon	(ED)	Accessibility Adviser
Rebecca Ford	(RF)	Matron
Janette Gibbs	(JG)	BSC Interpreter
Junaid Hussain	(JH)	Chief Executive – EQUIP
Santosh Kundi	(SK)	Patients Forum
Maggie O'Rourke	(MOR)	Senior HR Projects Manager
Rosemary Paintling	(RP)	Chaplain
Sue Pike	(SP)	Chair of Staff Side
Mary Powell	(MP)	Head of Communications and Fundraising
Ann Tibbetts	(AT)	Deaf Group
Sid Tibbetts	(ST)	Observer
Anselme Uwihanganye	(AU)	Health Records Clerk / Staff Side

In attendance:

James Parker (JP) Consultant Clinical Psychologist
Marie (MJ) Committee Administrator
Johnson

MINUTE

ACTION

18.00
1

APOLOGIES FOR ABSENCE

Apologies were received from: Petra McKiernan (PM), Mark Rowlands (MR), Sharon Elswood (SE) and Robin Ash (RA).

18.00
2

MINUTES OF PREVIOUS MEETING HELD ON 22 DECEMBER 2017

The minutes of the previous meeting held on 22 December 2017 were approved as an accurate record.

18.00
3

MATTERS ARISING AND ACTIONS UPDATE REPORT

18.00
3.01

Accessible Standard Update

The minutes from the 17 January 2018 Accessibility Information Standards Task and Finish Group were circulated with meeting papers for information.

Work streams have been identified and leads agreed:

1. Accessible facilities (MR and ED leading) – looking at car parking, call bells outside wards being at the right height, video call bells to see if assistance is required.
2. Accessible standards in tendering (MOR,

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ED, and NM leading) – sometimes elements are missed around accessible standards when going through a tendering process.

3. Patient letters scoping (FB leading) – Sarah Patrick in IT is looking into ensuring all patient letters can be accessed by patients across all disabilities. Letters from Ophthalmology will be separate to this.
4. Deaf cards and procedures for staff to follow (JW and RA leading) – handing out deaf cards to patients and relatives is not enough so this work stream will be identifying other options. JW and MR are discussing where buzzers are located to support better accessibility.
5. BDA pledges

SP suggested that the pathway for booking interpreters for patient appointments and / or attendance at meetings needs to be reviewed. The timeframe to book an interpreter and communication between booking and notifying not only the requestor but also the person the interpreter is booked for. It is a real issue for deaf patients seeing consultants / specialists as they need a longer appointment.

Action: FB acknowledged that these are not short term actions and asked SP to feedback to RA.

SP

MINUTE

ACTION

18.00
3.02 Update on CQC Visit
The draft CQC report has been received and the Trust has until the end of today to respond to correct any factual inaccuracies. FB advised there was nothing new in the report that the Trust was not already aware of following the visit. The final report should be published in early April 2018.

18.00
3.03 Site Visits Update
ED has met with MR and started the process for site visits. The key items are:
1. Communication into wards – buzzers are too high and not in line with building regulations. There will be an additional door next to the existing ones to provide assisted access to the ward which will be clearly marked. A good height for buzzers is 1 metre from the floor. Sean Mitchell is looking into the use of video buzzers.
2. Similar issue identified with the height of hand gel outside of wards.
3. Ellen Badger ramp is too steep and will need picking up with the architects.

A forward plan is being pulled together.

18.00 **FOR INFORMATION /DISCUSSION**

4

18.00 **Bereavement Leaflet**

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4.01

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JP presented the Bereavement Support (coping with a death) leaflet in draft form.

The action came from the End of Life Operational Group. A visit took place to Salford NHS Trust, as they received outstanding for their bereavement services. Salford shared their excellent resources and inputting into developing this draft leaflet. The draft leaflet is now being presented to various groups for ratification.

Key points from the discussion:

1. The leaflet to be available in different languages and different font sizes. ED agreed to share a summary of suitable fonts and sizes with JP.
2. MOR agreed to ensure the leaflet is uploaded to PALs and Equality sites.
3. JH queried whether this leaflet was different to the existing one i.e. duplication of resources.
4. The leaflet to be produced in British Sign Language.
5. ED / JG to look at options in producing the leaflet as a widget.
6. SK requested the language to be kept simple and clear and no jargon.
7. List Chaplain Team has main contact for all faith contacts as the list becomes dated quite quickly. The Chaplain Team will keep

ED

MOR

JP

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ACTION

the most up to date list.

Action: JP to take the revised leaflet based on the key points above back to the End of Life Care Group.

The group decided to keep the Trust leaflet and Community leaflet separate for the time being, with a view to incorporate both in the future.

**18.00
4.02**

European Healthy Diversity Project Update

JH gave an update on the European Healthy Diversity project at the meeting.

The project group is working to meet the diverse culture needs of the patient group. Cultural differences case studies have been compiled and good practices shared with other countries. We are partnered with France, Italy, Denmark, Hungary and Austria.

The curriculum is being finalised and the online tool will be shared in the near future. Various newsletters have been shared across different social network platforms for the project.

An end of project conference is planned to take place in July 2018 in Budapest. All countries will be involved in planning and delivery of the conference.

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**18.00
4.03**

EDS2 National Annual Template Report

This document is not a great tool for gathering evidence. The group is in a good position, achieving in all areas, just not excelling in some.

AP suggested focussing on progressing in a smaller number of specific objectives as a group as these should automatically populate future templates.

**18.00
4.04**

Future Equality Priorities- for discussion and agreement

SP / MOR presented the Equality Priorities and Actions for 2018/19 paper at the meeting. The document was updated live in the meeting to capture the group comments.

Key comments include:

1. Most valuable element is partnership working.
2. Group Strategy to be reviewed at the August meeting.
3. Work with Chaplains around End of Life and meeting the needs of patients and relatives. Address culture issues associated with this.
4. Training of more volunteers – lay chaplains (6-10 in pipeline by June).
5. There will be a survey for all staff working in and out of hospital care. Document to be

MOR

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ACTION

shared with this group and to work with commissioners and staff – 5 domains that reflect the work in EDS and WRES.

6. Smoke audits for maternity – Public Health Audit.
7. Faith Trail on 7th April 2018.
8. EOL booklet – work with JP to update on current booklet
9. First point of contact for discharge pathways.
10. Ambassador training – links within the workforce.
11. Equalities network – quarterly meetings to include SWFT with information that is highlighted.
12. Revised training package for recruitment and selection.
13. Network has been established for staff with disabilities.

18.00 **Workforce Disability Equality Scheme**
4.05 **(WDES)**

MOR confirmed she would be attending stakeholder events.

18.00 **West Midlands Combined Authority Equality**
4.06 **and Human Rights Focus Group**

There are a few focus groups taking place. The minutes from the Health Focus Group meeting held on 3 January 2018 were circulated with the meeting papers.

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18.00 **ANY OTHER CONFIDENTIAL BUSINESS**

5

18.00 **Equality & Human Rights Conference – 17**
5.01 **May 2018 CWPT**

The Equality, Diversity and Inclusion Conference in Coventry on 17 May leaflet was circulated for information as reminder.

AP advised that she is attending and that the conference may not be full.

18.00 **Faith Trail**

5.02

JB shared the Faiths Trail leaflet for 7 April 2018. The event is to assist with raising awareness, understanding and learning about different faiths in the area. The event is open to anyone.

JB

Action: JB agreed to circulate an electronic copy of the leaflet to the group.

18.00 **Hate Crime Training**

5.03

JH advised there was Hate Crime training available and if anyone would like to book and attend.

The course will raise awareness of hate crime and provide the knowledge and skills to address incidents of hate crime.

Post Meeting Note: The link to book and attend the training is

MINUTE

ACTION

<https://www.reportthatenow.com/training>

18.00
5.04

Nurses and Deaf Patients

AT advised that nurses have received sign language training to be able to sign 'hello my name is ' and then spell their names to patients which is really good.

DATE AND TIME OF NEXT MEETING

The next meeting would be held on Wednesday 27 April 2018 at 11:00pm in the Brooke Suite, Warwick Hospital.