

Equality and Diversity Steering Group

Minutes of Meeting held on 24 February 2017 in Room 5 John Turner Centre

Present

Ann Pope	AP	Director of Human Resources (Chair)
Rebecca Bennett	RB	Matron
Musa Bhayat	MB	Warwickshire County Council
Carolyn Bishop	CB	Community Nurse - Childrens
Jatinder Birdi	JB	Chair WDFP
Elizabeth Dixon	ED	Accessibility Adviser
Karen Higgins	KH	Deputy CE HealthWatch
Santosh Kundi	SK	Patient Forum
Helen Lancaster	HL	Director of Nursing
Sue Pike	SP	Staff Side Equality and Diversity Lead
Suki Rai	SR	Senior Engagement Officer WREP
Sue Miles	SM	Chaplain
Anselme Uwihanganye	AU	UNISON Rep

In Attendance

Lindsey Cotterill	LC	Administrator
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<u>Minute</u>	<u>Action</u>
1.	
	<u>APOLOGIES FOR ABSENCE</u>
	Apologies were received from Mark Rowlands – General Manager for Hotel Services and Sharon Elswood – League of Friends Co-ordinator.
2.	
	<u>MINUTES OF PREVIOUS MEETING HELD ON 6 DECEMBER 2016</u>
	The Minutes of the previous meeting held on 6 December 2016 were approved as an accurate record.
3.	
	<u>MATTERS ARISING</u>
3.1	
	<u>British Deaf Association (BDA) Charter Signing</u>
	The Lead from the BDA would attend a public ceremony and release a press statement to coincide with the Charter signing. MO would ensure
	MO

that the room was accessible for all attendees.

3.2

Accessible Standard Up-Date

The group had met and discussed the several projects that were measured against the standard. An updated action plan would be presented at the next meeting.

HL

The BDA charter had led to a review of hearing loops and the scheme had been re-launched officially. Areas had requested replacement or additional loops where needed. The Trust was considering a video demonstration of these loops for staff.

The group noted that nursing documentation within care plans currently identified whether any accessibility aids were needed but failed to question whether these had been provided. This addition would be added to the documentation and consideration would be given to placing it within discharge communications for community teams.

There had been reports that patients requiring ABC board were being referred to PALs rather than the Speech and Language therapists. Referrals needed to be more appropriate.

Language Line phones had been purchased which would allow both a patient and doctor to speak with and hear a translator simultaneously. These were currently only onsite but would be recommended for use within the community. Blood tooth devices had also been purchased which, for example, would allow women giving birth to have access to a translator without having to hold a phone or have an interpreter in the room.

Bedside tools were being considered which would aid communication between patients and staff, such as picture books and cleanable pieces of paper which would utilise pictures to indicate what was needed.

HL would provide an update on progress at the next meeting.

Following a request from ED, HL would consider whether an audio version of the Trust map could be made available.

The Learning and Disability Toolkit would be re-launched and Deaf Equality Training would also be promoted.

3.3

European Health Diversity Project

IO1 And IO2 had been completed and brought together articles on equality and clinical incidents. IO3 focused on good practice.

This project would balance preconceptions that people had. The Trust had contributed to the submission of critical incidents and noted that it was useful to see incidents from other cultures and how these were dealt with.

3.4 WRED / WRES

The Trust was working on these projects following a requirement from the Department of Health via NHS England to publish information on race and disability. A scoping exercise had been completed to bring these together in an action plan. Staff Side representatives offered assistance with this. Compliance would be monitored by Staff Side.

3.5 Health Watch Warwickshire – Update on Coventry and Warwickshire Projects

Health Watch had shown an interest in several upcoming projects. A revisit of GP surgeries was planned following recommendations and positive feedback. Work would be done following this to improve engagement with patients. Care homes would also be visited.

A series of work had been completed with regards to mental health provisions. The Trust, in conjunction with Coventry and Warwickshire Partnership Trust, would create a joint action plan to act on the findings. The group was informed that mental health was a main priority for the Youth Parliament and noted the benefits and connecting over this issue. Concern was raised over the commissioners cutting funds and the group considered how this would affect the work.

The annual Health Watch conference would be held in September 2017 and a Trust representative was welcome to attend. Consideration would be given to holding this event at the Sikh temple.

4 AGENDA ITEMS

4.1 Warwickshire Dietetic and WREP Presentation

A presentation was given to the group that arose from a piece of work completed for the Clinical Commissioning Group (CCG). The presentation questioned what issues made it hard for patients to manage their conditions.

The Group was directed to the United Nations Food and Agriculture website which was a useful tool.

Several local groups had made improvements to their eating regime following visits from a dietician from SWFT and the lead from WREP. Many local people reported a lack of understanding of food labels and

visits had aided understanding.

A good discussion took place regarding the benefit to community groups and commended how this had been made accessible to different cultural groups.

4.2 **EDS 2 Progress Report**

The Action Plan had been circulated to the group. There had been no changes in terms of scoring. Areas were highlighted where the Trust could do more. Work was going well with partners.

4.3 **Children's Service Volunteers Scheme**

An update was given on this scheme, with the following key points noted:

- (a) the Trust was one of 3 pilot sites and would run the service for 2 years following a successful introduction;
- (b) the service was funded by "Together for Short Lives";
- (c) training would be available from 16 April 2017. 4 sessions had been delivered so far. Feedback had reported that the training was too long;
- (d) 12 families had benefited so far and more referrals were now being accepted. A business plan was now being formulated to determine whether the Trust could retain the scheme once the funding ceased;
- (e) this was a unique service in that it did not focus on the ill child, but rather on the other family members;
- (f) MOR asked whether anything could be done to aid refugees within across Warwickshire with local welcome groups linking into the specialist volunteers training . It was suggested that the scheme link with Carol Bishop and training could be shared;
- (g) level 1 care was basic care and involved local events. Level 2 care was when a family went into crisis and a volunteer was offered to tide them over and allow them to get back on their feet.
- (h) MOR would recirculate information to all groups and partners. It was suggested that the scheme should link with the youth parliament and local colleges which could introduce this via the Duke of Edinburgh programme.

MO

Action: MO to circulate information relating to the Children's Service Volunteer Scheme to all groups.

4.4 **Update on Site Visits**

The General Manager for Hotel Services had allocated Emma Collier to complete site visits with ED.

They had visited Cape Road and completed a report. Issues were discussed regarding the conversion of 3 toilets into 2 as these did not meet disability standards. Feedback had been sent to the site regarding this matter. A third of all hospital sites had been visited and work was underway to visit the remaining.

ED suggested an audit of the Medical Education Centre lift and also recommended a hearing loop for room 5 within the John Turner Centre.

A visit to the new Stratford site would take place once it was suitable and safe for visitors.

Actions would be included in the Annual Plan that went to Board.

4.5

Equality Actions for EDS2 Action Plan for 2017 – 2018

A short work shop led by SP and MOR set out possible future areas of work to the group. The Equality and Diversity Group agreed the listed priorities and added several new initiatives to the annual Equality Delivery System 2 action plan.

This EDS2 final action plan would be shared and the completed date is the end of March 2017; following which it would be presented to the Board of Directors in May 2017.

Action: HL would circulate the ReSPECT Tool to the group.

HL

5

ANY OTHER BUSINESS

Syrian Refugee Settlement

The Syrian refugee settlement meant that 34 families over 4 years would need resettling across warwickshire. The first 6 families had been resettled and WCC lead office would keep the group up-dated.

2 support workers had been dedicated to the families and had provided aid in registering with GPs and finding school places. Effort had been made to make this as stress free as possible for the families.

A Friend volunteer service had been commissioned with the mental health team, Mind within Coventry and Warwickshire. This had been successful so far. AP requested a 6 monthly update on this.

Safeguarding events were coming up and SR would circulate information on these.

SR

June 2017 Meeting

The meeting scheduled for 23 June 2017 had been cancelled.

6.

DATE AND TIME OF NEXT MEETING

28 April 2017 at 10.30am in the Brooke Suite, Warwick Hospital.