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Bwrdd Iechyd Prifysgol
Abertawe Bro Morgannwg
University Health Board

Annual Equality Report 2015/2016

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Introduction

This is our fifth Annual Equality Report. It describes what we did to progress equality across the Health Board during 2015/2016. Equality is about making sure people are treated fairly and given fair chances. It is not about treating everyone the same, but seeing people as individuals and being sensitive, thoughtful and flexible about how to meet the needs of each person.

The report is not designed to cover everything but is an overview highlighting some of our key work. It should be read alongside our Annual Report 2015/2016, Annual Quality Statement, Annual Governance Statement, and the Director of Public Health Annual Report. <http://www.wales.nhs.uk/sitesplus/863/page/41077#annual>

How we are doing?

The Equality Act 2010 is about treating everyone in a fair way. This law protects people from being treated worse than other people because they are:

- men and women
- disabled people
- young people and older people
- people who come from racial backgrounds – who may speak another language
- people who follow a religion or who have no religious beliefs
- people who are gay, lesbian or bisexual
- people who are considering, undergoing or have undergone gender reassignment
- people who are in a civil partnership or married
- women who are pregnant or have recently had a baby.

We have to tell you how we collect and use information to ensure that we are treating people fairly. It is important that our services are meeting the needs of all groups of people who we serve and we treat people fairly at work.

Our Annual Quality Statement looks back over the past year. It summarises what we did to improve the quality of our services. The document also highlights the areas where we still need to improve.

Our values and behaviours were co-created with staff, patients and carers in 2014 and launched in February 2015. Our values are central to our mission to deliver effective and efficient healthcare in which patients and service users always feel safe, cared for and confident.

During 2015/16 our focus has been on raising awareness of our values with the people who deliver care across ABMU. This has involved teams having conversations about what values mean to them and the impact they have on delivering the best experience for our patients.

Looking back over the last year: Taking forward our Equality Objectives

We have a plan of the work that we are doing to help ensure that everyone is treated fairly. This is known as our Strategic Equality Plan 2012/2016.

We have equality objectives set out within our Plan. During 2015/2016, we reviewed our strategic equality objectives to meet our legal requirement to do this every four years. Our equality objectives were refreshed through engagement and consultation with staff, third sector organisations, patient groups and equality forums and using other evidence available. This included the strong evidence base within 'Is Wales Fairer' (Equality and Human Rights Commission, 2015). We are grateful to everyone who participated in our engagement and consultation.

Our equality objectives have been integrated into our corporate Plan to support the delivery of its strategic aims. We want to be always improving and review progress every year against our equality objectives. We have described in this section what we did to work towards implementing the objectives during 2015/2016. This includes highlighting achievements and identifying areas where further work needs to be done.

Better health outcomes: Our work to reduce health inequalities, embed equality into services and make fair decisions

Objective 1: Reduce health inequalities

Our Annual Report 2015/16 highlights that a Strategic Health Needs Analysis has shown that we can make many evidence-based interventions to improve and encourage healthy behaviours. We are doing this by supporting individuals to improve health and decrease inequity of local populations. Our public health priorities are:

- reducing smoking
- reducing obesity
- increasing physical activity
- immunisation and vaccination and
- addressing frailty.

Further information is set out in our corporate Plan about how we are seeking to address these priorities. For further information about public health issues, please see the Director of Public Health Annual Report 2016: <http://www.wales.nhs.uk/sitesplus/863/page/41077#annual>

Objective 2: Embed equality into service delivery

Our Annual Quality Statement 2015/16 says how we continued to listen and learn from patient feedback. This includes asking patients to rate how likely they would be to recommend a service to friends and family and learning about our services through patient stories.

We are putting children/young people at the heart of the design and delivery of our services. The development of the Children's Charter ensures that we mould our services around the United Nations Convention on the Rights of the Child.

Information gained from children/young people across the health board has been used to develop and redesign the Charter. Through our engagement, their views have been taken into consideration and have assisted us in redesigning aspects of our service.

We have been working with Swansea University to secure funding to implement the Children's Charter. This will ensure that we are a Rights Respecting Organisation in all aspects of the services we provide for children and young people.

Objective 3: Make fair financial decisions

We have guidance to help staff assess the impact of changes to services and policies on all groups of people. We have found that listening to our patients, carers, relatives and staff helps us to understand how proposed changes affect them.

We recognise the quality of equality impact assessments is not consistent across ABM and needs further improvement with more guidance and support for staff.

First choice employer:

How we promote the health and well being of our staff and ensure they have the knowledge to do their job

Objective 4: Support workforce to be and remain healthy as well as promoting staff well being

We have services available to support our staff. These include counselling for staff experiencing problems affecting their day-to-day lives, occupational health advice, stress awareness sessions, the 'Living Life Well' Programme and health and wellbeing events and activities. Further information is available within our Annual Report 2015/16: <http://www.wales.nhs.uk/sitesplus/863/page/41077#annual>

We launched our **Lesbian, Gay, Bisexual and Trans+ (LGBT) Staff Network** during UK wide LGBT History month. The Network provides unique networking opportunities and peer support between staff. It is open to LGBT staff and staff supporting the Network as straight allies. We are proud to have become a Member of the Stonewall Cymru Diversity Champions Programme. We are aspiring to create a **fully inclusive workplace** and be listed as one of Stonewall's Top Employers.

Objective 5: Promote a working environment free from abuse, harassment, bullying and violence

We promote equality and human rights for everyone. We will not accept anyone being disadvantaged by age, disability, faith or belief, gender, pregnancy or maternity, race, sexual orientation, being married or in a civil partnership or gender reassignment. This is one of the messages communicated to staff through our equality and human rights training.

We have a duty to provide a safe and secure environment for staff, patients and visitors and to ensure that the likelihood of persons being exposed to violence and aggression is reduced as far as possible.

Violent or abusive behaviour is not tolerated and action is taken to protect and support staff and others. Incidents of violence have to be reported using our incident reporting system. This includes verbal abuse considered to be threatening, insulting, obscene, racist, sexist or using any other discriminatory language that causes fear, intimidation or serious offence.

Staff are supported by their managers and others to control or reduce the risks from violence and aggression. We implement the requirements of the NHS Wales training standards including the All Wales NHS Violence and Aggression Training Passport and Information Schemes (Passport) for various standards of training. All new staff receive basic awareness raising as part of their induction.

We have established closer working arrangements and monitoring with police and victim support agencies to tackle hate crime. National Hate Crime Awareness Week is an annual campaign taking place in October every year. Its aim is to increase awareness with victims and to promote messages with communities around tackling hate crime. We supported the campaign by publicising its launch on our website in October 2015.

Objective 6: Support staff to be confident and competent to carry out their work

Our core skills training is based on the NHS All Wales mandatory training framework. Equality and human rights is one of the mandatory training modules at basic awareness level which all staff must complete. This training is refreshed every 3 years.

We use the equality and human rights e-learning module 'Treat Me Fairly'. This was developed by the NHS Centre for Equality and Human Rights for use by all NHS Wales organisations. It is designed to help staff think about their day-to-day role and what they can do to promote equality.

New staff are expected to complete all e-learning mandatory modules in the first month of employment. This includes the equality and human rights e-learning. Junior doctors are required to complete this e-learning as part of their rotation into our organisation. A higher level of face-to-face training is provided to Consultants and other senior doctors.

How we are taking steps to make our workforce more diverse and understand pay differences

Objective 7: Increase diversity and quality of working lives of the workforce

One of our biggest recent challenges has been the availability of Registered Nurses. We have a high number of vacancies and, with other Health Boards across Wales, have been doing a number of things to improve the situation. We have worked with our partner universities to increase the number of nurses in training and have undertaken a programme of overseas recruitment.

Up to April 2016, 68 nurses have arrived to work with us from European Union countries such as Portugal, Romania and Italy and another 40 have been appointed and are waiting to start. International recruitment will continue with a number of nurses already appointed from the Philippines.

We have a Flexible Working Framework that is designed to allow staff to balance work responsibilities with other aspects of their lives. Two voluntary schemes enable staff to purchase annual leave and voluntarily reduce their hours. These schemes offered greater flexibility for staff with their working arrangements.

Objective 8: Develop a fuller understanding of the reasons for any pay differences

We have produced pay reports and these are available on our website: <http://www.wales.nhs.uk/sitesplus/863/page/59057>

We recognise that there is more work to be done to analyse pay differences. This includes improving the collection of equality data for staff and raising awareness of the reasons why the information is collected.

We will learn from other organisation's case studies that are designed to demonstrate how the required workforce and pay data analysis should be undertaken.

Patient experience: The importance of providing respectful, personal care and equality of access to healthcare

Objective 9: Raise awareness of equality and human rights

We raise awareness of what staff can do to promote equality and human rights through our mandatory training. This is described above.

Objective 10: Treat patients with dignity and respect

The Health Board received the 'Trusted to Care' Report in May 2014. This criticised our care of the frail elderly and made recommendations for improvement. In September 2015, the Trusted to Care Review 2015 was published. This reviewed how the Health Board had progressed against the 14 recommendations in the original report. We summarised the conclusions of this Review within our Annual Quality Statement 2015/2016. This Statement also highlights how we are making further progress and identifies our areas of improvement include:

Improving the care we offer people with dementia: Neath Port Talbot Hospital was proud to be named the 'Best Dementia Friendly Hospital in the UK' at the 2015 National Dementia Care Awards. Staff refurbished a day room on Ward E to make the environment less clinical and more familiar. Ward B2 created a dedicated room called the 'Pili Pala' room which enables patients from all four Care of the Elderly wards to attend for sessions designed to enable reminiscence and therapeutic interventions such as music therapy.

Ward 18 Princess of Wales Hospital: Ward 18 is a frail and elderly ward and many of the patients are living with dementia. Following the Andrew's Report, a huge effort was made by the team to improve the care that is provided for patients. The day room was revamped making it more homely. The lighting was changed and patient friendly decor and signs introduced. Pictures were put up on walls for reminiscing. These included pictures of film stars and rugby heroes. A number of activities are held in the day room, including afternoon tea, joint physiotherapy and musical events.

Early identification of sensory loss: Neath Port Talbot Hospital has introduced routine ear and hearing assessment for elderly patients. This enables early identification of sensory loss and appropriate treatment. A snap shot audit showed that 50% of our patients had significant ear wax that was impairing hearing. The team of nurse practitioners and doctors are being trained to safely remove ear wax and refer to specialist teams where it is appropriate.

Spirituality and Dignified Care: We are very aware of the spiritual needs of people in the Health Board. An example is mental health services where the law requires assessment of spiritual needs. A Mental Health and Spiritual Implementation Group has been set up to look at these issues including closer working with the faith communities and making a Directory of Services. They are also training and educating staff on spiritual needs and producing guidelines to help them in their day to day work.

The Older People's Commissioner identified 12 key areas which are central to safe, dignified and compassionate care (February 2015). These are:

- Contenance
- Hydration and nutrition

- Falls
- Pressure ulcers
- Health acquired infections
- Discharge from hospital at night
- Safeguarding
- Mobility
- Cognitive impairment and dementia
- Staffing levels
- Training
- Responding to the views of staff

We have combined these with our Standards of Care for Older People in Hospital and have developed an Older People's Dashboard to monitor our progress against these standards. This is monitored through our Quality and Safety Committee.

Objective 11: Ensure patients have equity of access to services

We are making improvements both in terms of the physical environment and buildings and access to services. Notable examples are:

Morrison Main Entrance Building: This was opened in the summer of 2015 as part of a £60m development providing state-of-the-art facilities for a range of specialities including Outpatient services, Renal Dialysis Day Unit, New Endoscopy suites and an integrated Education Centre. A special pre-opening tour was arranged for members of **ABMU's Disability Reference Group**. They helped us for the last three or four years with the design of the new building. The Chair of our Disability Reference Group and representatives from the Capital Planning Team went around the building with Members. They showed Members a lot of things that they picked up with the design that we have changed to make them accessible for disabled people.

Education Programme for Patients (EPP) Cymru: Our health and well being courses have been made more accessible for deaf people who use British Sign Language. This project won the NHS Wales Award 2015 for Citizens at the Centre of Service Redesign and Delivery. The project trained people from the Deaf Community to become EPP tutors. They are pioneering the way as the first deaf volunteer tutors to tutor EPP's course within their own community in the UK.

We have a Group overseeing the implementation of the All Wales Standards for Communication and Information for People with Sensory Loss across the Health Board. The Standards set out the level of service delivery that people with sensory loss should expect when they access healthcare.

Various events took place across the Health Board in December 2015 to raise staff awareness of the communication and information needs of people with sensory loss. The campaign reminded patients of their rights to accessible communication and information when they need healthcare.

We are working to improve the quality of services people receive and ensure they are treated with dignity. An important way of doing this is by **offering Welsh language services to people without them having to ask**. Care and language go hand in hand, and communicating with patients in their first language helps ensure the best care possible. Our Welsh Language Scheme sets out how we aim to provide services bilingually. This is due to be replaced in 2017 by the publication of the Welsh Language Standards.

How we are listening to people and continuing to improve services

Objective 12: Improve services through community engagement and patient feedback

We engage with our patients, carers and families to ensure that any proposed service redesign reflects the needs of all individuals who use our services. This includes groups of people from different backgrounds or circumstances.

We work closely with our **Stakeholder and Disability Reference Groups**. This helps us to develop a better understanding of the needs of the different people that they represent and improve services for everyone. An important part of our engagement is providing feedback to people who take part to show how their input has led to service improvement.

We continue to improve the ways in which we listen to patients, their families and carers and gain feedback on our services. The Health Board was awarded runner up status in the Patient Experience Network National Awards for its approach to gaining patient feedback. Further information is provided within our Annual Quality Statement 2015/2016 on how we listen and learn from feedback.

We still have some work to do to improve the collection and reporting of equality data about people who use our services. This includes adapting our existing systems to collect the data and raising greater awareness of why the information should be collected and used to improve services and outcomes for patients.

Looking forward to the next year

We developed seven equality objectives based on engagement and evidence. Three of the revised objectives refine our previous objectives. There are four new equality objectives. We published our strategic equality objectives on our website:

<http://www.wales.nhs.uk/sitesplus/863/page/59057>

The new objectives help us to continue to make equality and diversity an integral part of all our work and focus on the areas of inequality. We will be tackling the inequalities through actions to take forward our equality objectives.