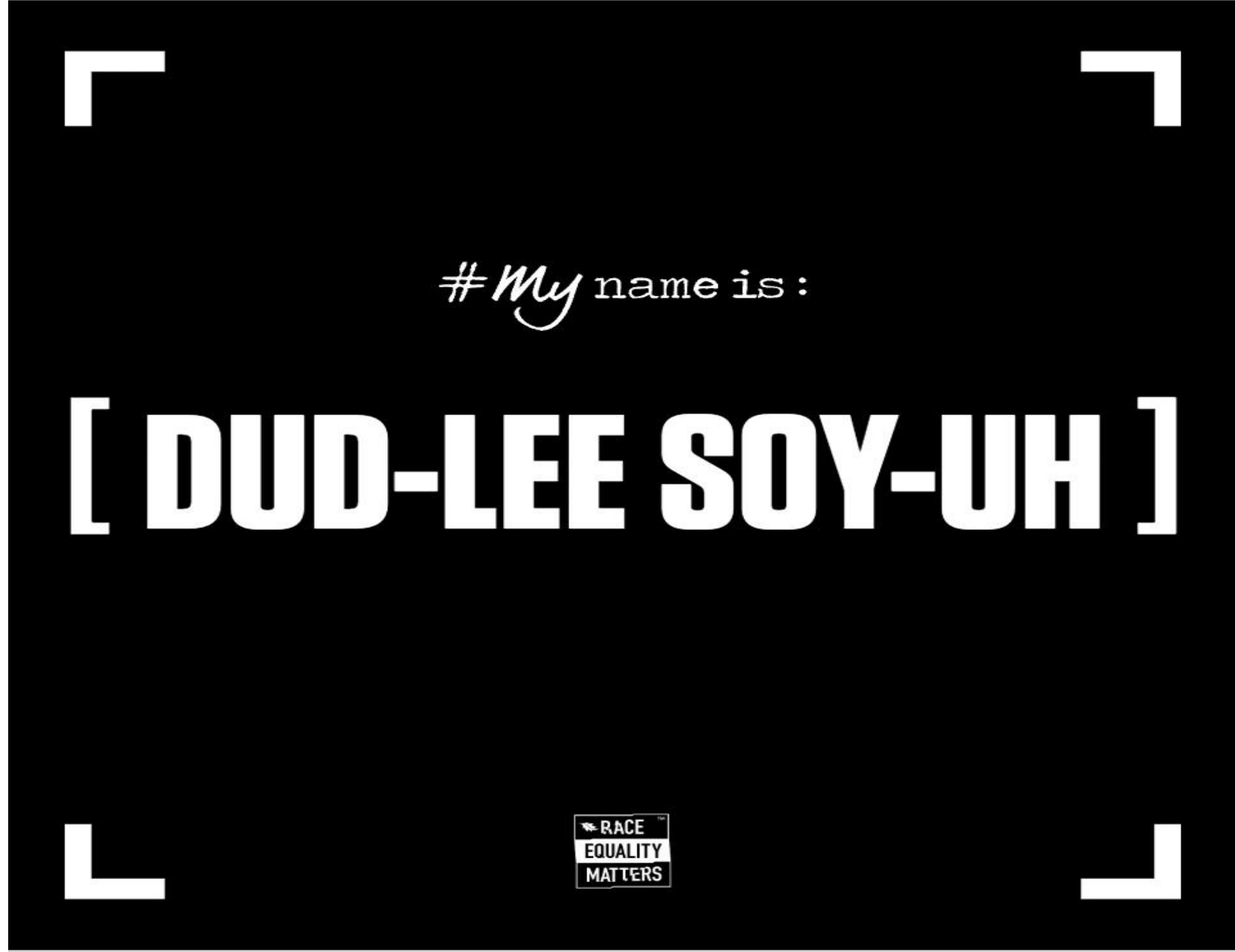


# EQUITY DIVERSITY & INCLUSION IN HEALTH AND SOCIAL CARE



D u d l e y  
S a w y e r r

M y p r o n o u n s ( H e ,  
H i m )



#*My* name is:

**WHAT IS  
YOUR NAME?**

73% of people have had their name mispronounced. Regardless of reason, it's hurtful to those affected. After all, your name is more than just a name. It's part of your heritage, identity and pride.

# So Why Equality, Diversity & Inclusion?



- (EDI) is at the core of great people management. EDI is an organisational issue that is becoming ever more important and increasingly complex as we encounter conflict and differing views
  - In health and social care Inclusion and Equality have long been part of the protected characteristics for the people we care for.
- But are we supporting health and social care staff which provides one of the largest diverse workforces in the UK.
  - There is no 'I' in team and a more inclusive workforce means better representation, but it also benefits the sector with retention and recruitment.
- UK health and social care providers have a legal obligation to address inclusion, discrimination and equality in policies and services.

**"Diversity is having a seat at the table, inclusion is having a voice, and belonging is having that voice be heard."**

**Liz Fosslien**





USA

MEXICO

BRASIL

INDIA

CHINA

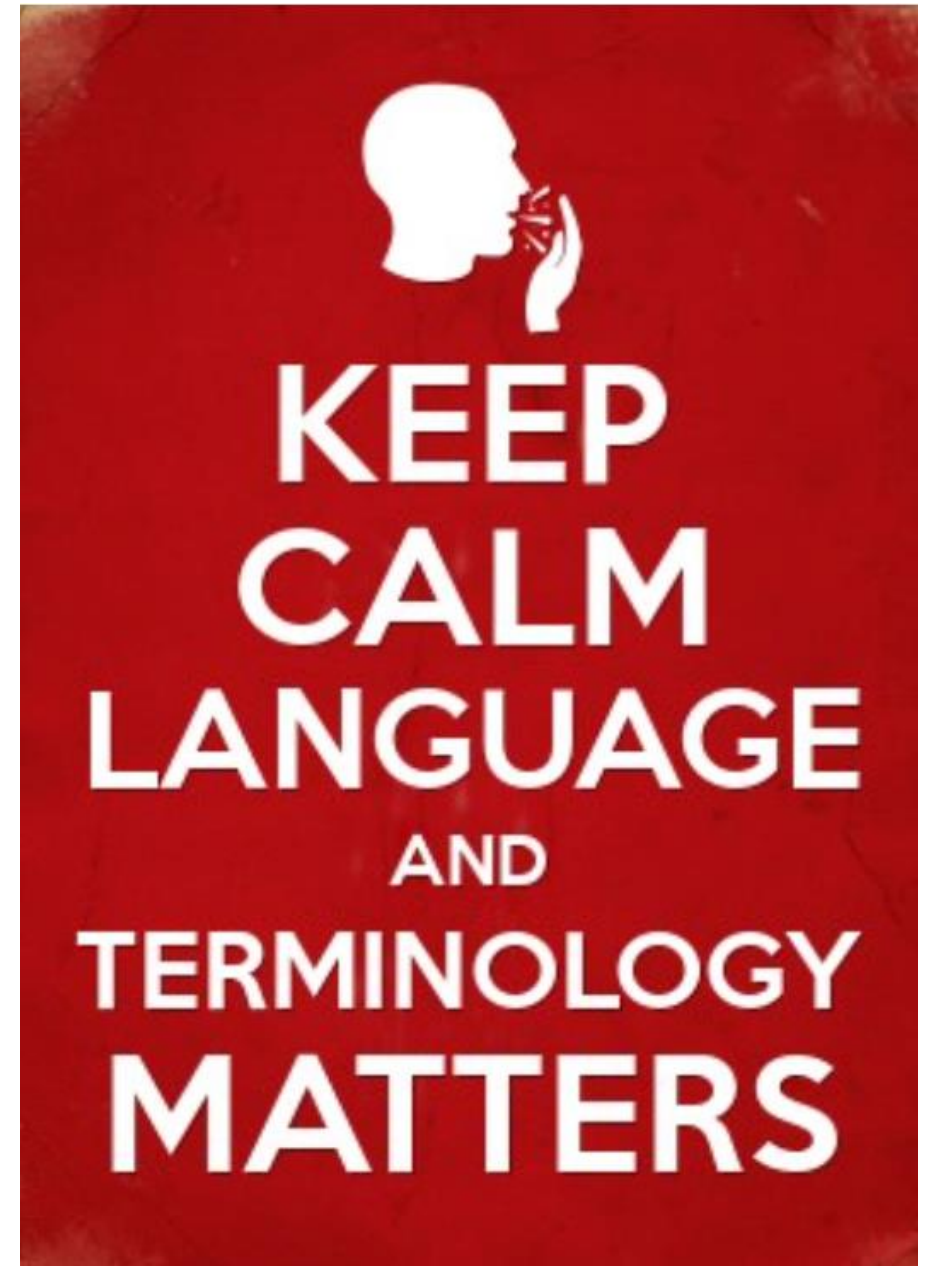
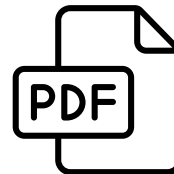


# What do LGBTQ and LGBTQIA+ mean?




# LANGUAGE AND TERMINOLOGY

Further reading:








That's not okay with me.



I find that offensive.



Hold on. I need to process what you said.

I didn't realize you think that.



Help me understand your thinking.


I'm not comfortable with that.



I'm sorry, what?




We don't say things like that here.



What you just said is harmful.



That's not funny.



@sylvriaduckworth

# LEGAL RIGHTS

The Equality  
Act 2010

Human Rights  
Act 1998

Mental  
Capacity Act  
2005

Care Act 2014

Health and  
Social Care Act  
2012

# <https://www.cqc.org.uk/assessment/quality-statements/caring/treating-people-individuals>

- Treating people as individuals
- We expect providers, commissioners and system leaders live up to this statement:
- We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics.
- **What this quality statement means**
- People's individual needs and preferences are understood and these are reflected in their care, treatment and support.
- People's personal, cultural, social and religious needs are understood and met.
- Staff treat people as individuals, considering any relevant protected equality characteristics.
- People's communication needs are met to enable them to engage in their care, treatment and support to maximise their experience and outcomes.
- **I statements**
- [I statements](#) reflect what people have said matters to them.
- I am treated with respect and dignity.
- I have care and support that enables me to live as I want to, seeing me as a unique person with skills, strengths and personal goals.
- I am supported to manage my health in a way that makes sense to me.
- I am in control of planning my care and support. If I need help with this, people who know and care about me are involved.
- I can keep in touch and meet up with people who are important to me, including family, friends and people who share my interests, identity and culture.
- **Subtopics this quality statement covers**
- Personal, cultural, social and religious needs
- Supporting communication and choice

[Key questions and quality statements](#)

[Safe](#)

[Effective](#)

[Caring](#)

[Kindness, compassion and dignity](#)

[Treating people as individuals](#)

[Independence, choice and control](#)

[Responding to people's immediate needs](#)

**[Workforce wellbeing and enablement](#)**

[Responsive](#)

[Well-led](#)

# Workforce wellbeing and enablement

We expect providers, commissioners and system leaders live up to this statement:

We care about and promote the wellbeing of our staff, and we support and enable them to always deliver person centred care.

## What this quality statement means

- People receive safe, effective and person-centred care as the provider recognises and meets the wellbeing needs of staff. These include the necessary resource and facilities for safe working, such as regular breaks and rest areas.
- People benefit from staff who have regular opportunities to provide feedback, raise concerns and suggest ways to improve the service or staff experiences. If necessary, leaders provide a timely and considered response.
- People's experience of a service is driven by a culture that normalises good wellbeing through inclusivity, active listening, and open conversations. This enables staff to do their job well and to be well.
- Staff are supported if they are struggling at work. This has a positive impact on the care they deliver to people.
- Staff have easy access to personalised support that recognises the diversity of a workforce with proactive and reactive measures.
- People are supported by staff who feel valued by their leaders and their colleagues. They have a sense of belonging and the ability to contribute to decision making.

# R E M E M B E R

A lack of cultural competence creates a barrier to effective communication. These are missed opportunities to provide appropriate interventions tailored to the patient's health needs.

# RECLAIMING NARRATIVES OWNERS OF EXPRESSION

Black Art, Art and Culture, Marking the  
Fundamental Week, An. 1 January, Month.



# BLACK HISTORY MONTH RECLAIMING NARRATIVES

**LILIAN BADER**  
1910-2006

**ELIJAH MUHAMMAD**  
1918-2008

"The struggle is far from over,  
but we can make a difference  
by speaking out and holding  
those in power accountable".

**SADNESS DOREEN  
LAWRENCE** 1940-2007

"In any given moment of an oppressive  
situation, you have chosen  
between the oppressor and  
yourself".

**BARBARA TUTU**  
1931-2008

**PATRICIA CUMPER**  
1918-2008

**ELIJAH MCCOY**  
1844-1923



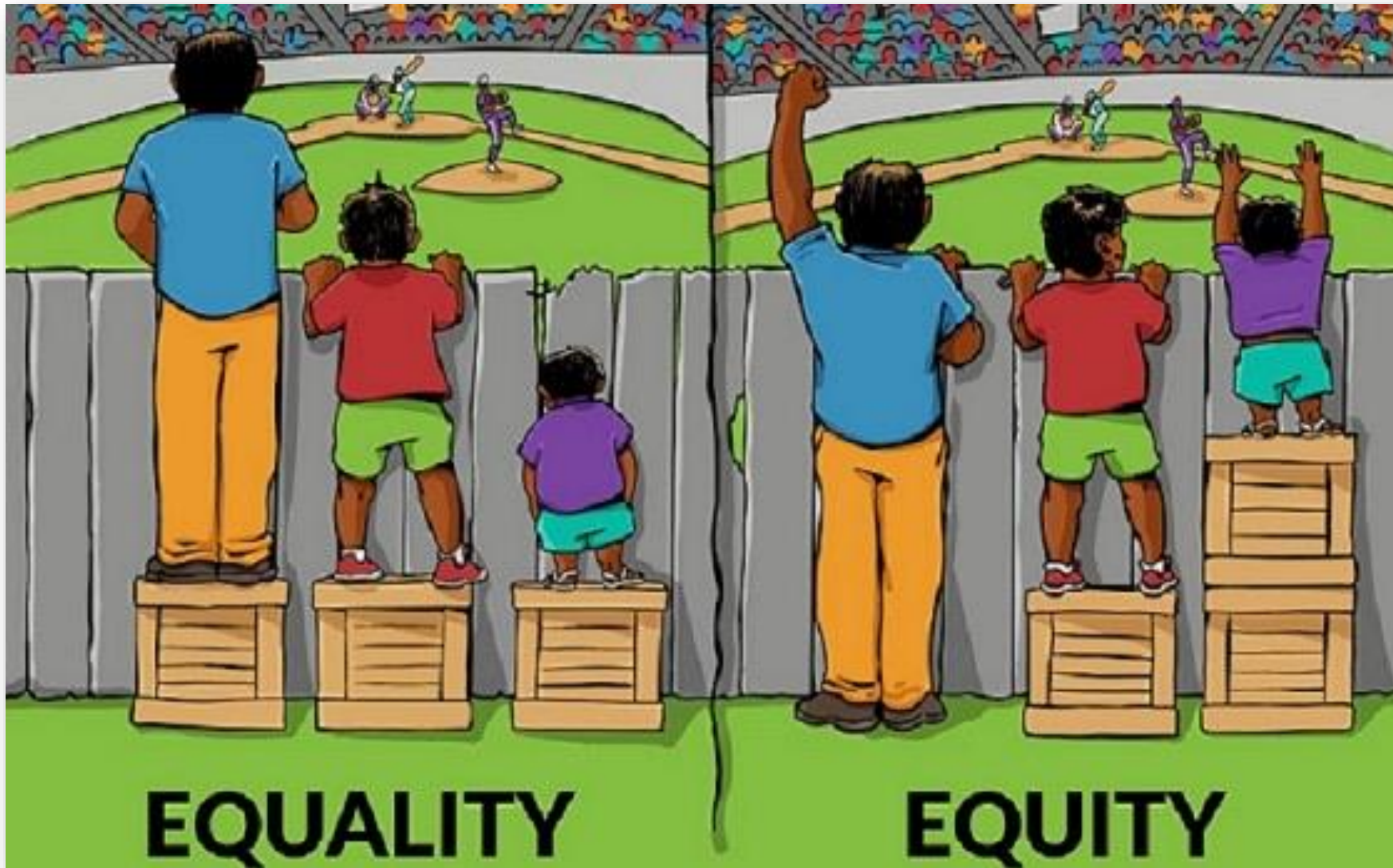
**DR. PATRICIA  
BATH**  
1947-2018



# Carers car burnt during Middlesbrough riots



# WHAT DO THEY MEAN FOR YOU?



**EQUALITY**

**EQUITY**

**PRIVILEGE**

**ALLYSHIP**



C R E A T I N G A N  
I N C L U S I V E  
C U L T U R E

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**INCLUSIVE**



Thank you!

PLEASE GET INTOUCH  
FOR FURTHER

**SUPPORT**  
Dudley Sawyer  
dudley@peoplecareservices.com

