



EXE EAR CARE

07533 126317
info@exearcare.com
exearcare.com

POLICY TITLE – Equality and diversity and human rights policy

POLICY NUMBER – 002

Date authored – 22/07/2024

Next review - 21/07/2025

REFERENCE

- A. [Equality Act 2010](#)
- B. [Accessible information standard](#)
- C. [Human rights act \(ECHR\)](#)

1. Access to healthcare is not always simple for all in society as barriers can exist to prevent their engagement. This policy will highlight key barriers and describe how Exe Ear Care aims to overcome these obstacles so that care will be available to all, without discrimination nor favour to any particular group. In achieving this, the legislations above will also be considered.
2. The *Accessible information standard* is enshrined in law and ensures that service providers adhere to 5 simple rules to help all service users engage with the information provided in a way that suits them. They are;
 - a. Ask people if they have any information or communication needs and find out how to meet those needs.
 - b. Record those needs in a set way.
 - c. Highlight the person's notes or file so it is clear that they have information or communication needs and how to meet those needs.

- d. Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
 - e. Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.
- 3. A number of measures are in place to help service users with these needs including, narrated policy documents, blog posts, Alt Text on the website to aid navigation. Additionally, there are several different avenues of communication including telephone call, text messaging, emailing and face-2-face conversation when required.
- 4. Reasonable adjustments will be made to ensure that service users with disabilities can access the service. However, as the therapy will take place within the service users home, it is expected that the majority of those adjustments will already have been made.
- 5. Promote values of Equality and Diversity and adhere to all the requirements of the Equality Act 2010. Engage with annual training on the [e-LfH](#) website to ensure currency.
 - a. The Equality Act regards a set of *protected characteristics*, making it illegal to discriminate against an individual due to their; age, disability, gender reassignment, marriage or civil partnership, race, religion or belief, sex, sexual orientation.
- 6. The human rights act (ECHR) places legal protection on all our human rights. There is a *positive action* that requires staff to intervene to protect public from harm. To meet this requirement, the situation may need to be addressed in one of two ways where a service user is assessed to be at risk of harm;
 - a. Urgent need. Assist by calling the emergency services as appropriate.
 - b. Non-urgent need. Assist by sharing situation with safeguarding team via multi-agency referral form (MARF) if appropriate.
- 7. Additionally, being invited into service users' homes may, rarely, expose them to noticing other breaches of the ECHR. Where safe to do so, this should be discussed with the service user and ideally, with consent, referred to the appropriate agency. Exe Ear Care may refer without consent in extremes if the situation places the service user or other members of the public at risk. Examples of potential ECHR breaches;
 - a. The right to be free from torture and inhuman or degrading treatment.
 - b. The right to be free from slavery and forced labour.
 - c. The right to freedom of thought, conscience and religion.
 - d. The right to be free from discrimination.

SUMMARY

- 8. Exe Ear Care employees are to treat all service users as they would like to be treated themselves. They are to be conversant on the above legislation and understand how it applies to engagements with their clients. Where clients have barriers to accessing care, or other information and communication needs, every reasonable effort should be made to support them.

REVIEW

9. This policy is to be reviewed annually as per the date in the header. It may be appropriate to review sooner if there is significant change in regulation.

AUTHORITY

10. This policy was written today the *22nd July 2024* and is enacted with immediate effect. All directors and employees of Exe Ear Care are to follow the guidance and direction within.

A handwritten signature in black ink, appearing to read 'R. J. Toon', with a long, sweeping underline.

R. J. Toon
CEO.