

EQUALITY, DIVERSITY AND INCLUSION POLICY

PURPOSE OF THIS DOCUMENT

The purpose of a policy on equality, and diversity and inclusion is to make sure that the service is fully committed to these principles and values and to communicate this commitment to all stakeholders. The policy should always be referred to wherever differences of view based on lack of understanding or prejudice about diversity, equality and inclusion are evident. The commitment to equality, and diversity and inclusion should be included in the agency's statement of purpose and information produced for the people who use the agency's services. It should be instrumental in many aspects of the agency's practice including in its capacity to provide a responsive service to meet diverse needs and corresponding staff recruitment and selection.

POLICY STATEMENT

This policy applies to anyone receiving a service from Shifa Health & Social Care, including service users who are children and their families.

Equality, diversity and inclusion means that every service user — adult or child — has their individual needs comprehensively addressed. He or she will be treated equally and without discrimination. This is regardless of the individual's ethnic background, language, culture, faith, gender, age, sexual orientation or any other aspect that could result in their being discriminated against purely because they have such characteristics. The service aims to celebrate differences (because of ethnic background etc) between individuals. It avoids treating people unequally. It recognises that treating people unequally can result in their losing their dignity, respect, self-esteem and self-worth and ability to make choices.

Shifa Health & Social Care does not assume that equality, diversity and inclusion principles and policies apply only to the service's staff. Service users must also respect the ethnicity, culture, religion, gender and any disabilities of staff and not discriminate against them on any of these grounds when expressing their views and preferences.

Shifa Health & Social Care makes clear that it finds unacceptable any form of racist and similar discriminatory behaviour from any source.

The service also builds these policies into its external contractual relationships.

FUNDAMENTAL STANDARDS COMPLIANCE

From April 2015 the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 apply.

The service understands that a range of the fundamental standards Regulations relate to equality, diversity and inclusion, including:

- Regulation 9: Person-Centred Care — requires service providers to ensure that the care and

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treatment of service users must be appropriate, must meet their needs, and must reflect their preferences

- Regulation 10: Dignity and Respect — requires that service users must be treated with dignity and respect at all times, including respect for personal preferences, lifestyle choices, diversity and culture
- Regulation 14: Meeting Nutritional and Hydration needs — requires service providers (where involved in the provision of food and drink) to ensure that the nutritional and hydration needs of service users are met, including the meeting of any reasonable requirements of a service user for food and hydration arising from the service user's preferences or their religious or cultural background
- Regulation 15: Premises and Equipment — requires that service users can easily access premises, and where this is not the case, reasonable adjustments are made in accordance with the Equalities Act 2010 and other relevant legislation and guidance.

Shifa Health & Social Care understands that inspectors are prompted in the Key Lines of Enquiry published by the CQC to ask how people are protected from bullying, harassment, avoidable harm and abuse that may breach their human rights.

OTHER LEGISLATION AND GUIDANCE

Shifa Health & Social Care also understands that providers must fully comply with the requirements of the Equality Act 2010.

AIMS OF THE POLICY

1. To ensure that no person applying for a service will be refused on discriminatory grounds, eg because of their ethnicity, sexual orientation, etc. when they meet all other admission criteria.
2. To ensure that inferior or sub standard services are not provided because of a person's ethnicity, sexual orientation or any grounds on which discrimination can occur.
3. To work out with each service user what they want and need and how she or he will be provided with the required service. This will be influenced by the individual's gender, culture, personal choices and other characteristics and it should not be assumed everyone wants the same thing.
4. To encourage service users and staff to relate to one another on the basis of equality and respect for individual differences.
5. To develop an attitude of self-awareness amongst the staff and service users to ensure any form of discriminatory behaviour such as offensive or abusive language does not occur and to communicate that it is unacceptable in whatever form it might take and from whichever person.
6. To ensure that service users and staff are continuously aware of the procedures for dealing

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with complaints and allegations of discriminatory or oppressive language or behaviour.

7. To ensure that all complaints and allegations are addressed properly and in non-discriminatory ways.

COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

This agency expresses its commitment to equality, diversity and inclusion by:

- respecting service users' ethnic, cultural and religious practices
- reassuring its service users that their diverse backgrounds enhance the quality of experience of the service
- accepting service users as individuals, not as cases or stereotypes
- involving service users to express their individuality and to follow their preferred lifestyle, also helping them to celebrate events, anniversaries or festivals which are important to them as individuals
- showing positive leadership and having management and human resources practices that actively demonstrate a commitment to equality and diversity principles
- developing an ethos throughout the care service that reflects these values and principles
- expecting all staff to work to equality and diversity principles and policies and to behave at all times in non-discriminatory ways
- providing training, supervision and support to enable staff to do this"
- having a code of conduct that makes any form of discriminatory behaviour unacceptable; this is applicable to both staff and service users and is rigorously observed and monitored accordingly.
- carrying out regular assessments of the impact of our approach to equality, diversity and inclusion on the agency's policies, service users and service provision generally.

TRAINING

All staff are trained to follow the agency's policies on equality and diversity.

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