



Greenwich Home Care Ltd

Policy (Public) – Equality, Diversity & Human Rights

Issued: 27 October 2025 | Review Due: 27 October 2026

Policy (Public) – Equality, Diversity & Human Rights

“This policy sets out how Greenwich Home Care Ltd promotes equality, embraces diversity and protects the rights and dignity of every person using or working within our service.”

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Purpose

To ensure fairness, dignity and respect for all; to eliminate unlawful discrimination; and to advance equality of opportunity and inclusion in care delivery and employment.

Our Commitment

We provide services without discrimination and with respect for each person’s rights, culture and beliefs. We make reasonable adjustments and provide accessible formats and language support so people can participate fully.

Legal and Regulatory Framework

- Equality Act 2010 (protected characteristics and reasonable adjustments)
- Human Rights Act 1998 (dignity, autonomy, respect)
- Care Act 2014 (wellbeing and personalised care)
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 and CQC Fundamental Standards

Scope

Applies to service users, staff, volunteers, contractors and visitors. Covers recruitment, training, supervision, service design and delivery across the Royal Borough of Greenwich.

Inclusive, Person-Centred Care

- Assessment and care planning that reflect individual preferences, culture, faith and communication needs



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- Accessible information (large print, Easy Read, community languages) and communication support (interpreters)
- Reasonable adjustments to promote independence, safety and choice
- Respect for privacy, dignity and identity, including gender identity and sexual orientation

Fair and Safe Employment

- Recruitment and promotion based on merit with unbiased shortlisting and right-to-work checks
- Zero tolerance of bullying, harassment and victimisation; clear reporting routes and support
- Training on equality, diversity and human rights at induction with regular refreshers
- Monitoring of workforce data to identify and address inequalities

Raising Concerns

Concerns about discrimination or unequal treatment can be raised confidentially with the Registered Manager or Director.

- Email: info@greenwichhomecare.co.uk
- Tel: 020 3576 4599

Monitoring and Improvement

We review feedback, incidents and equality data in governance meetings. Actions are recorded in our Quality Improvement Plan (QIP) and communicated to staff and stakeholders.

About this Document

This is a public summary of our Equality, Diversity & Human Rights Policy. The full policy and detailed procedures are held internally and are available to the Care Quality Commission (CQC) on request.

This document is available in alternative formats or community languages upon request.