

Equality Delivery System 2 Assessment

2020 - 2021

17 June 2021

@CWP NHS

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the best they can be



Cheshire and Wirral
Partnership
NHS Foundation Trust



1. Introduction:

This document comprises a summary of our 2020-2021 Equality Delivery System 2 (EDS2) Assessment together with slides produced for our annual assessment.

Cheshire and Wirral Partnership NHS Foundation Trust (CWP) has implemented the Equality Delivery System (now EDS2) which was launched by the Department of Health in 2011 and is a tool to drive up equality performance and embed equality into mainstream NHS business.

The EDS2 is a public commitment of how NHS Organisations plan to meet the needs and wishes of local people and staff and meet the duties placed on them by the Equality Act 2010. It also sets out how they recognise the differences between people and how they aim to make sure that any gaps and inequalities are identified and addressed.

The EDS2 is split into four measurable areas:

- a. Better Health Outcomes**
- b. Improved patient access and experience**
- c. A representative and supported workforce**
- d. Inclusive leadership**

Against these four areas, there are a set of 18 outcomes. These range from service quality to how members of staff are managed in the Trust.

2. How does it work?

It works by ensuring that the Trust's services and employment practices are benefiting protected groups in different ways. It is also about creating a system where our stakeholders are the ones who are assessing our performance rather than the Trust doing a simple self-assessment. This includes CWP providing detailed evidence and presentations to our stakeholders.

3. Grading

Grading is based on simple criteria for each of the standards as highlighted below.

1. Undeveloped	Evidence provided for 0-2 protected characteristics
2. Developing	Evidence provided for 3-4 protected characteristics
3. Achieving	Evidence provided for 5-7 protected characteristics
4. Excelling	Evidence provided for 8-9 (all) protected characteristics

4. Public sector equality duty

This has three aims. It requires public bodies to give due regard to the need to:

- eliminate unlawful discrimination, harassment, victimisation and any other conduct prohibited by the Act;
- advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- foster good relations between people who share a protected characteristic and people who do not.

5. What are protected characteristics?

Protected characteristics refer to all the different groups of people covered under the Equality Act 2010 which is the main piece of legislation that protects people from discrimination in the UK. These protected characteristics are:

- Age
- Disability
- Ethnicity/Race
- Gender Reassignment
- Marriage & Civil Partnership
- Pregnancy & Maternity
- Religion & Belief
- Sex
- Sexual Orientation

6. What are the benefits?

The introduction of the EDS2 helps to recognise, encourage and highlight the undoubted good practice and evidence that already exists at the Trust. At the same time, it ensures that there is better or consistent engagement with our local communities, that any gaps are identified and addressed and that we become more reflective of the community we serve at all grades and positions.

7. How are we doing?

The Trust has been working hard to implement the NHS Equality Delivery System (EDS2). In 2020-21, a number of virtual Equality, Diversity & Inclusion network meetings took place across the Trust and these provided the Trust with an opportunity to provide updates on its activity in relation to the various EDS2 Goals. The meetings consisted of CWP staff / equality champions and representatives from some of the diverse groups. At the group meetings, people were provided with information, presentations and training on the various community groups they support.

In June 2021, the EDS2 assessment for Goals 1 – ‘Better health outcomes for all’ and Goal 2 – ‘Improved patient access and experience’ took place virtually via Microsoft Teams. The Trust provided Healthwatch representatives and volunteers with examples of various case studies highlighting how CWP is providing services to members of the diverse community. The slides illustrating these case studies are contained below. Due to the impact of the COVID-19 pandemic, we were not able to invite people delivering and accessing our services to share their experiences with the panel as we have done in previous years.

However, we were able to share a number of digital stories and these are featured below. All outcomes within both Goal 1 ‘Better health outcomes for all’ and Goal 2 ‘Improved patient access and experience’ scored “Achieving” which demonstrates that we have maintained the same level as last year. For Goal 3 - ‘Empowered, engaged and well-supported staff’ and Goal - 4 Inclusive Leadership’, the assessment completed with CWP staff side identified that the Trust again maintained the score of “Achieving” for all of the outcomes in Goals 3 and 4. We are extremely grateful to all teams for collating and submitting case studies which are a really powerful way of showcasing good work across the Trust and sharing good practice.



8. EDS2 Assessment:

The Trustwide EDS2 assessment and supporting evidence is shown below. Also below is a comparison with our 2019-2020 assessment and supporting slides presented as part of the assessment.

Equality Delivery System 2: Goal 1		
1. 'Better health outcomes for all'	Verified by: Stakeholders	
Individual Outcome grades for Goal 1		
CWP Trustwide		
	2019-20	2020-21
EDS2 Outcome 1.1 Services are commissioned, procured, <u>designed</u> and delivered to meet the health needs of local communities	Achieving	Achieving
EDS2 Outcome 1.2 Individual people's health needs are assessed and met in appropriate and effective ways	Achieving	Achieving
EDS2 Outcome 1.3 Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed	Achieving	Achieving
EDS2 Outcome 1.4 When people use NHS services their safety is <u>prioritised</u> and they are free from mistakes, mistreatment and abuse	Achieving	Achieving
EDS2 Outcome 1.5 Screening, <u>vaccination</u> and other health promotion services reach and benefit all local communities	Achieving	Achieving



Equality Delivery System 2 Goal 2:		
2. 'Improved patient access and experience'		
Verified by: Stakeholders		
Individual Outcome grades for Goal 2:		
CWP Trustwide		
	2019-20	2020-21
EDS2 Outcome 2.1 People, carers and communities can readily access hospital, community health or primary care services and should not be denied access on unreasonable grounds	Achieving	Achieving
EDS2 Outcome 2.2 People are informed and supported to be as involved as they wish to be in decisions about their care	Achieving	Achieving
EDS2 Outcome 2.3 People report positive experiences of the NHS	Achieving	Achieving
EDS2 Outcome 2.4 People's complaints about services are handled respectfully and efficiently	Achieving	Achieving





1

Equality Delivery System 2 Goal 3:		
Goal 3. 'Empowered, engaged and well-supported staff'	Verified by: Staff Side Colleagues	
CWP Trustwide	2019-20	2020-21
EDS2 Outcome 3.1 Fair NHS recruitment and selection processes lead to a more representative workforce at all levels	Achieving	Achieving
EDS2 Outcome 3.2 The NHS is committed to equal pay for work of equal value and expects employers to use equal pay audits to help fulfil their legal obligations	Achieving	Achieving
EDS2 Outcome 3.3 Training and development opportunities are taken up and positively evaluated by all staff	Achieving	Achieving
EDS2 Outcome 3.4 When at work, staff are free from abuse, harassment, bullying and violence from any source	Achieving	Achieving
EDS2 Outcome 3.5 Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives	Achieving	Achieving
EDS2 Outcome 3.6 Staff report positive experiences of their membership of the workforce	Achieving	Achieving



Equality Delivery System 2 Goal 4:		
4. 'Inclusive Leadership'	Verified by: Staff Side Colleagues	
CWP Trustwide	2019-20	2020-21
EDS2 Outcome 4.1 Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations	Achieving	Achieving
EDS2 Outcome 4.2 Papers that come before the Board and other major Committees identify equality related impacts including risks, and say how these risks are to be managed	Achieving	Achieving
EDS2 Outcome 4.3 Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination	Achieving	Achieving

The following pages feature slides from the EDS22 Assessment session held on 17 June 2021.

Equality, Diversity and Inclusion (EDI) Governance Structure



Trust Board

- Underpinned by our developing networks.

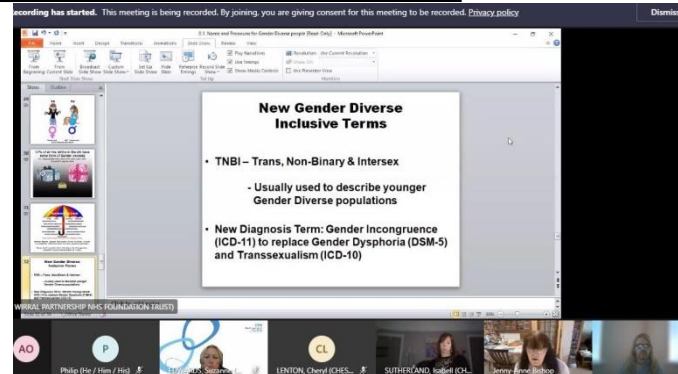
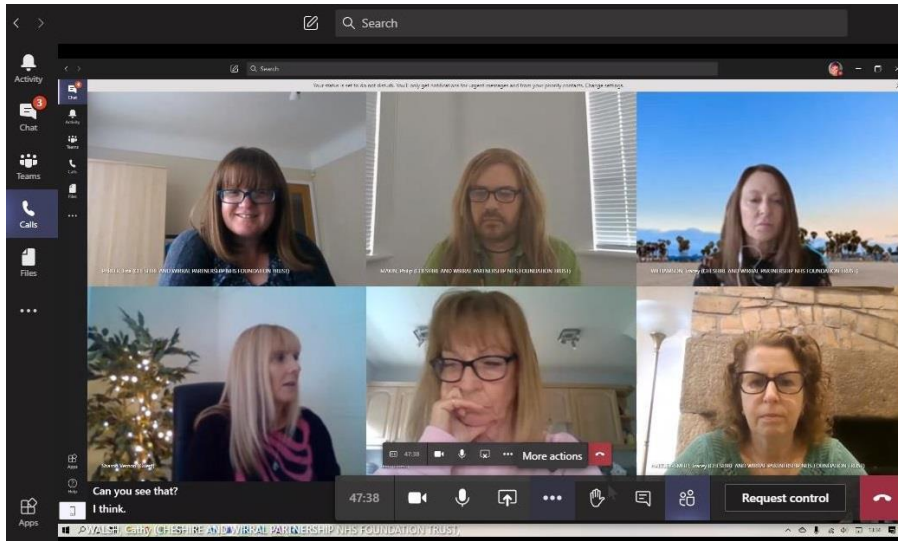
Patient and Carer Experience
Sub Group

EDI Trust Wide Group

- Supported by our partners.

EDI Local/Champion Group

Equality, Diversity and Inclusion (EDI) Leads and Champions



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Our EDI Achievements



www.england.nhs.uk



Freedom to
**speak
up**

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Our EDI Achievements



Partnership Working with Community Groups

Strengthened Links with Other Agencies



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CWP Network Groups

BAME + (Black, Asian and Minority Ethnic + all ethnicities both visible and non-visible)

Disability Network

LGBT+ (Lesbian, Gay, Bisexual, Transgender)



Help
the



Our EDI Achievements

Outstanding Contribution to Equality, Diversity and Inclusion Award



Black History Month 2020



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Our EDI Achievements

Disability History Month UK and International Day of Persons With Disabilities



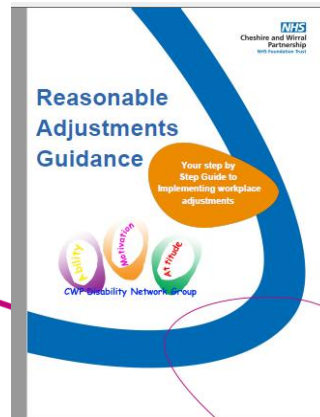
FACEBOOK LIVE - DISABILITY AWARENESS



In our latest Facebook Live, we spoke with Philip Makin, Rebecca Wadkin and Dave Harris about disability awareness at CWP and what the Trust is doing to mark International Day of Persons with Disabilities

Disability Confident Employer

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Our EDI Achievements

Pride Events



WATCH OUR LATEST FACEBOOK LIVE WHERE
WE RECOGNISE AND CELEBRATE NHS
VIRTUAL PRIDE 2020



FACEBOOK LIVE

CWP Staff Facebook page



LGBT+ History Month

Philip Makin and Suzanne Edwards join us to discuss how we are recognising LGBT+ History Month in our latest Facebook Live!



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Awareness Raising



May – Mental Health



June – Men's Health



July to September – Pride



October – Black History Month



November – Pancreatic
Cancer



December to January –
Disability History Month



February – LGBT+ History
Month



February to March – Race
Equality

Over the past year, we have taken the opportunity to raise wider awareness of protected characteristics and associated initiatives in a very visible way by producing and flying a number of flags during the year.

Awareness Raising



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We are developing creative ways to listen to people's experience of CWP, both people who access services and who work in them via our staff networks (as one example). And by the introduction of patient stories. This year, we introduced Digital Stories as a really powerful way of bringing powerful stories to life.

We have been busy training people, including volunteers, in developing digital stories which are very memorable and build empathy in the listener which leads to changes in practice. Digital stories are voice recordings put together with images to create a short video. The digital story format has three basic principles:

- it is a first-person story
- it is always short, usually under 3 minutes
- the storyteller remains the director of the story

Recording a story can help showcase best practice when things have gone right, it can also help a patient process what is happening to them, but most importantly, it can give the teller a voice when things have gone wrong and help advocate for better services

Our EDI Achievements

International Women's Day



Women in health and care:
Achieving an equal future
in a COVID-19 world

#EverydayCourage

Join us on Monday, 8th March 2021
at 12.20 p.m. as we consider
gender bias and the ways in which
we have worked to overcome it.

#IWD21



Hazel McLaughlin



Karen Bradley



Jane Woods

To mark International Women's Day, we celebrated the everyday courage of women in health and care with an NHS Health & Care Women and Leaders Network webinar. This honoured the massive contribution that women have made in response to the pandemic and coming together in solidarity with each other.

Jane Woods, Deputy Director of People and Organisational Development delivered a session at the event entitled 'Women in Power: Breaking The Chain of Gender Bias.'

NHS Everyday Courage

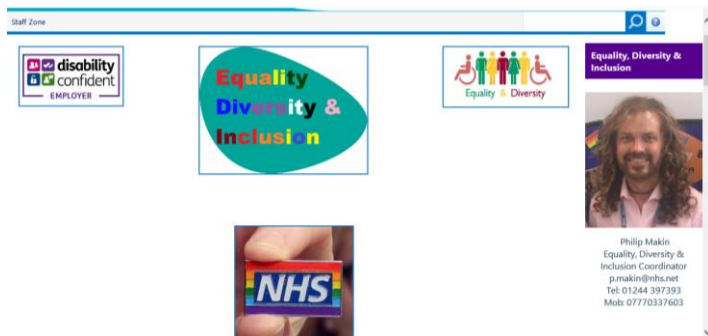
Women in Power: breaking the chains of gender bias

Register now: everydaycourageiwd21.co.uk

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Our EDI Achievements

Equality Diversity & Inclusion Intranet Pages



Pages

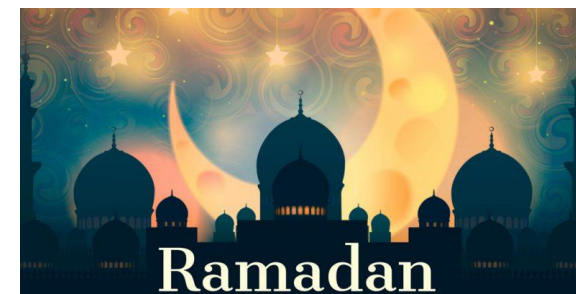
Month	Event	Date
June	Mental Health Awareness Week	1 June - 7 June
June	Learning at Work Week	1 June - 7 June
June	Prisoners' Rights Week	1 June - 7 June
June	Green Ribbon Campaign	1 June - 7 June
June	Volunteers Week	1 June - 7 June
June	Careers Week	1 June - 7 June
June	Men's Health Week	1 June - 7 June
June	Women in Banking and Finance Awards for Achievement	1 June - 7 June
June	Refugee Week	1 June - 7 June
June	Career Profile	1 June - 7 June
June	Go Home on Time Day	1 June - 7 June
June	Child Safety Week	1 June - 7 June
June	National Diversity Awards	1 June - 7 June
July	London Pride	1 July - 7 July
August	World Broadcasting Week	1 August - 7 August
August	Change Point	1 August - 7 August
August	European Diversity Awards	1 August - 7 August
September	Alzheimer's Awareness Month	1 September - 30 September
September	International Day of Charity	1 September - 30 September
September	World Suicide Prevention Day	1 September - 30 September
September	National Inclusion Week	1 September - 7 September
September	World's Biggest Coffee Morning	1 September - 7 September
September	City Living Day	1 September - 7 September
September	Global Equality & Diversity Awards	1 September - 7 September
September	Women of the Future Awards	1 September - 7 September
October	Black History Month UK	1 October - 31 October



We have further developed our EDI intranet pages to include links to all the Contractual information held on our Internet site and details of support groups for people covered by protected characteristics. We also have a Calendar of Events to celebrate festivals and events throughout the year.

Articles within the quarterly CWP Life magazine, the CWP Staff Facebook Page and on the CWP Twitter account have further increased the profile of Equality, Diversity and Inclusion in order to continue to make it part of everything we do.

National and International Awareness Days are celebrated to increase awareness and raise the profile of EDI. Similarly, EDI initiatives are communicated to managers and staff via the weekly news bulletin and the staff Facebook page to demonstrate senior support and so increase awareness. We have also increased use of quarterly **CWP Life magazine** and the **CWP Twitter** account to further increase the profile of EDI in order to continue to make it part of everything we do. We have established **EDI intranet pages** as a reference and signposting resource for people and are improving this on an ongoing basis taking on board people's feedback and suggestions.



EDI and Human Rights Policy



**Cheshire and Wirral
Partnership**
NHS Foundation Trust

Document level: Trustwide (TW)
Code: GR10
Issue number: 3

Equality, Diversity, Inclusion and Human Rights Policy

Lead executive	Director of Nursing, Therapies and Patient Partnership	
Authors details	Equality, Diversity & Inclusion Co-ordinator	
Type of document	Policy	
Target audience	All CWP staff, volunteers, contractors, visitors and staff from other organisations working on CWP Premises.	
Document purpose	This Policy provides Cheshire and Wirral Partnership NHS Foundation Trust (CWP) with the overall framework to meet its commitment to promoting Equality, Diversity, Inclusion and Human Rights.	
Approving meeting	People and Organisational Development Subcommittee	18/07/2019
Implementation date	August 2019	
CWP documents to be read in conjunction with		
CP6	The management of violence and aggression policy Seclusion and Segregation Policy Maternity, Paternity, Adoption and Shared Parental Leave Policy Capability policy and procedure Trust disciplinary policy and procedure Grievance policy and procedure Managing Attendance Policy Dignity at work policy and procedure (incorporating harassment and bullying) How to raise and escalate concerns within work (incorporating whistleblowing) policy Mandatory Employee Learning (MEL) policy - Trust-wide learning and development requirements including the training needs analysis (TNA) Guidance on accessing staff support and psychological wellbeing service Conflict resolution and mediation procedure Policy for supporting staff involved in traumatic events at work including incidents, complaints, claims and inquests – promoting staff wellbeing guidance for managers and staff People Plan Reasonable Adjustments Guidance	
CP38		
HR2.14		
HR3.18		
HR3.3		
HR3.4		
HR3.5		
HR3.7		
HR3.8		
HR6		
HR14		
HR16		
HR19		

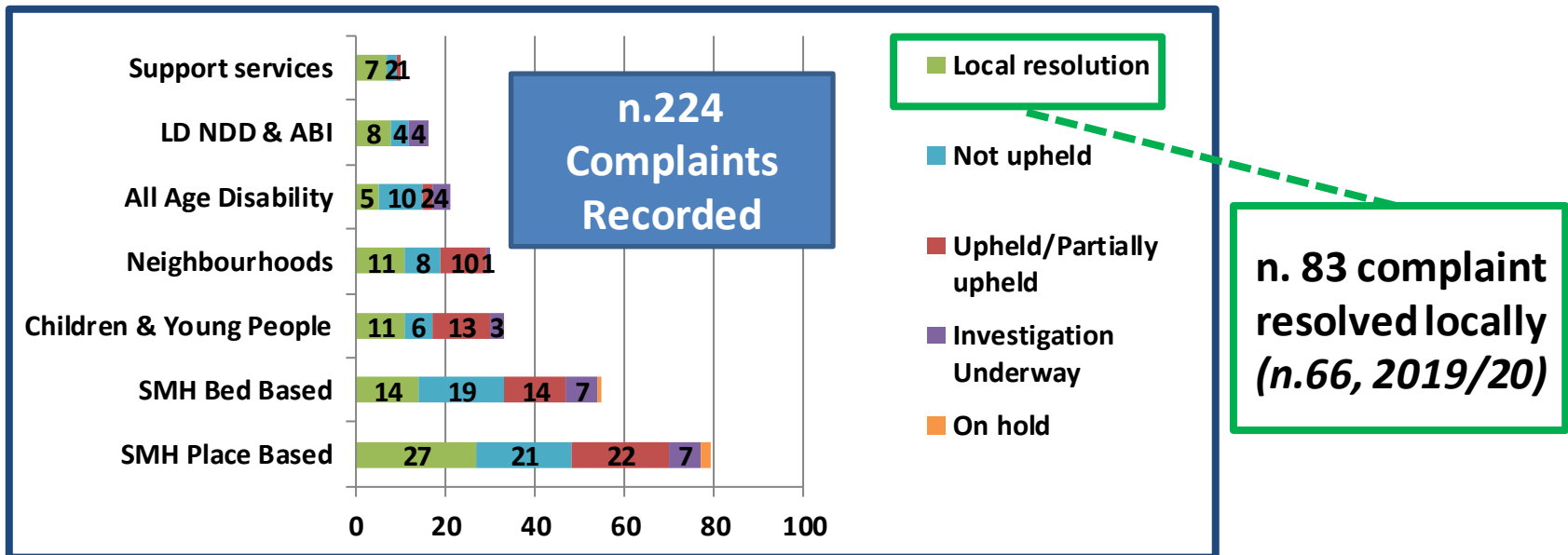
In partnership with colleagues and partners, we carried out an annual review of our Equality, Diversity, Inclusion and Human Rights Policy to ensure that it remains fit for purpose. We issued our current policy to as part of our EDS2 assessment and partners fed back that it is an extremely comprehensive document.

PROTECTED CHARACTERISTICS

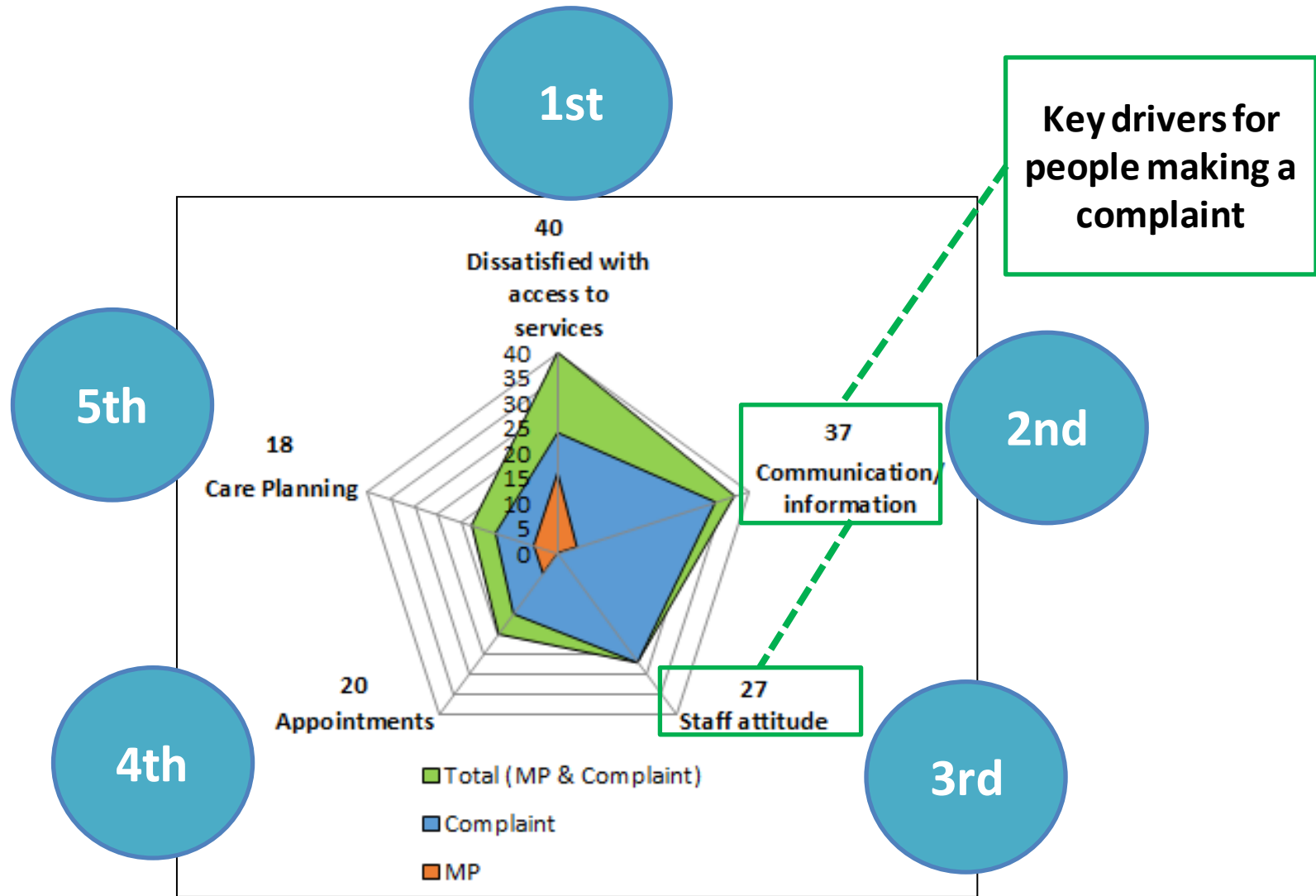
- **AGE**
- **DISABILITY**
- **ETHNICITY / RACE**
- **GENDER**
- **GENDER RE-ASSIGNMENT**
- **MARRIAGE / CIVIL PARTERSHIP**
- **PREGNANCY / MATERNITY**
- **RELIGION / BELIEF**
- **SEXUAL ORIENTATION**



CWP Complaints Highlights 2020/2021



CWP Complaints Top Themes



244 Complaint & 71 MP Enquiries recorded in April 2020 – March 2021

Complaint Investigation Case Study - Person with a diagnosis of Autism Spectrum Disorder (ASD)

A person was unhappy with how they were treated following their discharge from community mental health services

- They felt angry and misunderstood
- They wanted to feel listened to and feel respected
- They wanted to make staff aware of the communication difficulties they face and how it can feel for people with a diagnosis of ASD



What did we do to try and help?

- Worked in partnership with the person and Healthwatch
 - We reviewed person's care
- We arranged support from a social prescriber
 - We developed a communication plan
 - We shared communication learning

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Compliments from People Who Use Our Services

"I very much enjoyed talking to you, your passion for supporting people with learning disabilities shone through. I look forward to receiving the information/planning form and fear of hospital pack." **LD, ND & ABI**

"Hope you and all the team are keeping well we just wanted to say thank you so much for all your hard work and support to our team at the allotments, they have done nothing but sing your praises for all the help you have given them."
"CYP"

"The Counselling I have received has been amazing; despite the difficult times we are currently in with COVID. The Counselling has come at the right time for me to address my bereavement" **SMH – Place Based**

"If I could give you a whopping hug I would... for the welfare checks weekly. ...really appreciate everything you do for us..." **AAD**

"I could not have stayed at home without them. They are polite and respectful they treated me with dignity and provided support."
Neighbourhoods

"We are delighted with your professional intervention, your care and most importantly your human compassion. You've showed significant professional credibility to diagnose xxxx's very complex medical needs to help stabilise them to return home"
SMH – Bed based

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The Friends and Family Test (FFT)

Improvements to the paper Friends and Family Test


- Easy read form designed with patients and professionals.
- Improved format to ease capturing of protected characteristics.
- Monthly reporting to all caregroups meetings presenting data.
- Increases ability to analyse data and make informed changes.
- Newly produced posters with QR codes to enable people with technology to utilise this resource.
- Providing alternative ways of leaving feedback that is suited to an individuals unique position.

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The Friends and Family Test (FFT)

   2729089


Easy Read Friends and Family Test





Please tick the box and tell us what you think about:


☐


Please tick one box

☒ 


☐  ☐ Good

☐  ☐ Not good

What was good? 

What was not good? 

☐ ☐ ☐ Please turn over

 2729089

Can you tell us....

Are you: ☐ Male ☐ Female ☐ Other

What age are you?

☐ 0-15 ☐ 16-24 ☐ 25-34 ☐ 35-44 ☐ 45-54 ☐ 55-64 ☐ 65-74 ☐ 75-84 ☐ 85+

What ethnic group are you?

☐ White



☐ Mixed/Multiple ethnic groups

☐ Asian/Asian British

☐ Black/African/Caribbean/Black British

☐ Other ethnic group

Is it ok if we used your comments on a public website?

☒  ☐ Yes ☒  ☐ No

Thank you for your help

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The Friends and Family Test (FFT)

Ask Listen Do

The principles for organisations across health, social care and education

Ask

- The organisation asks people about their experiences and makes it easy for people to do this
- The organisation makes sure that the person, their family or advocate know how to give feedback, raise a concern or make a complaint
- People feel able to speak up when they have feedback, a concern or complaint
- Everyone knows when a concern or complaint is a safeguarding or a criminal issue, and what must happen.

Listen

- The organisation really listens to what has been said and is not defensive
- The organisation and staff have the skills to listen to and understand what it feels like for the person.

Do

- The organisation does something positive about it in good time and tells the person what they are doing to put it right
- The organisation learns from the feedback, concern or complaint and changes things so the service can improve
- The organisation improves its services by working with the people that use them, listening to and learning from people's experiences.

www.england.nhs.uk/asklistendo Making your conversations count...

and the basis of our revised Friends and Family Test is about asking you for your feedback..

Ancora

Friends and Family Test

Please scan with QR code reader

for access to online Friends & Family Feedback



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AGE – COVID Vaccinations for Elderly Practice Population

- Willaston GP Surgery has a predominantly elderly practice population.
- The practice team worked with colleagues within the PCN to ensure our patients had access to COVID-19 vaccinations in accordance with national priority groups and within national timescales.
- The practice team held PCN COVID-19 vaccination clinics over weekends to provide the Pfizer vaccine, staff working on their days off, supported by fantastic volunteers in freezing, icy car parks directing frail, elderly people into the building in line with social distancing regulations.
- Astra Zeneca vaccination clinics held at Willaston Surgery for people who were unable to receive Pfizer and to ensure locally accessed service.
- Conducted home visits for 1st and 2nd doses to vaccinate people (predominately elderly folk) who are housebound and unable to access the surgery.
- Feedback from our patients has been overwhelmingly positive.



AGE / DISABILITY -

Annual Health Checks for People with Learning Disabilities - Champion Site

Project to drive forward approaches to improve care through a focus on increasing the uptake of annual health checks amongst 14-17 year olds with a learning disability

- Actions: Wide consultation and an extensive survey was undertaken to understand the low take up of annual health checks amongst this group, joint working with special school nurses, joining with the Wirral Learning Disability Collaborative, awareness raising events to take place, engagement with SEND youth representatives, engagement with parent carer participation groups
- Outcomes:

Uptake has increased from around 55% to current uptake of 75.28% for all age groups over 14, just over the target for the NHS long term plan!

Transformational increase in compliance for 14-17 year olds – 56. 27% - before we started the project the figures were consistently at around 25-29% and had been for the previous 3 years.

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To co-produce a health passport for children and young people with learning disabilities that enhances communications and access to services.

Tracey Hartley-Smith



WHY?

This is my Hospital Passport 

For people with learning disabilities coming into hospital

My name is: _____

If I have to go to hospital this book needs to go with me. It gives hospital staff important information about me.

It needs to hang on the end of my bed and a copy should be put in my notes.

This passport belongs to me. Please return it when I am discharged.

Nursing and medical staff please look at my passport before you do any interventions with me.


 **Things you must know about me**

 **Things that are important to me**

 **My likes and dislikes**



Communication Passport
Accident and Emergency



 Nursing and medical staff please look at my passport before you do any interventions with me.

Name: _____

Things you must know about me

Things that are important to me

My likes and dislikes

Widgit Health © Wiggins & Patten 2010-2012 www.widgithealth.com Page 1 of 6

University Hospitals Bristol  & Gloucestershire Trust

My Hospital Passport

Name: _____ Date of Birth: _____

Address: _____ Hospital Number: _____

Profused Language: _____

Religion: _____

Any relevant care plans: _____

Telephone Number: _____

Urgency: ☐ Yes ☐ No ☐

Other Document: ☐ Yes ☐ No ☐

Other Document: ☐ Yes ☐ No ☐

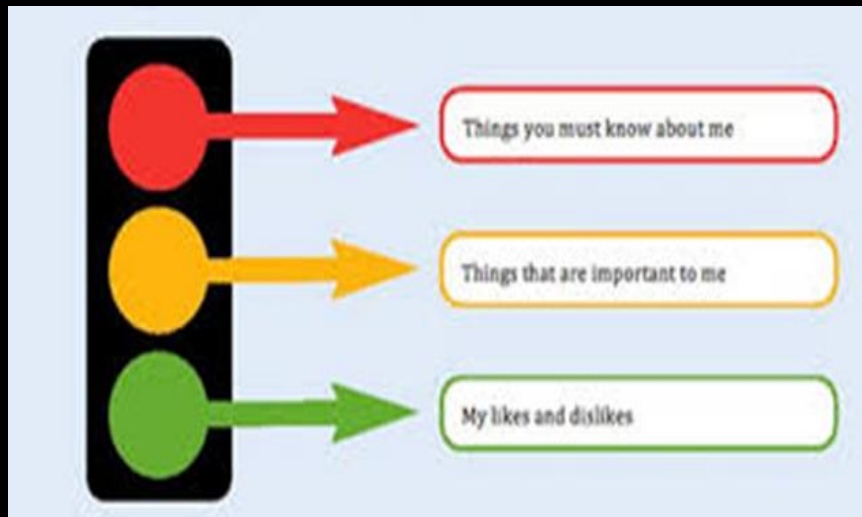
Who else is involved with me? (name your parent, Education / Health / Social Services)

Completed by: _____ Date: _____ Signed (on admission): _____

ESSENTIAL INFORMATION
Very important information you must know about me.

IMPORTANT INFORMATION
Important information about my general daily living.

USEFUL INFORMATION
Information about my likes, dislikes and comfort issues.



- Health Passports are designed to support and facilitate effective communication and shared understanding between people with learning disabilities, family and professionals who are providing care and support.
- A review of the current available hospital passports/health and well-being passports reveals that there is clear need for local information, local links, and meaningful engagement across NHS trusts.
- Evidence suggests that providing health checks to people with learning disabilities in primary care is effective in identifying previously unrecognised health needs.

How?



Scoping of national guidance, good practice and current available health passports

To establish a working group with parent carer participation, CYP representation, learning disability liaison nurse.

To develop a co-produced health passport for children with Learning Disabilities in Wirral.

To raise awareness and use of this child focussed and local health passport amongst families of CYP with learning disabilities and health professionals.

Progress to date



- **Our working group**
- Learning Disability Liaison Nurse at local acute trust – have established a joint pathway for ensuring flags on patient records and use of a health passport
- Enhanced the health facilitation role of the CYP learning disability Service
- The Positivitree – engaging with their community to understand the knowledge and awareness amongst families regarding health passports
 - Poll – 46 respondents
- 32 – never heard of a health passport
- 13 – heard of it but don't have one
- 1 - has a health passport

Co production



Poppy is involved in a project led by Health colleagues to co-produce a health passport for people with SEND.

If any young people or parents/carers would like to share their views on what 'the perfect passport' would include.

Please email Poppy:
localofferwirral@wirral.gov.uk

- Wirral Local Offer and SEND Youth voice – Poppy
- Consulting widely with young people
- sharing drafts and early versions of our local and CYP focussed health passport

What we now know

Must be
electronic as
well as paper,
with boxes that
can expand

Must include
local links and
contacts

Not too long

Has to be
visually
relevant to
children and
young people

Next Steps



The agreed health passport will be available in paper and electronically



To hold a launch event in the summer – face to face!!



To promote, embed, widely circulate the health passport

DISABILITY

“Disability is defined as a physical or mental impairment that has a ‘substantial’ and ‘long-term’ negative effect on a persons ability to do normal daily activities”.

(Definition of disability under the Equality Act 2010)

- Involvement, Recovery & Wellness Service is a service that works with people with both physical and or mental health issues.
- Before we present specific case examples, we would like to briefly introduce you to the IRWC service, which was named by volunteers and users of the service to describe/define what the service does.

(Involvement)

- The service covers Engagement & Participation, for example 'Feel Good Events', changed to virtual during Covid

WORLD BIPOLAR DAY VIRTUAL EVENT

TUESDAY 30TH MARCH
11AM - 1.30PM

Join us virtually on World Bipolar Day to raise awareness of bipolar disorder, receive education and learn some self management strategies including mindfulness that can help in the management of the condition. We will be joined on the day by guest speakers One You Cheshire East and IPS GROW. For more information or to register your interest please call 01625 505647 or email cwp.involve-and-recover@nhs.uk.

ONE YOU
CHESHIRE EAST

IPS GROW

Helping people to be the best they can be

Bipolar Disorder

manic symptoms people mood Bipolar Disorder depression manic-depressive diagnosis experience

NHS
Cheshire and Wirral Partnership
NHS Foundation Trust

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Involvement, Recovery & Wellness Centre

Welcome to
Introduction to Mental Health Awareness

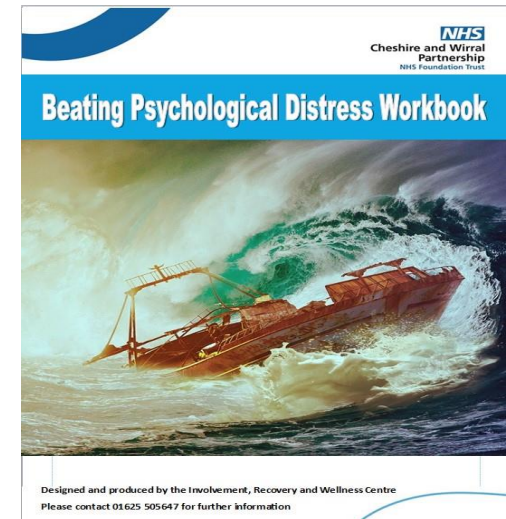
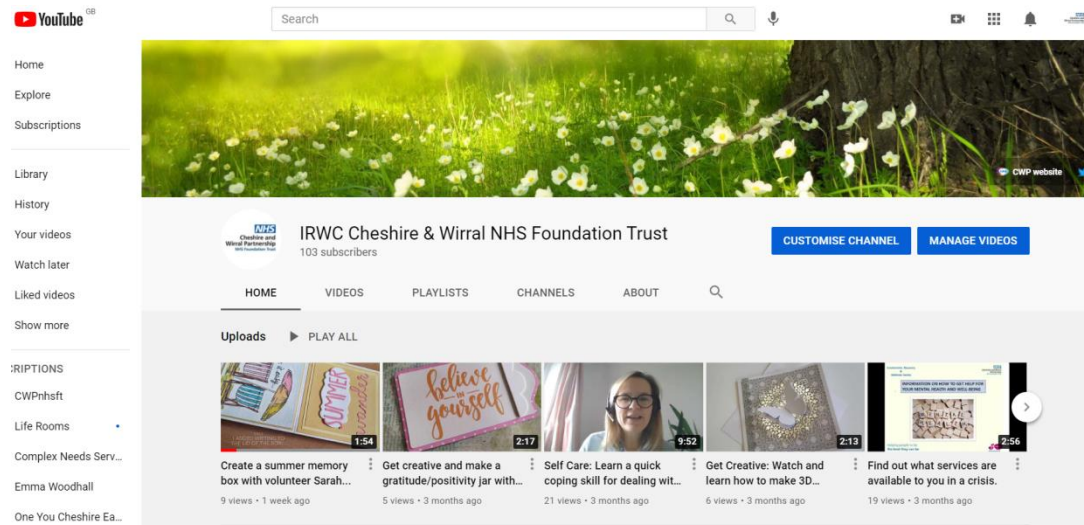
M, E, N, T, A, L, H, E, A, L, T, H.

NHS
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(Recovery)

- Facilitates workshops and offers one to one sessions to support people to understand and self manage the symptoms of their Long Term Health Condition.

https://www.youtube.com/channel/UCajua_mnlkr560vsUGSIT89Q



INVOLVEMENT, RECOVERY AND WELLNESS CENTRE

Can support you with...

- ANXIETY MANAGEMENT
- WELLNESS RECOVERY ACTION PLAN
- MANAGING PSYCHOSIS
- RELAPSE PREVENTION
- ADVANCE STATEMENT
- EXPERT PATIENT PROGRAMME
- ASTRONOMY
- MONEY SENSE WITH NATWEST
- BEATING PSYCHOLOGICAL DISTRESS USING DBT PRACTICES
- LIVING WELL WITH DEMENTIA
- LEARN HOW TO CALM YOUR MIND
- ANGER MANAGEMENT
- FEEL GOOD HEALTH EVENTS
- SIGNPOSTING
- PEER SUPPORT
- AND MORE....

To find out more or to enrol on a workshop please call 01625 505647
or email cwp.involve-and-recover@nhs.net

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(Wellness)

- Signposts to third party sectors for a variety of different reasons i.e. Individual Placement Service, Cheshire Voluntary Service, One You Cheshire East, Journey First, Space 4 Autism

WORLD BIPOLAR DAY VIRTUAL EVENT

TUESDAY 30TH MARCH
11AM - 1.30PM


Join us virtually on World Bipolar Day to raise awareness of bipolar disorder, receive education and learn some self management strategies including mindfulness that can help in the management of the condition. We will be joined on the day by guest speakers One You Cheshire East and IPS GROW. For more information or to register your interest please call 01625 505647 or email cwp.involve-and-recover@nhs.net.

ONE YOU
CHESHIRE EAST

IPS GROW

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www.cwp.nhs.uk



The word cloud features various terms related to bipolar disorder, including 'manic', 'depression', 'Bipolar Disorder', 'symptoms', 'mood', 'cases', 'diagnosis', 'experience', 'also', 'manic-depressive', 'people', 'often', 'patients', 'about', 'cases', 'diagnosis', 'experience', 'also', 'manic-depressive', 'people', 'often', 'patients', 'about', 'cases', 'diagnosis', 'experience', 'also', 'manic-depressive', 'people', 'often', 'patients', 'about'.



- Digital story from Volunteer who lives with physical health conditions



- CWP and Me – a hand written case study by a volunteer

DISABILITY - Support for the Deaf

- CWP care is patient centred
- OUR 6 CS
- Care
- Compassion
- Competence
- Communication
- Courage
- Commitment
- CWP staff aware of BSL interpreters
- Service user with autistic spectrum disorder . Both he and wife are deaf. She could lip read he could not. BSL interpreter booked for first appointment and extra time allotted so didn't feel rushed.
- Identified preferred means of communication – e mails and texts
- When Covid hit --- Moved to email conversations as masks stopped lip reading and they struggled with video.

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DISABILITY -

NHS iPads During Covid-19

- 11 iPads from NHS Charity shared across the Learning disabilities ADHD/ABI Care group

- SERVICE USER QUOTES
- “it’s the best thing ever”
- “with the iPad I can see people and that’s much better”
- “when a staff member is there its OK”
- “I find it hard to use “

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Used For

- Psychology therapy sessions in community learning disabilities team
- To involve service users in interview panels
- To support new on line virtual coffee morning in Trafford
- To support family contact for a service user who had moved from secure placement to own home
- Brain injured gentleman so he could maintain contact with family and therapists

ETHNICITY / RACE - 'Race Equality Matters'

- UK-wide initiative to unite organisations and individuals
- Address issues affecting ethnic minority colleagues
- Facilitate conversation, activity and commitment to change.
- Colleagues signed up to the 'Big Promise'
- Awareness video which we shared internally and on social media.

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The Big  PROMISE


RACE
EQUALITY
WEEK

1-7 February 2021

raceequalitymatters.com

I've made mine.
Will you make yours?



I, Sheena Cumiskey, promise to:

- build the mechanisms to identify, develop and promote ethnic minority people and develop the talent pipeline
- ensure all elements of reward and recognition, from appraisals to bonuses, are fair and reflect the racial diversity of the organisation
- actively sponsor ethnic minority (especially black) talent in our workplace
- to participate in Safe Space (a dialogue with EM colleagues to create change) and monitor outcomes

[@raceequality_uk](https://twitter.com/raceequality_uk) [#raceequalityweek](https://twitter.com/raceequalityweek) [#thebigpromise](https://twitter.com/thebigpromise)

ETHNICITY / RACE - Translation Services for ABI Service Users

- CWP use DA Languages for translation services
- After brain injury communication always easier in mother tongue
- Delays in the company setting up a pin access code caused delay to first appointment for Wirral Stroke patient
- Once set up service working well with translator attending face to face interviews wearing necessary PPE
- Slovakian / Polish/ Portuguese service users seen
- All correspondence sent out in first language. Thanks received
- Prep time with translator as to what is expected in session
- Translator played vital role in explaining return to driving restrictions to Polish stroke survivor and liaised with DVLA
- Translator shared at end of session her concerns re dominance of carer so 1:1 session then arranged with service user

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ETHNICITY /RELIGION – MH Support for Refugee Family

Mental health support provided for a young person and their family who are refugees from Yemen.

- Use of translation service to communicate with mum who does not speak English
- Consent sought from mum on a male worker
- Consideration of cultural views around mental health when explaining support to mum
- Research into suitability of therapeutic approaches for Islamic culture
- Consideration of potential 'western bias' of therapy approaches, including adaptation of GOALS to fit cultural values (family focused rather than focused on the individual)
- Acceptance of family wishes and opinions in planning support whilst being open and honest about professional opinion
- Evaluation of own learning from the experience

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GENDER RE-ASSIGNMENT / ETHNICITY - Transgender Refugee from Ethnic Minority Background

- Admitted to hospital single room during Covid 19 with a Stroke
- Significant trauma in the Caribbean as a young teenager
- Suicidal thoughts and issues with being controlled again
- Transition to female gender halted when became refugee
- Behaviours that were challenging on the ward
- Homeless
- Neuropsychology/psychiatry
- Cultural , early life, wider social experiences explored
- Explanation of Ward routines and Covid regulations explained
- Cultural and social preferences shared with wider rehab team
- Personal pronouns established and shared
- Onward referral to gender identity services
- Independent supported living advocated for

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GENDER RE-ASSIGNMENT

- 65 year old man registered with CWP GP Practice, aged 65 years and married.
- Thoughts over 30 years that he wanted to be female gender, but did not act on these thoughts.
- Experienced difficulties during the lockdown being at home more with his wife.
- Previous medical issues which have now resolved and would now like to move forward with gender reassignment.
- Referred to gender assignment clinic in London, but researched and found a more local clinic in Leeds.
- Self-medicating with hormones from the internet.
- GP supported referral to Leeds, supported monitoring and prescribed medications and shared knowledge with the practice team.



MARRIAGE / DISABILITY

Brain Injured Female in Coercive Marriage

- A wife with two primary school age children one with special needs.
- Controlling behaviours from husband and previous physical assault
- Husband currently living at his mothers whilst having daily access to family home and children. Currently in another relationship
- Safeguarding referral/incident report made.
- Safety plan and Domestic Violence team liaison
- Joint working with social services
- Secure location for meetings
- Involved her mother to build support network
- Support to disclose situation to employer
- Vocational OT and cognitive assessment for graded return to work

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MARRIAGE / DISABILITY - Support Through Marriage Booking Process

- 67 year old with 60 year old partner of 19 years
- Mild learning disability, behavioural problems and mental health diagnosis
- Difficulty understanding process
- Affecting mental health
- Liaison with social services and financial protection team
- Registrar contacted
- Mental health and general wellbeing improved

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PREGNANCY / MATERNITY - Breastfeeding Mum Admitted to Hospital

- Single Point of Access (SPA) received referral for a lady with a breast abscess who required hospital admission. Mum wished to continue to breastfeed baby.
- SPA nurse advised the GP she would ensure the patient was fully supported.
- SPA nurse contacted the Surgical Assessment Unit (SAU) to advise of mum's needs and ensured she was allocated a single room to facilitate her breast feeding with privacy and dignity.
- SPA nurse obtained permission from the GP to ring mum and reassured her that the ward staff were aware and would accommodate her needs.
- The patient was very grateful to the nurse and told her this had helped to reduce her fear around admission to hospital.



PREGNANCY / MATERNITY -

Brain Injury in First Trimester of Pregnancy

- Collapsed at work and diagnosis of subarachnoid haemorrhage
- Unable to have MRI scan so had to undergo lumbar puncture instead
- Worried about 3 year old child and husband
- Extreme anxiety/guilt re unborn child
- Concerns re work commitments-clinical doctorate/teaching
- Video calls arranged on discharge home to manage Covid 19 risk to mum and baby
- Joint session with husband re family therapy/ anxiety management
- Psychotherapy to address mums guilt about being ill
- Vocational OT - graded return to work on lesser duties/ change of role after Maternity leave
- Neuropsychology review after baby born to assess cognitive changes

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RELIGION & BELIEF -

Support for Young Person Who is a Practising Muslim

- Practising Muslim
- Halal meals
- List of food
- Halal meals and vegetarian food
- Good nutrition and healthy eating
- Spiritual Care Room
- Access to religious materials
- Contact with Religious Leader offered
- Facilitate prayer times

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RELIGION & BELIEF



- Secure Services requested an Imam.

(Imam is the person who leads congregational prayers in a mosque).

- The information we had was limited
- Learnt from experience and widened our understanding and network.



SEX- Gender Dysphoria

MHST worked with a young person with gender dysphoria, taking a flexible, person centre and holistic/ systemic approach. The Young Person's care was constantly taking the views and wishes of the YP into account, supporting them in understanding their condition as well as being able to shape their care in a way that best suited them:

- Assessment planned and carried out following the Young Person's wishes: face-face, giving them time 1-1 as well as with parent, gaining feedback from school to complete the assessment
- Multi-agency involvement and sharing of information, resources and knowledge through TAF meetings, incorporating advice from other health assessments
- YP's voice was heard throughout the whole process, including in TAF meetings which the Young Person could contribute to through a professional of their choice
- Goals and a safety plan was developed with the person

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SEX - Process & Example

Sex - system of classification based on biological and physical differences, such as primary and secondary sexual characteristics.

Differentiated from gender, which is based on the social construction and expectations of the categories “men” and “women.” (University of Maryland)



Men United by Interests



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- The older persons team noticed that they were supporting a lot of older men that were very lonely and socially isolated and as well was reluctant to join mixed sex groups.
- Because of the rise of male depression, male suicide (3 or 4 times higher than female suicide), and men's lack of close friendships as one of the reasons, a men's only group was formed.
- The purpose of a men's group is to help the men feel less isolated and to think about and discuss new interests. Men's groups take place at Delamere Resource Centre.
- Choose and discuss a topic, drink tea and update each other on their lives and support each other – offering feedback and perspective – on whatever issues or opportunities the men may face.

SEXUAL ORIENTATION – Rainbow Pin Badge Scheme



We continue to work with members of our LGBT+ Network to promote this initiative so as to increase the number of colleagues who have undergone online training and wear their badges with pride. Badges are a simple visual way to show that CWP offers open, non-judgemental and inclusive support for all people and their families who identify as LGBT+ [lesbian, gay, bisexual, transgender (the + simply means that we are inclusive of all identities, regardless of how people define themselves)]. To strengthen our work to support people who identify as LGBT+, Suzanne Edwards, Director of Operations has been appointed as LGBT+ Board Champion.

<https://bit.ly/2Om1RSz>

SEXUAL ORIENTATION – Rainbow Pin Badge Scheme

- CWP Rainbow badge scheme launched 2020
- Rainbow badge leads within each care group . Clinical staff completed training
- LD/ABI –39.4%
- Children’s -26.66%
- All Age Disability – 20.49%
- Neighbourhoods –12.67%
- Specialist Mental Health -14.75%
- Service user with mild learning difficulties -- capacity and risk, work on healthy gay relationships, safe platforms to meet others. Joined LD dating service and signed up to annual ball. House manager change of attitude.
- Video call with older stroke patient who was able to share info openly as he recognised Rainbow badge. Discriminated against when younger. Joint session with husband

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9. Conclusion:

The EDS2 assessment completed by the Trust and its partners across the Trust footprint highlights its commitment to meeting the needs and wishes of people and meets the duties placed on us by the Equality Act 2010. It also sets out how the Trust recognises the differences between people and how, by working in partnership with our partners from the diverse communities, we aim to make sure that any gaps and inequalities are identified and addressed.

10. Recommendations:

The information contained in this report will be reviewed by the CWP Trustwide Equality, Diversity & Inclusion Group and by the local EDI Group for them to cascade to their Care Groups.

The information will be sent to all the partnership organisations who actively participated in the EDS2 assessment process, various CWP internal committees and Trust Board.

The Trust will also update the CWP website with the assessment outcomes and forward the information to Commissioners.

Version	Name(s) – Group(s)	Date of Issue
1	EDS2 Assessment 2020-2021 Report Compiled by: Philip Makin, Equality, Diversity & Inclusion Co-Ordinator	July 2021



With grateful thanks to Cheshire and Wirral Partnership NHS Foundation Trust's EDS2 Assessment Team:
 Clockwise from top left: Lisa Parker, Beth Fisher, Isabell Sutherland, Marley Whelan, Tracey Williamson, Jean Pace, Philip Makin.

Equality Delivery System Assessment 2020 / 2021



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