

Equality and Diversity Policy

CQC Fundamental Standards

Legislation	Details
Regulation 9: Person-centred Care	Service providers must ensure that service users' care and treatment must be appropriate, meet their needs, and 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 a care service's premises and use its equipment safely and effectively, and where they cannot because of their disabilities, reasonable adjustments are made in accordance with the Equality Act 2010 and other relevant legislation and guidance.

Key Lines of Enquiry

KLOE	How this applies to Equality, diversity and Inclusion
Caring	This policy is an aspect of 'Caring' as it demonstrates that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to service users' right to express their diversity in a number of ways, which have been laid out in this policy.
Effective	This policy falls under 'Effective' as Micrah Healthcare is committed to building an effective workforce that is diverse and reflects the community around us.
Responsive	Equality, diversity and inclusion involves providing personalised care that is responsive to the needs of each service user.

Well-Lead	As a well-led organisation, we ensure that both staff and service users are treated in a non-discriminatory manner and a code of conduct to everyone.
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This policy should be read in conjunction with our:

- Dignity and Respect Policy
- Code of Conduct For Workers Policy
- Accidents and Incidents Reporting Policy

Policy Statement

Policy Aims

- 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.
- To ensure that inferior or substandard services are not provided because of a person's ethnicity, sexual orientation or any grounds on which discrimination can occur.
- To work out with each service user what they want and need and how they 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.
- To encourage service users and staff to relate to one another on the basis of equality and respect for individual differences.
- To develop an attitude of self-awareness among 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.
- To ensure that service users and staff are continuously aware of the procedures for dealing with complaints and allegations of discriminatory or oppressive language or behaviour.
- To ensure that all complaints and allegations are addressed properly and in non-discriminatory ways.

This policy applies to anyone receiving a service from Micrah Healthcare, 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. They 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.

Micrah Healthcare 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.

Micrah Healthcare 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.

Micrah Healthcare makes clear that it finds unacceptable any form of racist and similar discriminatory behaviour from any source.

Micrah Healthcare also builds these policies into its external contractual relationships.

Key Question: What are the 'Protected Characteristics'

The 9 protected characteristics were introduced in The Equality Act 2010, and it is against the law to discriminate against anyone based on these characteristics. They are:

- age
- gender reassignment
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief, or lack of religion/belief
- sex
- sexual orientation

Expressions of Commitment to Equality, Diversity and Inclusion

Micrah Healthcare expresses its commitment to equality, diversity and inclusion by:

- a. respecting service users' ethnic, cultural and religious practices
- b. reassuring its service users that their diverse backgrounds enhance the quality of experience of the service
- c. accepting service users as individuals, not as cases or stereotypes
- d. 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
- e. showing positive leadership and having management and human resources practices that actively demonstrate a commitment to equality and diversity principles
- f. developing an ethos throughout the care service that reflects these values and principles
- g. expecting all staff to work to equality and diversity principles and policies and to behave at all times in non-discriminatory ways
- h. providing training, supervision and support to enable staff to do this

- i. 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
- j. carrying out regular assessments of the impact of our approach to equality, diversity and inclusion on policies, service users and service provision generally.

EXAMPLE OF WORKPLACE DISCRIMINATION

A Service User from a particular racial group is treated less favourably by a member of staff.

It is direct racial discrimination to treat someone less favourably than someone else would be treated in the same circumstances, because of race. To prove direct race discrimination, it will help if you can give an example of someone from a different racial group who, in similar circumstances, has been, or would have been, treated more favourably than you. Racist abuse and harassment are forms of direct discrimination.

Responsibilities of Management

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with [name of Managing Director], Managing Director. [name of Chief Executive Officer], Chief Executive Officer will ensure that they and their staff operate within this policy and arrangements and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all their staff are aware of the policy and the arrangements, and the reasons for the policy;
- grievances concerning discrimination are dealt with properly, fairly, and as quickly as possible; and
- proper records are maintained.

Human Resources/Head Office will be responsible for monitoring the operation of the policy in respect of employees and job applicants, including periodic departmental audits.

Responsibilities of Staff

Responsibility for ensuring that there are no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. All members of staff should:

- comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass, or intimidate other staff or groups who have, or are perceived to have one of the protected characteristics;
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic; and
- inform their manager if they become aware of any discriminatory practice.

Key Question: What if I'm discriminated against by a client or Service User?

This is called Third-Party harassment. This occurs where a Company employee is harassed, and the harassment is related to a protected characteristic, by third parties such as clients or customers. Micrah Healthcare will not tolerate such actions against its staff, and the employee concerned should inform their manager at once that this has occurred. Micrah Healthcare will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

Rights of Disabled People

The Company attaches particular importance to the needs of disabled people. Under the terms of this policy, managers are required to:

- make reasonable adjustments to maintain the services of an employee who is or becomes disabled, for example, training, provision of special equipment, reduced working hours.
(NB: managers are expected to seek advice on the availability of advice and guidance from external agencies to maintain disabled people in employment);
- include disabled people in training/development programmes; and
- give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their aptitudes and abilities to allow them to be able to do the job.

Equality Training

- series of regular briefing sessions will be held for staff on equality issues. These will be repeated as necessary. Equality information is also included in induction programmes.

Training will be provided for managers on this policy and the associated arrangements. All managers who have an involvement in the recruitment and selection process will receive specialist training.

Monitoring

The Company deems it appropriate to state its intention not to discriminate and assumes that this will be translated into practice consistently across the organisation. Accordingly, a monitoring system will be introduced to measure the effectiveness of the policy and arrangements.

The system will involve the routine collection and analysis of information on employees by gender, marital status, ethnic origin, sexual orientation, religion/beliefs, grade, and length of service in the current grade. Information regarding the number of staff who declare themselves as disabled will also be maintained.

There will be regular assessments to measure how recruitment to the first appointment, internal promotion and access to training/development opportunities affect equal opportunities for all groups.

Where appropriate, equality impact assessments will be carried out on the results of monitoring to establish the effect of the Company policies and our services/products may have on those who experience them.

The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose.

If monitoring shows that Micrah Healthcare, or areas within it, are not representative, or that sections of our workforce are not progressing properly within the Company, then an action plan will be developed to address these issues. This will include a review of recruitment and selection procedures, Micrah Healthcare policies and practices as well as consideration of taking legal Positive Action.

Key Question: How do I make a complaint if I feel I'm being discriminated against?

If you feel like you are the victim of discrimination, please follow the process laid out in our Compliments and Complaints Policy and Procedure. Every employee has a right to pursue a complaint concerning discrimination or victimisation.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under the Company Disciplinary Procedure.
reasonable steps to ensure such harassment does not happen again.

Key Points to Take Away

Equality and Diversity means considering the protected characteristics of those who come into contact with our services and making sure they have equal access, treatment and opportunity.

It means planning for equality, fairness and ethical treatment at all times and monitoring our performance and the equality of what we do. It also means learning continually and understanding where we can improve diversity.

- At Micrah Healthcare, Equality and Diversity is at the heart of all our decisions and actions.
- We operate a system to help improve Equality and Diversity and we all play an important role in making that system work well.

After reading this Policy, you should be able to:

- Understand what Equality and Diversity Policy is and how the Equality and Diversity Policy operates;
- Understand how Equality and Diversity Policy operates at Micrah Healthcare and have an awareness of the actions we take in preventing, identifying and reporting concerns;
- Understand the role you play in Equality and Diversity Policy.

If you have not understood any of these points, please ask your Line Manager or trainer for further help.

Policy Review

A Director will review this policy at least once a year to make any updates needed.

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Micrah Healthcare.

All employees are expected to follow this policy and failure to do so could result in disciplinary action.

Adetutu Adeyinka

Director's Signature

Adetutu Adeyinka

Director