Equality Delivery System for the NHS

EDS2 Summary Report

Implementation of the Equality Delivery System – EDS2 is a requirement on both NHS commissioners and NHS providers. Organisations are encouraged to follow the implementation of EDS2 in accordance with the '9 Steps for EDS2 Implementation' as outlined in the 2013 EDS2 guidance document. The document can be found at: **http://www.england.nhs.uk/wp-content/uploads/2013/11/eds-nov131.pdf**

This *EDS2 Summary Report* is designed to give an overview of the organisation's most recent EDS2 implementation. It is recommended that once completed, this Summary Report is published on the organisation's website.

NHS organisation name:

Managing Care Ltd

Organisation's Board lead for EDS2:

Corinne Baisden (Registered Manager)

Organisation's EDS2 lead (name/email):

Corinne Baisden (corinne.basiden@managing care.co.uk

Organisation's Equality Objectives (including duration period):

To embed equality into operational environment and Supporting the Development of Staff

To review and improve information to ensure it is understandable and accessible to all groups

To ensure that the workforce is representative at all levels and across all protected groups, incorporating actions necessary from WRES submissions

Level of stakeholder involvement in EDS2 grading and subsequent actions:

Headline good practice examples of EDS2 outcomes (for patients/community/workforce):

Publication Gateway Reference Number: 03247

Date of EDS2 grading May 2019 **Date of next EDS2 grading** May 2020

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Better health outcomes	1.1	**Services are commissioned, procured, designed and delivered to meet the health needs of local communities** Grade: Undeveloped / Developing / Achieving / Excelling Which protected characteristics fare well: ✓ Age; ✓ Disability; ✓ Gender reassignment; ☐ Marriage and civil partnership; ☐ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation Evidence drawn upon for rating: All services commissioned by Managing care are designed and delivered to ensure that the health need of the individuals are met. This is through communication with other LCNs who support and help with assisting with individual. We work with our staff and service user to promote well being. Working for wellbeing Mental wellbeing: This service supports people living with mild	☐
	1.2	**Individual people's health needs are assessed and met in appropriate and effective ways** Grade: Undeveloped / Developing / Achieving / Excelling Which protected characteristics fare well: ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation Evidence drawn upon for rating: All services and induviuals are assessed when commencing care. this involves a full in-depth conversation with the nominated individuals attending the care care need. we then would carry out our assessment to ensure everything is correct. this provides a structured approach to delivering care to service users who are at risk of harm to themselves or others using the least restrictive practices. The main purpose is	☐
	1.3	**Transitions from one service to another, for people on care pathways, are made smoothly with everyone well-informed** Grade: Undeveloped / Developing / Achieving / Excelling Which protected characteristics fare well: ✓ Age; ✓ Disability; ☐ Gender reassignment; ☐ Marriage and civil partnership; ☐ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ☐ Sexual orientation Evidence drawn upon for rating: We have care plans in place for high impact service users and this is well communicated amongst the other Trusts and with GP Practices.	☐

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Better health outcomes, continued	1.4	**When people use NHS services their safety is prioritised and they are free from mistakes, mistreatment and abuse** Grade: Undeveloped; Developing; Achieving; Excelling Which protected characteristics fare well: ☑ Age; ☐ Pregnancy and maternity; ☑ Disability; ☑ Race; ☐ Gender reassignment; ☐ Religion or belief; ☑ Sex; ☐ Marriage and civil partnership; ☑ Sexual orientation Evidence drawn upon for rating: Both child and adult protection procedures and policies are in place. Care plans are in place for service user providing us with vital information. Mandatory staff training in both Adult and child safeguarding. Staff are encouraged to report incidents. Staff are required to attend a range of Mandatory training sessions. and have annual appraisal and regular 1-1 meetings	
	1.5	**Screening, vaccination and other health promotion services reach and benefit all local communities** Grade: Undeveloped; Developing; Achieving; Excelling Which protected characteristics fare well: ☑ Age; ☐ Pregnancy and maternity; ☑ Disability; ☑ Race; ☐ Gender reassignment; ☐ Religion or belief; ☑ Sex; ☐ Marriage and civil partnership; ☐ Sexual orientation Evidence drawn upon for rating: As a care provider our staff are restrict to promoting these services	
Improved patient access and experience	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** Grade: Undeveloped; Developing; Achieving; Excelling Which protected characteristics fare well: ☑ Age; ☐ Pregnancy and maternity; ☑ Disability; ☑ Race; ☐ Gender reassignment; ☐ Religion or belief; ☑ Sex; ☐ Marriage and civil partnership; ☐ Sexual orientation Evidence drawn upon for rating: we provide care within the service users property or the place they reside in. when we have concerns on accessing this places we work along side other primary care providers .	

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Improved patient access and experience	2.2	**People are informed and supported to be as involved as they wish to be in decisions about their care** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** We are aware that english might not be some peoples first language, interpreting services are available and staff do know how to access these when needed Mental Capacity Assessment and awareness training is a core training requirement for clinical staff across the organisation. Dols training is provided and best interest decisions are made.	
	2.3	**People report positive experiences of the NHS** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ☐ Age; ☐ Disability; ☐ Gender reassignment; ☐ Marriage and civil partnership; ☐ Pregnancy and maternity; ☐ Race; ☐ Religion or belief; ☐ Sex; ☐ Sexual orientation **Evidence drawn upon for rating:** NA	
	2.4	**People's complaints about services are handled respectfully and efficiently** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** A robust Complaints system is in place. Service users and their next of kin may complain verbally face to face, by telephone by email and by letter . Complaints are investigated and a response sent within a nominated time frame. Complaints themes are monitored by the Managing care Ltd.	

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A representative and supported workforce	3.1	**Fair NHS recruitment and selection processes lead to a more representative workforce at all levels** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** the organization is working withSouth Thames college and the universities to support and encourage a younger workforce demographic. through the recruitment phase those employees that may need adjustments made due to disability are seen by occupational health and pre-employment adjustments are discussed and approved before commencing	
	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** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** National pay scales followed. Managing Care Ltd will also be required to report pay data as part of the gender pay reporting.	
	3.3	**Training and development opportunities are taken up and positively evaluated by all staff** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** All services complete an annual assessment of their training needs analysis All New staff attend induction training. All staff undertake Mandatory Training and targets are set for achievement using a Rag rating system per service. Staff are assessed for skills competency. the training department is developing its apprentiship and work	

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
A representative and supported workforce	3.4	**When at work, staff are free from abuse, harassment, bullying and violence from any source** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** All Managing care staff are required to undertake Equality and Diversity Training. There is an organizational Bullying and harassment and Whistleblowing policy which includes disciplinary process if required and all services follow a lone working policy. Incident reported and logged and investigations are carried out	
	3.5	**Flexible working options are available to all staff consistent with the needs of the service and the way people lead their lives** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** A large number of our work force are single mother who do not have support with their child care, flexible working is key to running of our organisation. There is a variety of contracts available (full time, part time, bank). The organisation supports people in line with their statutory maternity and paternity benefits and staff are able to	
	3.6	**Staff report positive experiences of their membership of the workforce** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** Staff survey are carried out annually and the survey is monitored to ensure relevant actions are taken forward. The origination has an open door policy. where staff members are can speak to their manager when ever they want and encouraging them to speak about the change they would like.	

Goal	Outcome	Grade and reasons for rating	Outcome links to an Equality Objective
Inclusive leadership	4.1	**Boards and senior leaders routinely demonstrate their commitment to promoting equality within and beyond their organisations** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** Monthly Management meetings to ensure that the organisation meets its duties in line with the Equality Act 2010. A standing item on the Agenda is the Workforce Dashboard. Equal opportunities forms a section of the workforce Dashboard and shows Staff gender, Disability, Sexual Orientation, Age and ethnicity	
	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** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** All policies and procedures are subject to Impact assessment Risk Strategy has a commitment to outreach feedback on our services from hard to hear groups. Annual review also take place.	
	4.3	**Middle managers and other line managers support their staff to work in culturally competent ways within a work environment free from discrimination** **Grade:** Undeveloped / Developing / Achieving / Excelling **Which protected characteristics fare well:** ✓ Age; ✓ Disability; ✓ Gender reassignment; ✓ Marriage and civil partnership; ✓ Pregnancy and maternity; ✓ Race; ✓ Religion or belief; ✓ Sex; ✓ Sexual orientation **Evidence drawn upon for rating:** All staff members undergo a Mandatory Cultural and diversity training to ensure they are aware of different cultures and understand their preferences. There are no dress code restrictions in terms of signs of Faith . All staff have access to a multi faith prayer room.	