



Our equality goals

What we are aiming for



Easy Read

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About this booklet

The National Health Service needs to have **equality** in all its services.

Equality

This means having the same rights as other people to be treated with respect, to have the chances and choices for a good life, and to be able to join in with other people. Some people need extra help to be equal.



The National Health Service must work hard to meet the needs of these groups of people.

- People who have poor **health** or **health** that is not as good as other people.
- People who may not live as long as other people.

Health

This is how a person is feeling. It includes a person's body and mind.

The **Equality Act** says that we need to tell people about our **equality** goals.

Equality Act

This is a law to make sure that all people are treated fairly and equally.

The Central London Community Healthcare NHS Trust is part of the National Health Service. It covers 4 areas. The 4 areas are

- Barnet.
- Hammersmith and Fulham.
- Kensington and Chelsea.
- Westminster.

In these 4 areas there is a lot of **diversity**. There are a lot of people of working age. And there are a lot of different **health** needs. This is because some areas are rich and some areas are poor.

Diverse or diversity

This is a mix of different kinds of people. For example, men and women, young and old people, black and white people, disabled and non-disabled people.

People who are in **poverty** often have poor **health**.

Poverty

This is when a person or family does not have enough money to pay for the things they need, or to take part in everyday life as much as other people.



There are other things that can affect a person's **health**.

- If a person is **black or minority ethnic**.
- If a person has mental **health** needs.
- If a person is disabled.
- If a person is a man or a woman.
- A person's age.

Black and minority ethnic

These are people who come from another country and because of their race, colour, culture, language or nationality are different from most of the population. For example, black Caribbean people, Pakistani people, Chinese people and Bangladeshi people.

Some of these groups of people have sometimes been treated differently than other people. This means that these people have not been able to use all the **health** services. It also means that they got different treatment and care.

We need to make sure our **equality** goals mean that everyone will be treated in the same way. And that the services are the same for everyone.

We have **diverse** workers. We want the people who work for us to match the **diverse** people in the areas we deal with.

Our **equality** goals will help us keep **equality** and **diversity** in everything we do.

This booklet tells you all about each of our 6 **equality** goals.

Making our equality goals

We have been told that we need to do things better. We need to give everyone who uses our services the same good **health** care. At the same time we need to save money. This can be hard to do.

Our **equality** goals will do these things.

- They will help us make our services better.
- They will help our patients have better **health**.
- They will make sure the people who work for us are happy. This means our workers will want to give good **health** care to everyone.



How we worked out our equality goals

We asked patients, our workers and other groups what they thought about our service.

From what we were told we worked out our **equality** goals.

Making sure our equality goals work

To make sure our **equality** goals work we need to do these things.

- We need to get everyone interested in the **equality** goals. This means we need to talk to all the people who work for us, local groups who want to know what we do, and patients and their families.
- We need to make sure the people who run the Central London Community Healthcare want to make the **equality** goals work.
- We will train our workers every 2 years to make sure they know all about our **equality** goals.
- We will work with all our partners.
- We will check to see how the **equality** goals affect our services and how they make them better.

Our 6 equality goals

There are 6 **equality** goals.

Equality goal 1

We will let more people know about our **health** services. We want to let these groups know about our **health** services and other services they may be interested in.

- **Black and minority ethnic** groups.
- **Gypsies and travellers.**
- Disabled people.
- People with mental **health** needs.

Gypsies and travellers

These are groups of people who like to move about the country and sometimes live in caravans.



We will work with groups in the local area who know about and can speak for these groups of people.

We will give information about our **health** services to people when they go to places like their place of worship and community centres.

Why we picked this goal

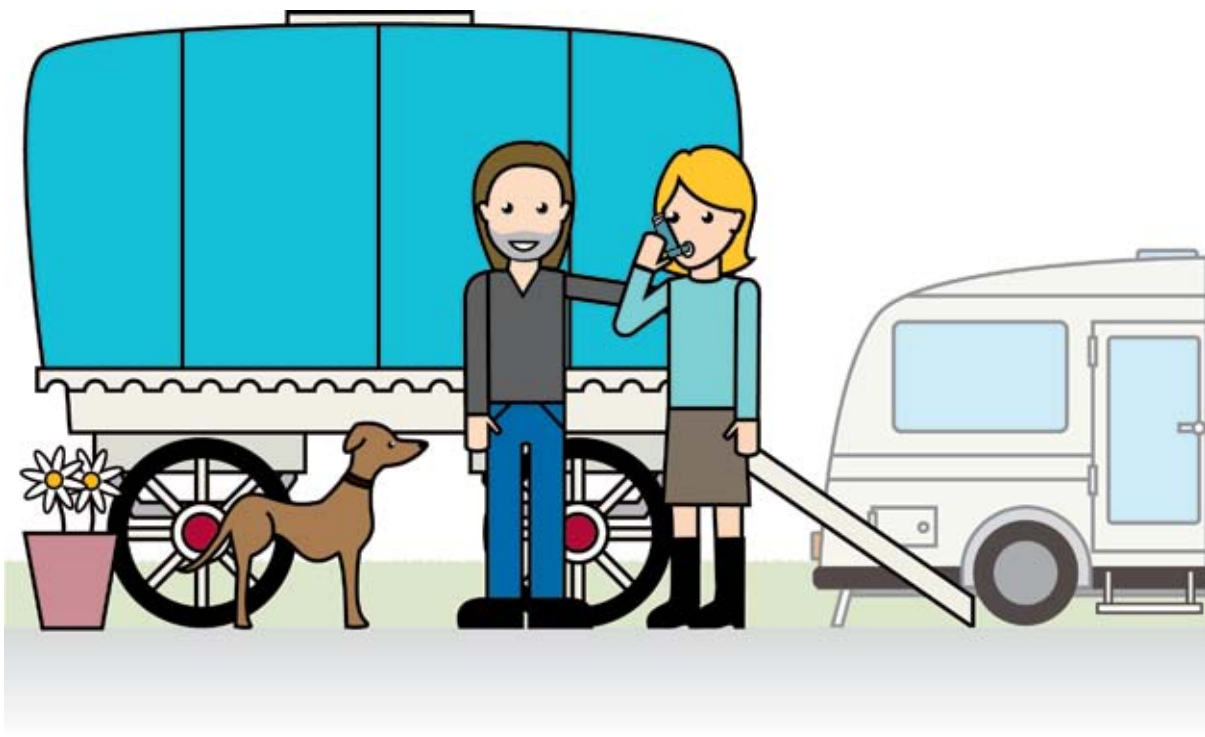
We picked this goal after hearing from patients who said these things.

- Many **black and minority ethnic** people said they were not given enough information about the **health** services. This meant they could not make a decision about their **health** care. And they could not take part in decisions about their care, treatment and place of treatment.
- Children from black and Asian families are more likely to die than other children.
- Some disabled people said that some of our **health** services did not meet their needs. They also said they were not told which services they could use. This meant they could not make a decision about their **health** care.
- Some reports show that some **black and minority ethnic** people have poor **health**. We do not think they will live as long as other people.
- People from South Asia and their families are up to 6 times more likely to get **diabetes**. Black African people and black Caribbean people and their families are up to 3 times more likely to get **diabetes**.

Diabetes

Diabetes is when a person has too much sugar in their blood.

- More people from black groups need mental **health** care than from other groups of people.
- Not enough **black and minority ethnic** people get help with their mental **health** needs.
- Men from groups like East Europeans are more likely to smoke than other people.
- Mothers from **gypsy and traveller** groups are 20 times more likely to have had a child die than other mothers.
- **Gypsy and traveller** men and women are more likely to die at a younger age than other people.
- Many adult **gypsies and travellers** have **health** conditions like asthma, bronchitis, depression and long-term illnesses.



Equality goal 2

We will communicate with **diverse** patients in better ways using other accessible **formats**.

Format

This means a different way of showing information. For example, in Braille or on CD.

We will make the way we speak and write to people from these groups better.

- Patients whose first language is not English.
- **Black and minority ethnic** groups.
- People with **sensory impairments**.
- People who are learning disabled.

Sensory impairments

These are when people are not able to see well or are blind. Or they are hard of hearing or deaf.

This will do these things.

- More people from these groups will use our services.
- It will cut down the number of people who do not turn up for their appointment.
- It will give people more information. This will help them make a better decision about their health care.
- It will make people happier with the service they get.



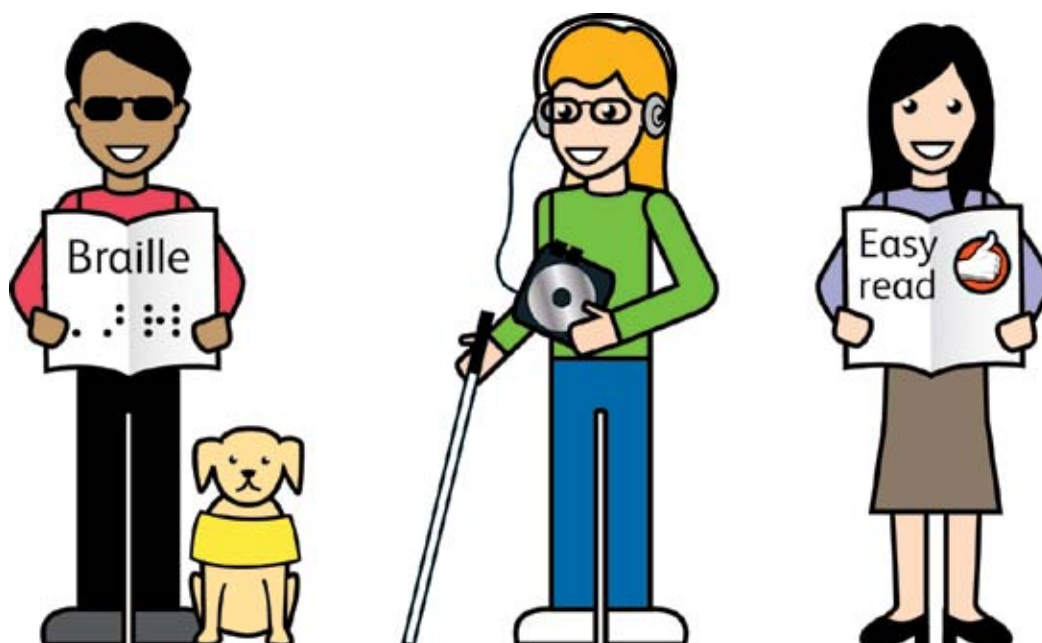
We will give information to people in other **formats** when they or their carers ask for this.

The other accessible **formats** we will use include these things.

- Easy read for people who are learning disabled.
- Giving information to people in other languages.
- Using voice recordings when people cannot see well or are blind.
- Making sure we have **induction loops** for people with hearing difficulties.
- Making sure the text reminder service is used by people with **sensory impairments** and people whose first language is not English.

Induction loops

An induction loop system helps deaf people who use a hearing aid hear sounds more clearly. It cuts down or cuts out background noise.



Why we picked this goal

We picked this goal because of these things.

- Nearly 1 out of every 4 deaf or hard of hearing people miss an appointment. This is because of poor communication. For example, they do not hear their name being called out.



- A slow loss of hearing in both ears affects 1 out of every 2 people over the age of 60. A lot of our patients are over the age of 65.
- The Royal National Institute of Blind People found out that just over 8 out of every 10 blind people said they did not get information about their medicines in a **format** they can read.
- Mencap say that people who are learning disabled may need more support to understand the information about their **health**. They may also need more support to tell other people about their **health** and to look after their **health**.

Equality goal 3

We will explain our **health** services to patients from many different groups so they know more about what we do.

We will get more people from these groups to use our services.

- **Black and minority ethnic** groups.
- Men.
- Disabled people. This includes people with mental **health** needs.
- Learning disabled people.
- Older people.
- **Lesbian, gay, bisexual and transgender people.**
- Gypsies and travellers.

Lesbian, gay, bisexual and transgender people

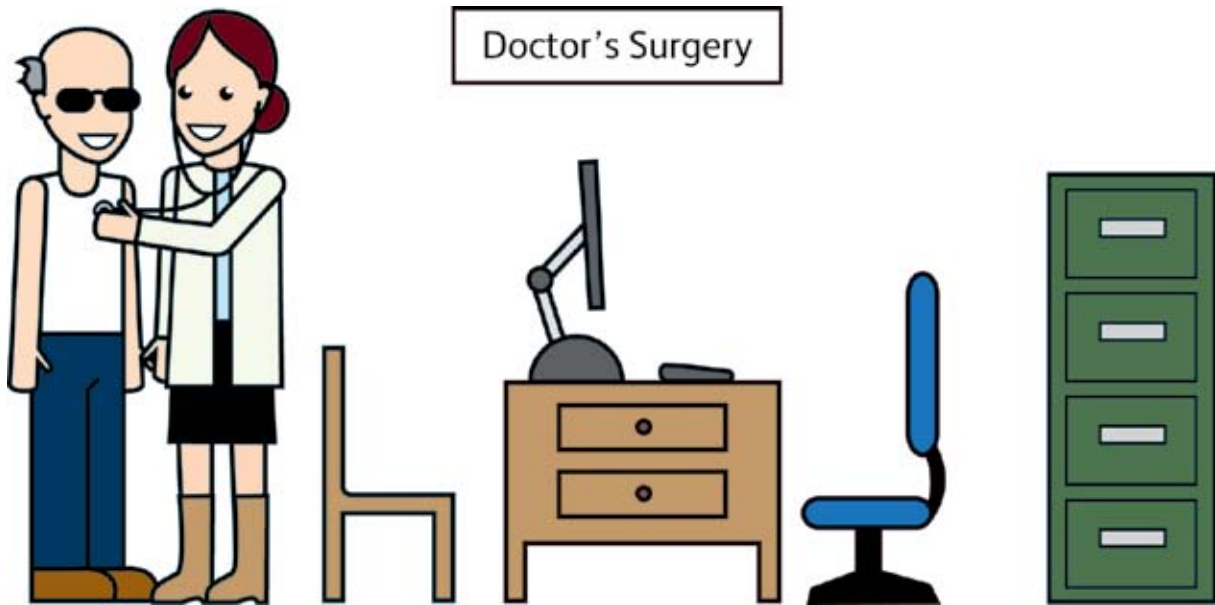
A lesbian is a woman who is attracted to other women.

A gay is a man who is attracted to other men.

A bisexual is someone who is attracted to both men and women.

A transgender person is someone who thinks they should be the opposite sex to the one they were born with. They can dress as, or have surgery to become, a member of the opposite sex.

We will meet this goal by telling more people about our services. We will also help our workers use forms and documents to tell people about our services.



Why we picked this goal

We picked this goal because of these things.

- Not all patients know about the **health** services that we give to people. Some patients do not know they can put themselves forward for a service.
- We need to get **lesbian, gay, bisexual and transgender people** to trust **health** care workers. And we need to get **health** care workers to understand the **health** needs of **lesbian gay, bisexual and transgender people**.
- **Gypsies and travellers** are more likely to use emergency services than the normal, everyday services.

- Younger people are more likely to use the accident and emergency department at a hospital than go to see their doctor
- A lot of people from some ethnic groups do not turn up for hospital services.
- Many **black and minority ethnic** people use emergency services instead of their doctor. Some of these people find it hard to talk to **health** workers.

Equality goal 4

We will make **reasonable adjustments** for learning disabled patients who use our services.

Reasonable adjustments

This is when a change is made to a work area, the way something is done or the way we work. The change makes it easier for a disabled person to do their job, or for a disabled **customer** to get better services.

We want all our workers to be able to work well with learning disabled people. This will make sure we follow the law.



We will make **reasonable adjustments** for learning disabled people. For example, we will do these things.

- We will offer learning disabled people longer appointment times.
- We will offer learning disabled people the first appointment of the day.
- We will show learning disabled people round the services and make sure they understand what the services do.
- We will offer to visit learning disabled people at home instead of having them come to a clinic.



- We will keep learning disabled people away from noisy areas and bright lights.

We are working with Mencap to make these **reasonable adjustments**. Mencap are also going to help us make new rules and ways of working that will help learning disabled people and people who find it hard to use our services.

Why we picked this goal

We picked this goal because of these things.

- Many learning disabled people do not live as long as other people. And a lot of learning disabled people are **obese** or have heart conditions.

Obese or obesity

Being obese means having too much body fat. This means that a person weighs more than is healthy for them.

- We want to get rid of the **barriers** learning disabled people face when they need **health** care.

Barriers

These are things that stop disabled people living like other people. For example, the ways other people think and act towards disabled people.

- People with moderate to severe learning disabilities are 3 times more likely to die than other people. This is more likely to happen to young learning disabled adults, learning disabled women and people with Down's syndrome.

Equality goal 5

We will ask all our workers to tell us if they are disabled. We will make **reasonable adjustments** and give support to all our disabled workers.

We want more of our workers to tell us if they are disabled or if they have a long-term medical condition.



We will talk to all our workers and give training about this **equality** goal. We will make sure our workers know that if they tell us about a disability they will be able to get help from **Jobcentre Plus**.

Jobcentre Plus

This is a place where people go to get help and support to find a job.

If our workers tell us about a disability they will be able to get help with these things.

- Any equipment they need.
- Changing their working hours.
- Their work and the area where they work.
- Any communication needs.
- Any training needs.

Why we picked this goal

We picked this goal because at the moment nearly 3 out of every 100 of our workers have told us they are disabled.

But in our last staff survey, 16 out of every 100 people said they were disabled or had a long-term medical condition.

help and advice on jobs and training for people who can work and financial help for those who cannot

Equality goal 6

We will get more **black and minority ethnic** people in the top jobs.

We want more **black and minority ethnic** people in the top jobs so they can look after and meet the needs of workers.

We will do these things.

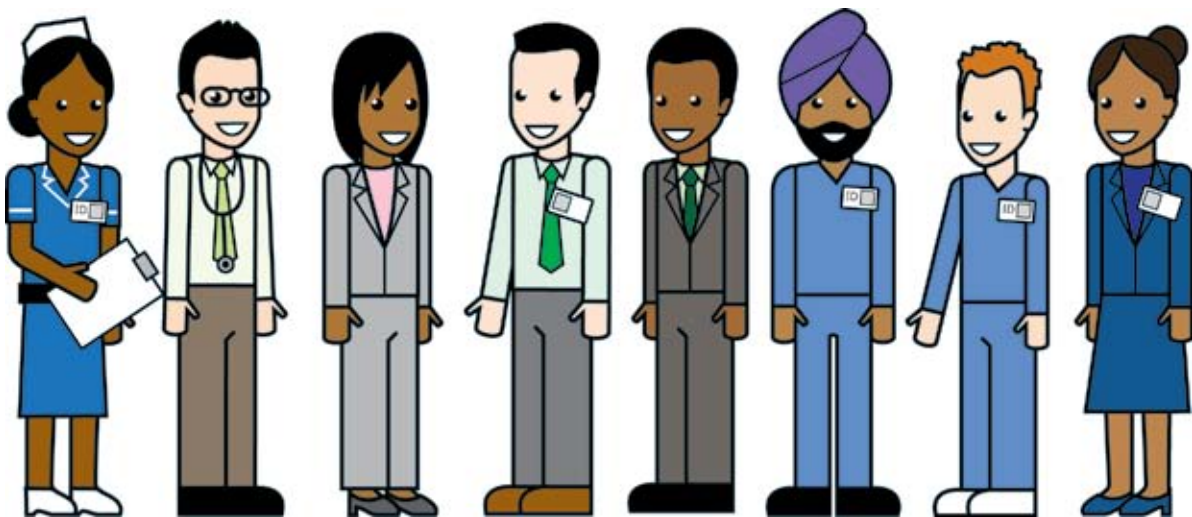
- We will give our **black and minority ethnic** workers a programme to help them take control of their lives. This is called the empowerment programme.
- We will give our **black and minority ethnic** workers the chance to work for a short time on other jobs.
- We will give the **Diversity** and Inspire Network the chance to look after the interests of our **black and minority ethnic** workers.
- We will make sure that when we are looking for more workers, the selection process is equal and fair.

Why we picked this goal

We picked this goal because only 19 out of every 100 of our leaders are **black and minority ethnic** workers. But out of all our workers, more than 35 out of every 100 are **black and minority ethnic** workers.

It makes sense to have workers that represent our patients.

By having more **diverse** workers and having **diversity** among the people who make decisions, we will have a service that meets the needs of all our patients.



Checking how well we are doing

The leaders of the Central London Community Healthcare Trust will set up a 4 year plan to reach our **equality** goals.

The plan will show who is running the different parts of this programme. It will also show the dates that the goals have to be reached.

We need to let people know how we are getting on. Every year we will write a report to show how close we are to reaching the 6 **equality** goals.

We will put this report on our website in April 2013.

Words list

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Diabetes

Diabetes is when a person has too much sugar in their blood11

Diverse or diversity

This is a mix of different kinds of people. For example, men and women, young and old people, black and white people, disabled and non-disabled people4

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Induction loops

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If you need information in another way

We can give information to you in other languages, in Braille or in large print.

If you need an interpreter we can get one for you.

You can speak to our Complaints Manager on 01895 828638.

Our Trust

If you are interested in becoming a member of our Trust, please send an email to clchmembership@nhs.net or phone us on 0800 169 6134