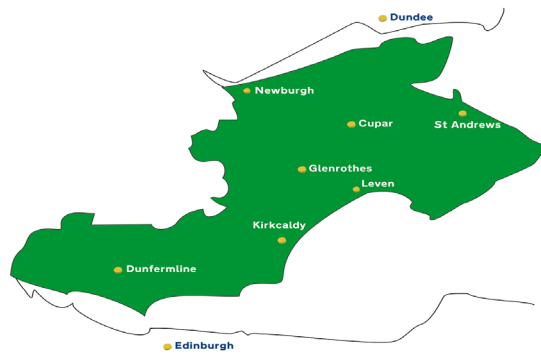




NHS Fife Equality Mainstreaming

Final Report

2017-2021



NHS Fife's Corporate Equality and Human Rights Statement

NHS Fife is committed to making health and care accessible by eliminating discrimination, promoting inclusion and ensuring a Human Rights based approach underpins all our functions and services.

Aithris Chorporra NHS Fhìobha air Cò-ionannachd agus Còraichean Daonna

Is e rùn NHS Fhìobha cothroman cùram-slàinte fhosgladh le bhith a' cur às do leth-bhreith, a' brosnachadh in-ghabhail agus a' dèanamh cinnteach gu bheil còraichean daonna mar bhun-stèidh nar n-uile gnìomh agus seirbheis.

If you require this information in a community language or alternative format e.g. Braille, audio, large print, Easy Read please contact the Equality and Human Rights Team at email: fife.EqualityandHumanRights@nhs.scot or phone 01592 729130.

If you have a hearing or speech impairment please contact NHS Fife via SMS text service number **07805800005**

If you would like assistance to access this plan or with help please also contact our partner agencies at:

Deaf Communication service

Townhouse

2 Wemyssfield

Kirkcaldy, KY1 1XW

Phone: 03451 551503

Email: swinfo.deafcommunications@fife.gov.uk

Internet : [Deaf Communication Service](#)

The Fife Centre for Equalities

New Volunteer House

16 East Fergus Place

Kirkcaldy, KY1 1XT

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Internet: [Fife Centre for Equalities](#)

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Welcome

Helen Buchanan, Director of Nursing, Equality and Human Rights Executive Lead, NHS Fife



Hello, I am the Executive Lead for Equality and Human Rights for NHS Fife.

It is my responsibility to ensure that we comply with The General Equality Duty 2011 and the Specific Duties (Scotland) Regulations 2012 of the Equality Act 2010 are met and published as required. I welcome you to read this report, and reflect on the work achieved so far, not forgetting that this is only a reflection of the breadth of work undertaken across the whole of NHS Fife, that shows you how we have made advances to eliminate discrimination, foster good relations and advance equality of opportunity.

One of the most important areas of work that underpins NHS Fife equalities work is public and staff involvement. Enabling people, public and staff to have a say and contribute, realises and exercises their human rights to participate in decision making about how services are organised and developed. NHS Fife wanted to refresh and create a new structure which we intended to be flexible, supportive and welcoming to the public, so they could feel confident at participating and actively being involved in the redesign of services etc. NHS Fife produced a public engagement and involvement strategy with a new process for attracting further public participation and involvement. A directory was created that services can use to reach out to our wider community, seeking comment and requesting involvement. The directory has strong representation from many equality groups and individuals keen to be part of our ongoing business. Our directory is always 'open' and we actively seek more public inclusion. We aim to provide support for our public involved via our volunteer coordinators who will and can give support to be included. We recognised that public and staff involvement can help us to greatly improve our quality of care, as their experiences are ones we can learn from.

Supporting our listening and learning from staff and communities, NHS Fife regularly conducts full integrated Equality Impact Assessments (EQIA). The EQIA's are conducted with public and staff representation, drawn from the directory of engagement and across our third sector

partners. We publish these on the NHS Fife Equality and Human rights web pages. The impact assessments require us to think carefully about our actions, and whether they may cause inequality or discrimination. We value this duty and respect the purpose of this approach and action.

I hope you enjoy reading more about our journey over the past four years.

The future brings more opportunity to improve our equality and human rights work.

Helen Buchanan

1. Summary

NHS Fife has a population of 368,080 (approx) with a diverse mix of communities of interest and socio-economic groups.

There is one Health Board and one Local Authority, Fife Council. Fife's Health and Social Care Partnership (including Primary Care) sits between the two parent organisations.

In March 2017, NHS Fife published their second set of Equality outcomes along with details of how we intended to embed equality and human rights into practice. This report provided an update on the progress made towards NHS Fife Equality mainstreaming plan set of outcomes and work undertaken to improve and expand our efforts to achieve equality in health, during this period. This report summarizes actions taken to meet our equality and public sector duties for the period 2017-2021. The following outcomes were set during this period;

Equality Outcome 1

Patients living with a disability are supported to effectively manage their own health.

Equality Outcome 2

Spiritual needs of patients are met.

Equality Outcome 3

Health of the Gypsy Traveller Community is improved.

Equality Outcome 4

The workforce reflects the diversity of the local population.

Equality Outcome 5

LGBTi + people experience improved services.

Summaries of Key Improvement Areas

- Interpreting and Translation Services
- Equality Plan – Embedding Equality Practice in our Daily Work; Violence, Aggression and Hate Crimes, Violence against women, Training and Development
- Improving Access and Information for British Sign Language (BSL) Speakers to Eliminate Unlawful Discrimination
- Promoting Health of Looked after Children to Ensure Improved Health Outcomes, by Advancing Equality of Opportunity and Eliminating Discrimination.
- Improving Patient and Community Relations; Fostering Good Relations; including work with the third sector; Advocacy and Carers
- Reducing Stigma of Mental Illness to Eliminate Unlawful Discrimination
- Improving Access to Services for People Experiencing Discrimination on the Grounds of Poverty
- Providing Ethically Sourced Goods and Services.
- Equality Impact Assessments

2. **Interpreting and Translation services**

2.1 Interpretation

NHS Fife recognises the need for good communication for everyone. This ensures that our patients, public and staff alike are able to understand and express themselves clearly. Providing support to communicate is a legal and ethical obligation of NHS Fife and is enforced by legislation in the form of the Equality Act 2010 and Public Sector Duties Act 2011.

NHS Fife is committed to providing the most appropriate and effective communication method for the patient, which enables the workforce to deliver services that are person-centred, safe, effective, timely, responsive and equitable. Provision of a range of communication supports are available including interpreting and translation.

NHS Fife provides a range of interpreting services, including face to face interpreting; along with telephone, audio and visual via an online APP.

We have recorded and responded to any interpreting related complaint, working with our providers to ensure and improve the services offered. We monitor interpreting complaints and take action to address patient feedback.

Example; A patient asked that in future his communication could be better supported by offering him a 'boogie board' which he would use to write down his questions etc. These were purchased and one placed in the department in question.

We have increased our joint work with local agencies such as our local Deaf Communication Service to support patients who need additional help to get to appointments, we worked with them to review our loop systems and improve signage and we actively engage with a public participation group, listening to concerns and comments raised by our deaf / Deaf community.

To support patients across all our services, NHS Fife purchased 80 iPads, which we added our service providers interpreting APP onto, thereby providing instant access to interpreting in both visual and audio formats between patient and staff. Staff are encouraged to use the iPads and the interpreting APP for general conversations during their ward stay, making them feel less isolated and more included in ward life and during their hospital stay. These have also supported people to remain connected with their families whilst visiting times have been limited.

An increased amount of ‘Interpreter on wheels’ devices has been made available. A review of interpreting by service was carried out and devices were purchased to support the high demand in some areas for interpreting such as dental and physiotherapy. More recently, these have enabled the continuation of interpreting to be provided during more restricted times and have ensured particular services established for the purpose of COVID 19 have access to interpreting. The devices minimise the need for face to face interpreting, in circumstances where a face to face is not always necessary.



Near me is an online appointment and consultation platform. A full local Equality Impact Assessment and localised trials have resulted in staff and public guides being produced which detail how to use interpreting as part of this online service. The staff guide informs our teams of the appropriate use of on line interpreting and a patient guide supports patients to use Near Me when they have an appointment. These guides are available from NHS Fife website, and are also provided in a British Sign Language version. The guides have also been shared with partners to help patients find the support they need to use Near me.

2.2 Translation

NHS Fife provides translation for the following type of documents:

- Consent Form
- Immunisation Record
- Inpatient Resource
- Leaflet
- Letter
- Patient Record (Medical Record)
- Police Check (HR)
- Poster
- PowerPoint Slides
- Questionnaire
- Reference (HR)
- Report
- Social Story Board

The top 3 languages frequently requested are: Arabic, Polish and Romanian.

And of course many documents are translated back into English for patients having moved here or returning from travelling abroad.

Overall, for the period between July 2016 and July 2020, we accommodated over 435 requests.

3. Embedding Equality Practice in our Daily Work Hate Crimes and incidents, Violence against Women

3.1 Violence, Aggression and Hate Crimes

Violence and Aggression; Zero Tolerance

Following lengthy discussions and consultation with staff about the continued use of the national campaign and strap line 'Zero tolerance', feedback suggested that staff and patients understood this to refer primarily to violence and aggression caused or related to drugs, domestic abuse, anti social behaviour. As a result the general feedback led to a decision that in more recent time this statement had become somewhat diluted.

NHS Fife continues to use the following pledge;

- To treat patients with dignity and respect
- That all staff have the right to be treated with dignity and respect and to work in a safe and non hostile environment
- That physical or verbal abuse or disruptive behaviour in any form will not be tolerated
- That any such incident will be treated seriously
- That support will be given to staff who wish to pursue legal action where appropriate

NHS Fife wished to retain this 'Pledge' but that it be supported by clear terms of reference for the future action. Furthermore, 'Zero' is impossible to attain, so for monitoring and improvement of such an outcome a new measureable statement was put in place. The forming of a strategic group, ' **Violence and Aggression Management Forum** to effectively manage, monitor and minimise acts of Violence and Aggression towards Staff, including 'hate incidents' within NHS Fife which will ensure that patients, staff and the general public feel safe and secure.

3.2 Hate Crimes

NHS Fife has seen an improvement in recording of racially motivated Incidents.

Specific provision has been made within the DATIX recording system, through a range of drop down options, which enable staff to highlight their perception that the incident is motivated by hatred. These incidents are flagged for the NHS Fife Lead Officer for Community Safety and the Equality and Human Rights Officer, who can advise staff and managers and where necessary signpost them to Occupational Health services or referral to external support agencies or the NHS Fife staff listening service. This information is then fed back to the Violence and Aggression Forum and Equality and Human Rights Strategy Group for discussion and recommendations.

Violence and Aggression Management Forum Constitution & Terms of Reference

Pledge against Violence and Aggression towards Staff

3.3 Violence against Women

NHS Fife works closely in partnership with various local and national organizations. Fife Violence against Woman (VAW) Committee steers the agenda to eliminate violence against women and girls across all partners in Fife. The aim is to provide a “Scotland where all individuals are equally safe and respected, and where women and girls live free from all forms of violence and abuse-and the attitudes help perpetrate it”. NHS Fife has and will continue to support delivery of the local VAW actions plan by providing training and advice to staff predominately within the NHS and other 3rd sector agencies through the MARAC training, Female Genital Mutilation (FGM) and Zero Tolerance training and also participating in Multiagency Risk Assessment Conferencing (MARAC) by supporting joint working where the individual requires ongoing care or treatment. We have also commenced and aim to establish action planning within our present roles to promote equality across Fife so all agencies are working and establishing the same outcomes. The Gender Based Violence Nurse Advisor Specialist also provides a holistic support service for any individual who has sustained a rape or sexual assault. This is completed with Police, Forensics Services and also FRASAC (Fife Rape and Sexual Assault Centre) to provide a continuum of care.

NHS Fife has and will continue to promote positive gender roles in appropriate project work and seek to early identify any patient or staff domestic abuse throughout services, by focusing on particular settings such as mental health, addictions, women's services and at Accident and Emergency. At present NHS Fife have 3 trained members within our GBVNAS (Gender Based Violence Nurse Advisory Service) who have completed the necessary trauma informed training within our colleagues within the partnership for response to any individual or member of staff who have sustained any form of inequality and abuse. NHS Fife has and will continue to conduct campaigns in accordance with all the Fife Violence against Women Partnership agencies and work to achieve transparent networking and social campaigning.

3.4 Training and Development

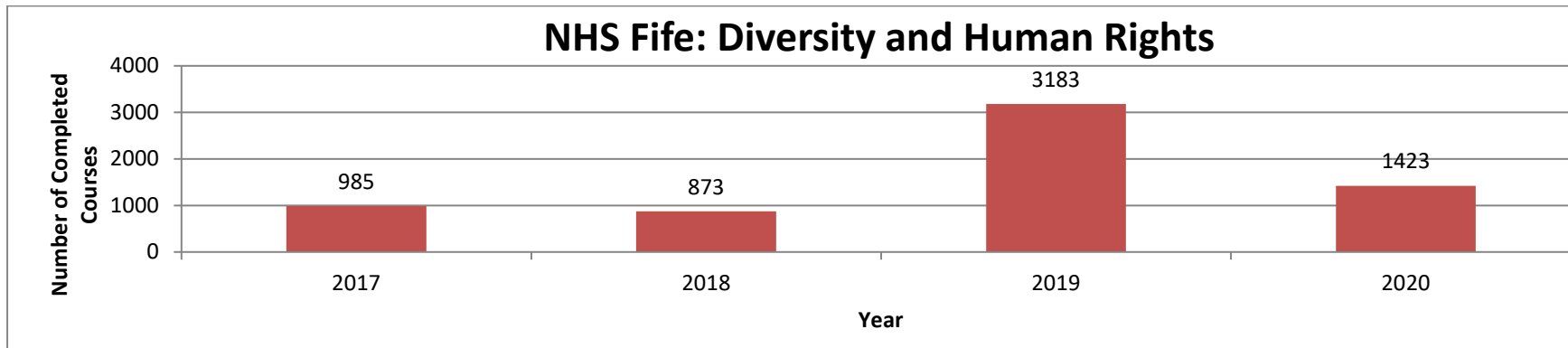
NHS Fife continues to develop a suite of learning and training opportunities on various aspects of Equality and Human Rights for all disciplines and professions and at all grades. NHS Fife provided 25 Deaf awareness sessions.

The sessions included a mixture of sessions, bespoke to department needs and ranging from between 30 minutes to 60 minutes, with over 128 staff members attended the sessions across various NHS sites.

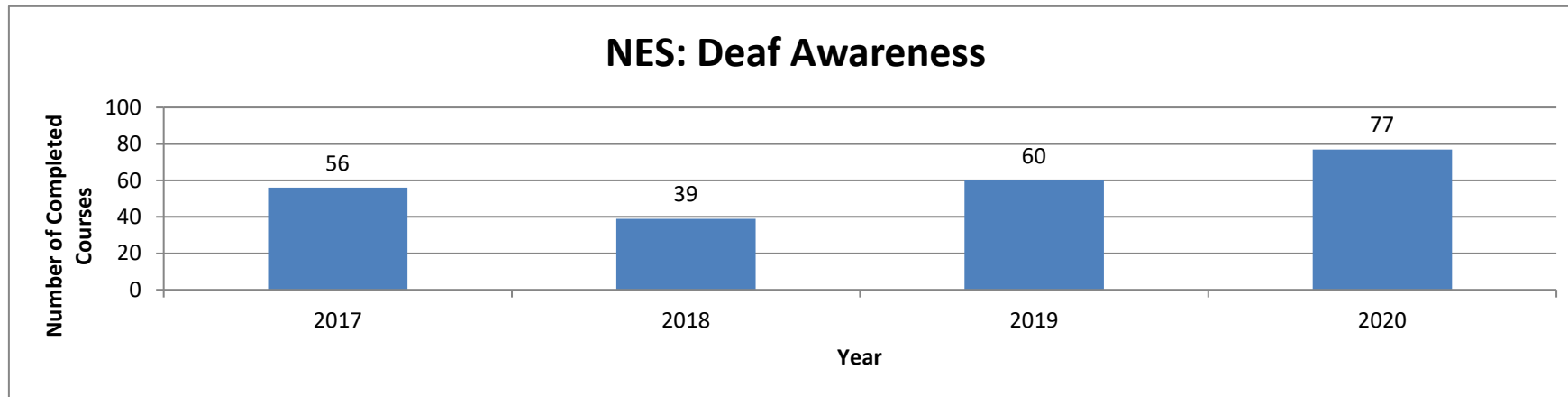
[Report on Pilot Deaf Awareness Sessions for Staff 2017](#)

NHS Fife also hosts the following e learning modules with the following completed over the past 4 years. A noticeable difference in those completing these modules is demonstrating staff awareness of equality and human rights and learning needs on these subjects.

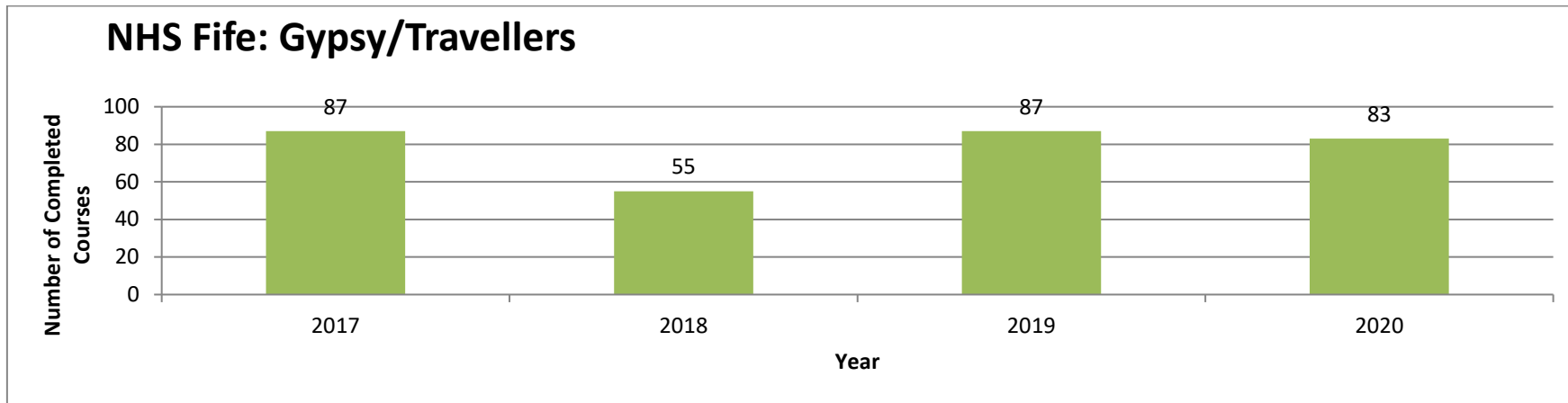
Course: NHS Fife: Foundation Equality, and Human Rights Course



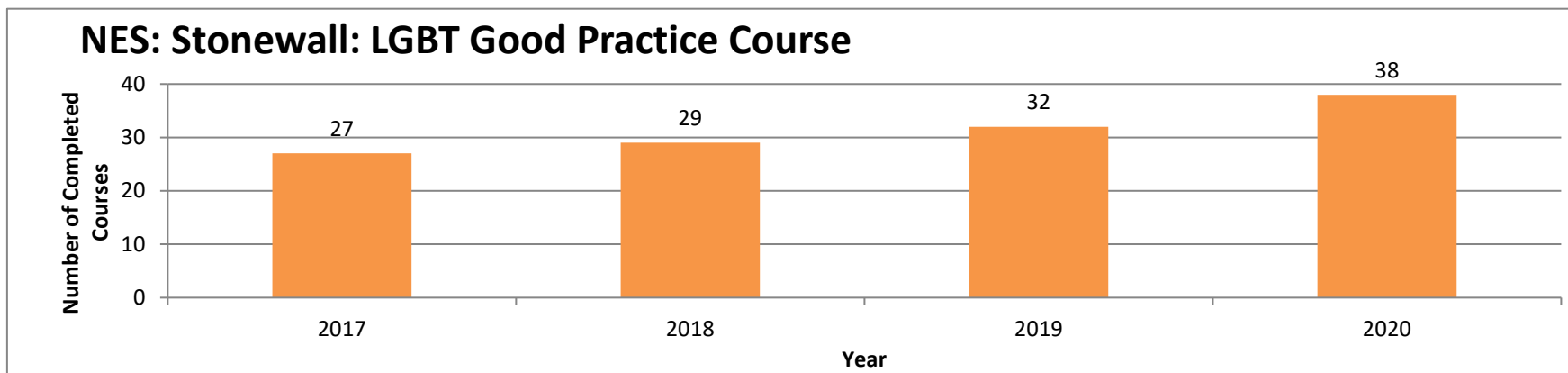
Course: NES: Deaf Awareness Course



Course: NHS Fife: Gypsy / Travellers Course



Stonewall LGBT Good Practice Course



3.5 Health Promotion Training Programme

The 2019-2020 edition of the Health Promotion Training Programme features a wide range of free training courses aimed at helping people working in Fife to contribute towards preventing ill-health, improving health and wellbeing and reducing inequalities in health across Fife.

Focusing on prevention and tackling inequalities is a key strategic priority for Fife Community Planning Partners. The training opportunities offered through the program directly support many of the ambitions and priority themes set out in Fife Local Outcome Improvement Plan 2017 - 2027 'Plan4Fife'. NHS Fife is pleased to support this agenda on behalf of the Fife Communities and Wellbeing Partnership.

This programme is produced by the Health Promotion Service, part of Fife's Health & Social Care Partnership. NHS Fife is delighted that many of our colleagues from various different organisations in Fife continue to work with us to share their expertise and ideas through the delivery of this program. Programs also receive funding and support from Fife's Health and Wellbeing Alliance.

NHS Fife offers an extensive suite of Mental Health Training courses which directly support delivering the priorities in Fife's Mental Health Strategy 2019-2023 "Lets Really Raise the Bar".

Some of the courses such as safeTALK, Reducing Health Inequalities and Steps for Stress can be delivered in-house to meet the needs of specific services.

4. Improving Access and Information for British Sign Language (BSL) Speakers to Eliminate Unlawful Discrimination

- We will continue to learn from and understand the needs of the British Sign Language (BSL) community by regularly meeting with BSL speakers and involving them in the work of the Participation and Engagement network and forum.
- We will draft and monitor the BSL patient experience, presenting these to services and corporate functions with the aim to raise awareness and make service improvements.
- We aim to improve the range of materials available to our BSL community, ensuring they have equal access to health information.

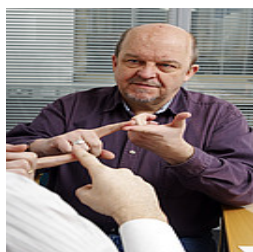
Following the British Sign language Act of 2015, NHS Fife has had a BSL operational action plan (2018-2024) in place and worked closely with partners including our BSL interpreting provider and our local Deaf Communication Service to do the following;

- deliver more information in an accessible format – information translated into BSL,
- to engage in a group forum to allow us to have direct communication with Deaf and hard of hearing individuals,
- to continue to improve access to services by improving our communication routes such as making improvements to our text messaging system.
- Monitor feedback and complaints and take action to address these

An example; a forum member raised a concern about the use of online BSL interpreting via a technological device (interpreter on wheels), for a visit to the hospital. NHS Fife reviewed the guidance for the use of the on line devices for BSL interpreting and by working with the group forum and the individual we redrafted the guidance and criteria for use.

NHS Fife provides a public/patient drop in session once a month, which helps our BSL speakers and hard of hearing patients to talk with us directly, raise any issues, provide a comment and give us feedback and tell us about their experiences. See further actions undertaken in the attached health section of the action plan.

[Outcome 6: Health, Mental Health and Wellbeing](#)



5. **Promoting Health of Looked after Children to Ensure Improved Health Outcomes, by Advancing Equality of Opportunity and Eliminating Discrimination.**

NHS Fife key actions listed in the Mainstreaming plan were as follows;

- NHS Fife will provide a Looked After Child (LAC) Health Assessment for all LAC children, supporting access to adult services and addressing immediate health needs.
- NHS Fife will ensure a competency framework is in place for all nursing provision for LAC, to ensure the best standard of care is provided for the most vulnerable children.

The school nurse service offers a Health Needs Assessment for all those individuals newly received into care, within the recommended 4 weeks. Many of the health needs identified by School Nurses remain an issue for children and young people as they move into adult services. NHS Fife recommends the provision of an advocate for all Looked After Children. We will continue to highlight the need for all Looked After Children to have an advocate to support them in their choices, reducing disadvantage and discrimination in access to services, support and health. We will continue action to address these issues, with further actions detailed in the children's plan.

Advocacy provision is managed by Fife Council Social work, NHS Fife recommends advocacy be provided for all young people, if consenting at the Health Needs Assessment. The summary of the Health Needs Assessment is provided to Fife Council Social Work. NHS Fife has put in place a competency framework for undertaking Health Needs Assessments for the school nurses.

6. Improving Patient and Community Relations; Fostering Good Relations

NHS Fife stated they would;

- Establish a forum to take responsibility for driving the participation and engagement agenda and ensuring alignment and coordination across all work streams, really embedding the patient and public viewpoint.
- We will ensure that the new forum will include a wide range of stakeholders.
- We will source ‘Ambassadors’ from our planning areas across Fife to ensure that many different views are heard.
- And we will have structures which enable those voices to be heard.
- NHS Fife will ensure that services become aware of the role of the ‘Local Area Coordinators’ and that health services are able to sign post appropriately.

6.1 A revised model for public participation and engagement

NHS Fife has established a working model for participation and engagement. The model supports services to involve, consult, engage and participate at the right level. Partners come together with NHS Fife to provide an advisory group which helps services to engage effectively, and supports their participation work to be more inclusive. The advisory group works to service public interests across both NHS Fife and Fife Health and Social Care Partnership. A large directory of public contacts has been established with individual’s interests and lived experience recorded. An advisory group guides the process and provides an inclusion focus for any service requesting participation or engagement with those involved in the directory. We work in partnership with local agencies to also seek views and experiences. A fairer and more representative participation and involvement approach is also supported by participant forums and network meetings.

6.2 Advocacy

NHS Fife continues to be a joint partner in the development and delivery of Fife Advocacy Strategy. NHS Fife participated in joint advocacy development sessions with local providers aimed at establishing a joint working statement and to set the future plans for the drafting of a new Advocacy strategy. Ipads held on each ward have also provided the patient with access to their advocate, thereby continuing the advocacy support for the individuals and helping to maintain that important relationship, whilst in hospital.

Advocacy continues to support patients to effectively make comments, complaints and raise concerns.

A series of pop ups were held across NHS Fife premises during 2018. Patients, staff and public were offered information and details of how to access advocacy services. For more details click on [Fife Advocacy Strategy 2018-2021](#)

6.3 Children's Services



Children's Services has made a commitment to ensure that its responsibility of the United Nation Convention on the Rights of the Child (UNCRC) requirements to the Scottish Government is undertaken effectively and have developed a number of steps to ensure that they are embedded into day to day practice.

Children's Services has prioritised promoting the needs and rights of children, young people and their parents and carers, recognising that they should be central to all assessments, interventions and planning.

Children, young people and families' views are listened to, valued and respected. Best practice recognises and values the importance of working with children and young people and their families in a manner that supports them to feel empowered and meaningfully engaged in any assessments and planning for them.

The following developments have been undertaken:

- Development of Children and Young People's Engagement and Participation Framework' to support services to consider how they can engage children and young people in decision making processes
- Implementation of Children's Rights & Wellbeing Impact assessment
- Development of Wellbeing / Rights Wheel
- E-learning module and 7 minute briefing to increase awareness of all staff across services.
- Undertaken consultation with children , and young people to inform new priorities for Children's Services Plan
- Undertaken further engagement with young people and families to review services delivery during COVID 19

- Use of digital platforms to share accessible information
- School Nursing, Health Visiting and Family Nurse Partnership undertook test of change to support Excellence in Care developments.

[Excellence in care leaflet](#)

[The Rights Wheel](#)



Children's services have paid particular focus to participation of children young people and families, using the 'What Matters to you' program to further engage and listen to individuals and groups. This opportunity helps develop closer working relationships with families in order for children's services to learn more about how they can provide better care and support.

These person centred care approaches aim to improve outcomes for patients. Here is a copy of the report from NHS Fife Children's services 'What matters to you?' work.

[Community Children's Health Services](#)

7. Reducing Stigma of Mental Illness to Eliminate Unlawful Discrimination

7.1 Walk a Mile 2019

One of the main purposes of Walk a Mile is to bring together professionals, carers and people with lived experience so they can get to know each other and walk a mile in each other's shoes. It's an activity that aims to tackle stigma that stops people speaking about their mental health.

2019's Walk A Mile was on the 25th of June across 3 venues in Fife - Silverburn Park, Stratheden Hospital and Queen Margaret Hospital with over 150 participants taking part. During the walk participants were asked to discuss questions from the Conversation Cards that were given out. "What difference can it make if someone asks if you're okay and really listens?" and "How do you care for your own mental health?"

At the end the walkers were asked to fill out the back of the Conversation Cards, which asked if they had been inspired by the day and if so, what they were going to do. Some of the comments returned were:

- More exercise. Speak to son more about mental health, Once monthly walk a mile would be great.
- On the walk I couldn't tell who was 'ill' and who wasn't. The gap is not so big. I need to remember that.
- Talk about mental health more. Not just at work but personally too.
- It inspired me to reflect on current mental health services and how they can be improved.
- How good walking is for mental health as well as physical health!
- Keep challenging stigma at every opportunity



- Try to not be afraid to discuss when things aren't going well and foster environments where people feel comfortable to discuss their mental health.

[Walk a mile](#)

8. Improving Access to Services for People Experiencing Discrimination on the Grounds of Poverty

8.1 Poverty

In practice, NHS Fife said they would;

- Focus efforts which enable staff to recognise the combined negative impact and nature of both the characteristic of the individual and situation in generating inequalities and strategies for them to adopt to address this.

Poverty affects a significant proportion of the Fife population and can have a big impact on many areas of peoples' lives. This can include their mental health and wellbeing, their ability to develop skills and learn, find or maintain employment and can threaten basic needs such as access to health, food and housing.

The Fairer Scotland Duty 2018, Part 1 of the Equality Act 2010, came into force. This duty requires us to pay 'due regard' as to how we reduce health inequalities and negative outcomes arising from any social or economic disadvantage, when making decisions. This duty is now an integral element to the Equality Impact Assessment process for NHS Fife, and, as such the impact of poverty and financial exclusion is considered with any potential impacts recognised and a reasonable adjustment made. This area of work is embedded into many areas across the whole system, including training, joint work between health and community planning, locally provided community support and developments, and food and heating provision.

Across some NHS Fife services there are Citizens Advice and Rights Fife (CARF) staff that are located on site in the departments, such as in Midwifery, to support individuals with financial concerns. This model offers direct and inclusive access to financial help. Alongside this way of working and in addition to this model of direct access, NHS Fife addresses social and economic disadvantage by training staff to identify financial poverty. A range of courses, gives staff the confidence and communication skills to sign post and support individuals to local financial services.

The Poverty Awareness Training Programme 2019/20 offered free training to support all public and voluntary sector workers in Fife. Courses were suitable for people who had little experience of supporting service users with these issues and/or those who wished to update their knowledge and skills in these areas.

This training programme is funded by Fife Partnership, through the Plan 4 Fife to tackle inequality and work towards a fairer Fife.

Fife Health & Social Care Health Promotion Training Team carried out the operational organisation and coordination of the programme while Fife Council, Child Poverty Action Group (CPAG) Scotland, Citizens Advice and Rights Fife (CARF), Education Scotland, Fife Gingerbread and Health Promotion were involved in the delivery and facilitation of each course.

The following courses were available:

- Introduction to understanding Households in Financial Crisis
- In-work Poverty Training for Managers
- Supporting Low-Income Households to Manage Benefit Changes
- Steps for Stress Workshop
- Hey Girl - Period Poverty
- Universal Debit

- Pimp my Purse
- Do your bit – help to reduce Child Poverty
- Supporting Hard Up Households (eLearning)
- Welfare Reform: What you need to know (eLearning)

A total of 15 face to face courses were offered. A total of 125 participants were in attendance.

Poverty Awareness Training Programme 2019-2020

[Poverty Awareness Training Report 2019/20](#)

- We will continue to develop our partnerships across community planning and within the ‘locality’ arrangements, providing support for public health initiatives and efforts to improve the local infrastructure which is in the spirit of sustaining and optimising health and wellbeing.

Locality planning; established across the 7 committee areas in Fife, have a core group and a wider stakeholders group, which meet twice a year. The locality groups meet to address locally identified priorities and establish new joint ways of working.

- It is envisaged that many partnerships between services will develop in the ‘community hub’ setting. These ‘hubs’ will aim to address social disadvantage for the patient (NHS Fife Clinical Strategy, 2016-2021).

Community health and wellbeing hubs are now open and running across Fife in different locations. These provide a source of contact for the public with housing, social work and health. The ‘hubs’ have supported many people to access further help and support.

The NHS Fife ‘Carers and Patients Information Point’ will support signposting thereby advancing equality of opportunity.

The Health Promoting Healthcare Services framework supports the patient’s right to health information and support for social aspects of their care whilst in Hospital.

The Carers and Patients Information Point (CPIP) has supported many patients, relatives, visitors and staff to source information, help with referrals to partner organisations and find a local community support group. The CPIP is manned by organisations such as the Carers Centre, Fife Young Carers, MS Society, Fife Disability Housing Association, etc, A rota is in place and operated with each organisation hosting their service on a monthly basis. The main information requested is for dementia and mental health.

9. Providing Ethically Sourced Goods and Services

9.1 NHS Fife procurement is committed to comply with the Equality Act 2010 and will ensure procurement services are delivered in a non-discriminatory manner that ensures fairness and equality to all stakeholders. NHS Fife procurement will work towards preventing and eliminating discrimination between people on grounds of race, disability, gender, sexual orientation, age and faith or religion by making sure that we build equality and diversity into all our working practices.

NHS Fife procurement will:

- Make sure that we purchase goods, services and facilities in line with our equalities and diversity commitments.
- Not use suppliers or organisations who do not share our values on equality of opportunity and diversity.
- Ensure all businesses from diverse communities have an equal opportunity of competing for NHS Fife procurement contracts.
- Ensure SMEs have an equal opportunity of competing for NHS Fife procurement contracts.

NHS Fife pledged to purchase goods and services from ethical providers, continuing to build on our original outcome from our Equality Mainstreaming plan of 2013-2017. This outcome is now embedded, as ethical procurement must be an integral element of the operational partnerships and agreements with providers. All documentation has a requirement to request a copy of the providers' equality policy or statement of such equivalent with regard to the Equality Act (2010). Fairness Matters, The Fairer Fife Commission, November 2015 supports the need for NHS Fife to further embed its ethical practice to reduce health inequalities at a local level by increasing local procurement from local sources. Our intention to commission and procure local services by NHS Fife also enables us to contribute to addressing inequalities for local population by securing employment and local economic growth for all.

NHS Fife continues to work within given NHS Services Scotland National Procurement Policy.

10. **Equality Impact Assessments**

10.1 A full review of the EQIA toolkit was undertaken during the period between 2017 and 2021. The revised documentation ensured that the Public Sector Duty (2018) to address social and economic impacts was included. The Children and Young People's Rights Impact assessment is in place and has also been embedded into the Equality Impact Assessment toolkit. All Equality Impact Assessments will prompt staff to consider the rights of children and young people in the policy or plan that they are assessing.

The Children and Young People's Rights impact assessment includes reference and structure to enable NHS Fife to engage and involve young people, as referenced under 'Improving Patient and Community Relations; Fostering Good Relations'. An appointed children's participation officer is in post to support services to include young people and children and a joint participation and engagement structure and process is in place with Fife Council. This provides us with the assurances that children and young people are included in the Equality Impact Assessment process and that we implement, consider and address as identified any impact of service change upon young people, with young people.

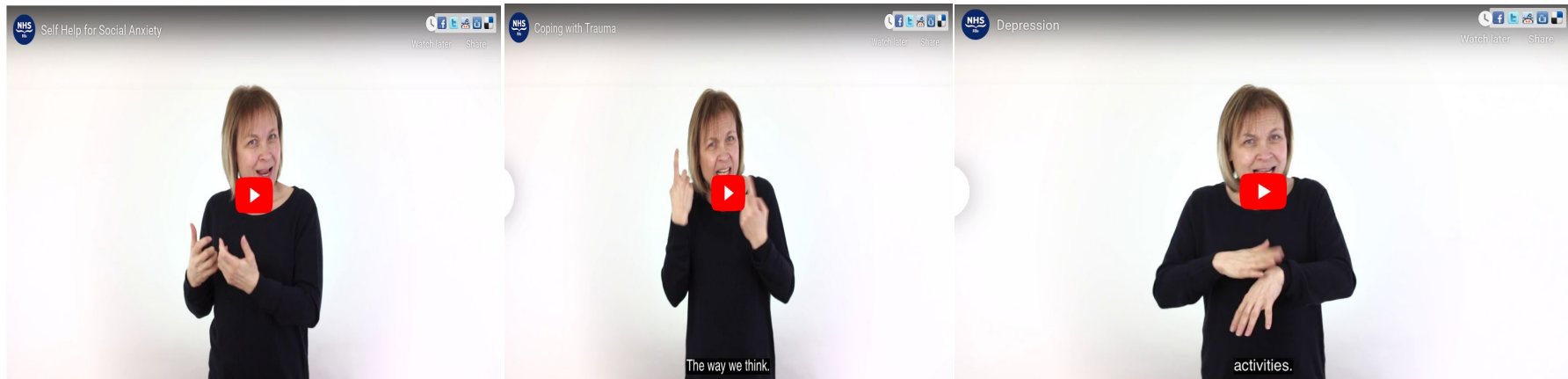
Attached is a copy of the revised NHS Fife Equality Impact Assessment toolkit.

11. Equality Outcomes 2017-2021

11.1 Equality Outcome 1 *Patients living with a disability are supported to effectively manage their own health.*

NHS Fife have increased the range of information in British Sign Language (BSL) and promoted access to these films via our local BSL interpreting provider, including on their websites, our websites and YouTube availability. Availability of mental health information has increased over a range of subjects including expanding the resources available to support mental health and these are now hosted onto a new NHS Fife website called Access Therapies Fife. NHS Fife will continue to prioritise BSL health information in video formats.

Self help for social anxiety, coping with trauma and depressions, are three of the recently published resources supporting mental health.



A test and trial location for the use of a ‘coaster’ system which helps hard of hearing patients to know their appointment is being called is ready to take forward. This work will take place in an audiology clinic where waiting times can be lengthy. The coaster system will offer the patient the security of moving about, going for a rest break etc whilst waiting. This service improvement has been led by patient feedback, complaints and involvement from local hard of hearing groups.

Not all disabilities are visible

For ‘What Matters to You Day’ in 2018, NHS Fife worked with the Fife Branch of the National Ileostomy (Fife IA) and Internal Pouch Association to help raise awareness of the condition.

Person Centred Care; NHS Fife brought the issue of a ‘hidden disability’ to the staff and public attention. The awareness work centred on an experience that the Chair of the Fife National Ileostomy association group shared at a public participation network meeting. The Chair talked

about someone with a hidden disability being challenged after using a 'disabled toilet' (the toilet had a wheelchair symbol on it). The person using the disabled toilet had been verbally abused and felt very distressed after the experience.

The Fife IA support group and the Equality and Human Rights team worked together and in conjunction with Grace Warnock (Scots Young Person of the Year 2018) to promote 'Grace's Sign', the sign promotes accessible toilet signage in public areas. We linked the planning and activity for this work to 'What Matters to You Day' for 2018. Fife IA designed a questionnaire and a poster for their pop-up session, NHS Fife helped with the design and the content of the various communications.



NHS Fife continues to work closely with the local support group, to ensure adaptations and signage improves throughout all NHS Fife locations. Recent patient information stands have highlighted the campaign to improve awareness about hidden disabilities.



11.2 Equality Outcome 2 *Spiritual needs of patients are met.*

The Department of Spiritual Care set out to complete two major developments in 2018. One was the completion and launch of NHS Fife's first Fife-wide Spiritual Care Policy.

The policy promotes person-centred Spiritual Care that is safe, accessible, caring and compassionate. The policy also affirms the importance of spiritual care and outlines the responsibilities of all staff.

This ensures that staff has awareness of: the religious and cultural needs of patients should be adhered to; personal beliefs and faith of the patient are respected; and highlights the importance of spiritual care as a core dimension of Person Centred Care; integral to a patient's journey and quality experience.

Following the publication of NHS Fife Spiritual Care Policy, there have been requests from a number of Health Boards in Scotland and two Health Trusts in England requesting permission to include the Policy as part of the revision of their own policy.

Over the past 12 months, the UK Board of Healthcare Chaplaincy has been undertaking a revision of its Professional Standards for Healthcare Chaplains. NHS Fife's Head of Spiritual Care has participated fully in these discussions and the development of Professional Standards for Scotland (Spiritual Care). Many of the key principles contained within NHS Fife's Policy are reflected in these recently approved standards.

The second major development was the launch of a set of Bereavement Resources, including the provision of the national information pack to support those who experience bereavement. The pack contains a booklet highlighting the practical steps the bereaved are required to undertake following a death, as well as information about support groups and other useful resources. The Bereavement resources support the delivery of sensitive care of the deceased, the bereaved and staff. As a result of the work in this area, the Department was asked to make a presentation to



NHS Scotland's first ever National Bereavement Conference in November 2019. Subsequently, the Department was invited to participate and contribute to the development of Scotland's new national "Bereavement Charter for Adults and Children" which was published in June 2020. This has been translated into the main languages used within Fife.

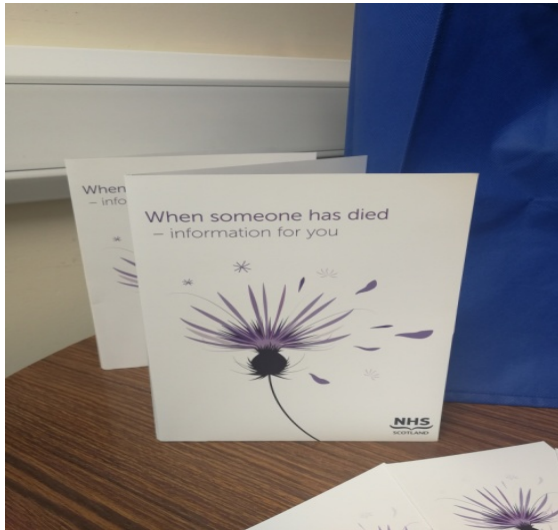
The Respect Resources can help those who are bereaved to start that process of grieving, and as a resource to help focus and open up a conversation about bereavement and loss which is part of the grieving process. 'Respect Resources' including 'Respect Cards' have been created as a visual indicator to 'visiting staff' that a death has occurred on the ward. 'Respect Bags' for the deceased's possessions have also been produced and range from a small pocket sized bag for personal items such as jewellery, to larger bags for items such as clothing. These Resources have made a positive impact in clinical areas and have been well received by both staff and the bereaved. Following a generous grant from Fife Health Board Endowment Fund, we have been able to secure a further stock of these resources. The resources were also well received nationally and a number of Health Boards have developed their own resources based on those used within Fife.

The Department of Spiritual Care developed a number of additional resources, during 2020, to support staff working with the bereaved. Due to changes in the way that Boards were required to issue Medical Certificates of Cause of Death and the way in which the bereaved are required to register the death, work was undertaken with the Patient Relations Team to develop a central team to support clinical staff and the bereaved during these unprecedented times. As a result, those experiencing bereavement continue to receive a national information pack and information about local support groups based in Fife, as well as being signposted (where appropriate) to other sources of support.

What difference is it making?

The Spiritual Care Policy raises awareness to all NHS Fife staff of the importance of Spiritual Care for patients, service users and staff. Spirituality is an important part of a person's journey and can impact a person's wellbeing. As such the policy and procedures explain why Spiritual Care is essential, and why staff should recognise and support appropriate spiritual care. This is keenly seen when there is a wide

recognition about the importance of spiritual care and that despite restrictions that NHS Fife has had in place, NHS Fife has continued to meet the religious and cultural needs of patients.



The Department of Spiritual Care works closely with local belief communities to identify specific needs, especially around end of life care. Regular joint meeting and consultations with representatives of the main belief communities takes place and is hosted by NHS Fife.

11.3 **Equality Outcome 3** *Health of the Gypsy Traveller Community is improved.*

NHS Fife Gypsy Travellers Steering group is a partnership which continues to make progress to reduce inequalities for Gypsy Travellers living and travelling through Fife, by working together.

Following successful locally held national meetings with various health boards and wider organisations, Fife supported the drafting of the national Gypsy Travellers Delivery plan. The local steering group action plan is reflective of the national plan. As a result of this national leading role and significant local partnership work NHS Fife secured funding for one of the national test of change projects. The project was a one year funded test of change called 'Mums matter'.

The project aimed at addressing disadvantage caused by financial and social inequality. Mums matter was fully evaluated and has been able to demonstrate a development of trust and mutual respect between NHS Fife and our local Gypsy Travellers mums. In particular for the first time in Scotland, NHS Fife has seen mums being part of the Family Nurse Partnership.

NHS Fife continues to have good links with the community with the aim to continue to improve our engagement with them and reduce health inequalities.

See [Mums Matter Report](#)

11.4 **Equality Outcome 4** *LGBTi + people experience improved services.*

The establishment of the Fife LGBTI network has provided much opportunity to engage further with the community and involve them more in the patient centred care. Working with the LGBTI network has given NHS Fife opportunity to engage further and explore the needs of those who are Transgender. A group involving participants from the local transgender community, has enabled NHS Fife to listen more effectively to their experiences and understand inequalities for this community.

Using ‘The Voice’ tool kit and working with Healthcare Improvement Scotland, Participation and Engagement Team, NHS Fife Sexual Health Services and LGBTI network coordinator were able to draft a project plan which would take forward enquiry into the health inequalities experienced by Transgender community.

The aims of the work include;

- To find out more about the needs of the transgender population to inform future developments
- To find out more about what works well and where service improvements are required
- To increase our engagement practices with key stakeholders



- To increase our knowledge, practice and skills and confidence as a workforce

A patient forum will be created that will support the focus of this work, bringing key experiences and points to NHS Fife which will improve person centred care outcomes.

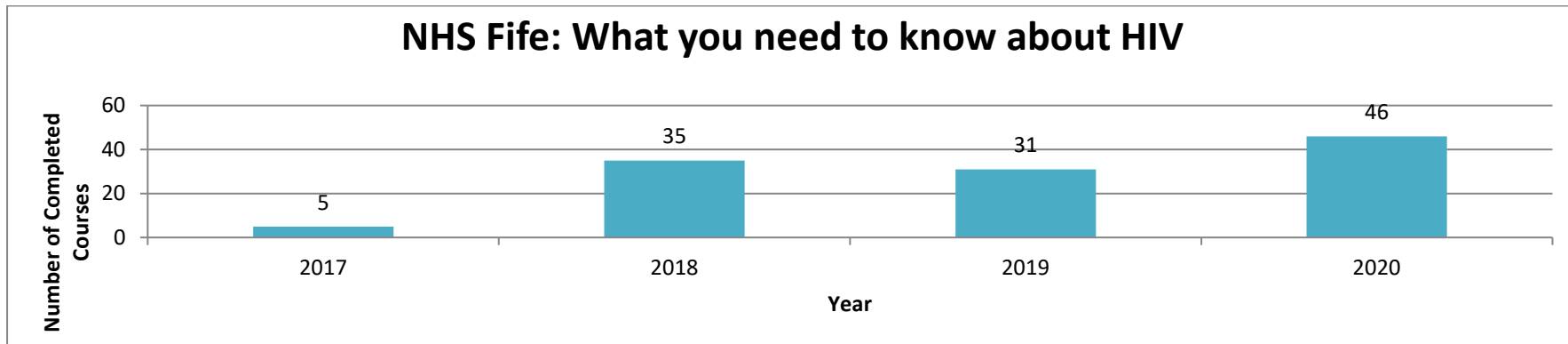
Sexual Health Fife commissioned a survey of LGBTI people in Fife. This explored the sexual health needs and experiences of LGBTI community when using sexual health services. This was carried out by our partners, The Terrence Higgins Trust and was due to be disseminated as lockdown restrictions were implemented. A short life working group is now being set up to look at the implications of the survey for service delivery in the future. Attached is the final report, a partnership working group is now established to take forward recommendations.

[Fife LGBT Community Needs Assessment Report](#)

NHS Fife has increased its LGBTI training opportunities, providing the online training Course: NES: Stonewall: LGBT Good Practice.

Over 149 members of staff across all disciplines have completed this module to date.

And ‘what you need to know about HIV’ e learning module has had 117 completed modules.



- Increased the number of engagement and consultation opportunities taken up by Transgender Fife Group.
- Continue to review information available for Transgender referrals detailed on the NHS Fife website.

Example of participation and engagement; working to be more inclusive NHS Fife has increased LGBTI engagement. The local LGBTI network are now part of the directory of public interest, included in participation and engagement structure, and receives requests via the processes for participation and engagement, on a range of health subjects and topics. Surveys are shared via our networks and lead partners.

11.5 Equality Outcome 5 *The workforce reflects the diversity of the local population.*

- To improve access to work for those members of the local population who are distant from the labour market as a consequence of factors including age or health status.

- *Active member of Fife's Developing Young Workforce Board, work with key partners to identify opportunities to support Youth Employment within Fife.*
- *Youth Employment Strategy agreed within NHS Fife, with commitment to 16 Modern Apprenticeships (MA) by 2020.*
- *Deliver NHS Career Events for S2, S4 and prospective MA's in Schools across Fife*
- Strengthen the employment experience of minority groups represented in the workplace
- Communication strategy developed and implemented to support EU27 nationals throughout NHS Fife.
- External specialised support offered to EU27 national employees through Citizens Advice and Rights Fife. Ongoing review of Brexit transitional arrangements during ongoing negotiations between UK Government and other 27 EU Nations.
- Foster a culture which improves the understanding and relations between people who share a protected characteristic(s) and those who do not

Monitor and scrutinise Violence and Aggression plus Dignity at Work complaints relating to Protected Characteristics via Violence and Aggression Management Forum.

Scrutinise results of annual Staff Survey and iMatter reports to ensure incidents of bullying and harassment are identified and corrective measures are embedded.

Expand training and support offered to (Dignity at Work) Confidential Contacts, ensuring their training covers Equality and Diversity agenda.

A concerted effort has been made to support youth employment within NHS Fife. Supported by our Workforce Strategy 2019-2022, a commitment was made to appointing 16 Modern Apprenticeships as part of the Youth Employment Strategy. A number of these Apprentices have been appointed however our ability to appoint to all posts has been curtailed as a consequence of the Covid-19 Pandemic. This work will be progressed in the remainder of 2020 and will form the basis of additional initiatives to support other under-represented groups in our workforce such as those with underlying medical conditions, and those distant from the labour market due to other social or economic reasons.

The outcome of the Referendum on the UK's membership of the European Union has meant that the majority of our efforts to strengthen the employment experience of minority groups have focused on our non UK EU workforce. Working with the Scottish Government, a communication strategy was delivered during 2018/19 to recognise and reinforce the valuable contribution they and other employees make to the NHS in Scotland, and prepare them for the likely changes to their rights to remain in the UK from January 2021. This strategy included a series of road shows involving the EU Settlement Support Service Worker employed by Citizens Advice and Rights Fife to ensure the provision of expert advice to our employees and their families. This work will be reviewed as the UK approaches the scheduled date of departure from the EU. Supporting the employment experience of other minority groups within the workforce will be a focus of our activities during 2020 and 2021.

The positive work of the Violence and Aggression Management Form in scrutinising recorded incidents of inappropriate behaviour towards employees continues. This group play an important role in analysing the effectiveness of the application of policy, identifying areas for improvement and in ensuring staff that are subject to inappropriate behaviours are provided with support. This work is supplemented with the provision of wider support to our employees which focuses on enhancing our organisational culture through initiatives such as iMatter surveys and the Dignity at Work Policy.

NHS Fife is committed to improving outcomes for patients. Equality and Human Rights practice underpins much of what we do that achieves improvement and outcome.