



Kent Community Health
NHS Foundation Trust

Equality and Diversity Annual Report

2017/18



 (we care)

www.kentcht.nhs.uk

Introduction

At Kent Community Health NHS Foundation Trust (KCHFT), we know enabling equality and celebrating diversity are vital to good quality patient care.

Our patients and workforce deserve to have their unique wishes, views and qualities understood. This is the only way we are really able to provide person-centred care and a workplace where everyone feels able to be themselves.

Work for equality and diversity is going on every day, which is really important to us as a trust. As it isn't possible to talk about everything here, I wanted to give a few examples of what was achieved in 2017/18.

Following a review of how the trust is performing against requirements of the Workforce Race Equality Standard, we identified we needed to do more around recruiting, retaining and supporting black and minority ethnic staff as they are under-represented in management roles. The trust is committed to career progression for everyone, so we talked to our Black, Asian or Minority Ethnic (BAME) staff and identified what they feel would help with this, so we can make it happen.

We want to appreciate and celebrate the diversity of our whole workforce to fulfil our promise of being the best employer. When the Government announced that EU citizens who have lived in the UK for at least five years would be eligible for a new 'settled status' after Brexit, where there is expected to be a charge of £65 per adult, the trust's Board said it would pay for the fee for all our employees who would like to apply during the next 12 months.

We need a committed workforce to be able to deliver the excellent patient care we do.

We also bought two types of medical devices to support patients, parents and carers who are hard of hearing. These devices are called Roger Pen microphones and Sonidos and were provided by Action on Hearing Loss.

These will be used, in some cases, as an alternative to portable hearing loops, during exercise programmes, clinics, meetings, on wards and at events and services which have trialled the equipment and identified a need.

These include the Falls Prevention Service, West Kent Children's Hearing Service and our community hospitals.

The NHS One You shop, in Park Mall shopping centre, opened a free, dedicated breastfeeding room for mums to use in Ashford town centre. Anyone is welcome to drop in – no appointment is necessary and mothers do not have to be accessing any of the services in the One You shop.

The room features a comfortable chair, foot stall, radio and baby changing facilities and the aim is to make people feel welcome. If they want to find out about any other service on offer in the shop, the staff can help.

These examples demonstrate our continuing drive for accessibility for all; something to which we continually aspire.

Our patient satisfaction surveys show that more than 99 per cent of people feel they have been treated fairly by the trust when using our services. That is fantastic and really is credit to our great teams and the incredible work they do every day.

However, we know there is more that can be done. Our trust priorities for 2018/19 focus on our workforce and our IT systems but, as importantly, on delivering the best possible local care while continually improving the quality of what we do. We will build on what is already under way, improving access to healthcare for people and families from the Roma community, for example.

I hope you enjoy reading the annual report.

Best wishes

A handwritten signature in black ink, appearing to read 'PB', enclosed within a thin black rectangular border.

Paul Bentley
Chief Executive

2.0 KCHFT Equality and Diversity Statement

2.1 Introduction

The trust believes that promoting equality and valuing diversity is essential to achieving its mission of a community that supports each other to live well. We recognise we provide services to an increasingly multi-cultural and diverse community and we are committed to make sure that:

- we fairly treat all individuals
- we treat people dignity and respect
- the healthcare we provide is open to all
- we provide a safe, supportive and welcoming environment for patients, patients' families and staff.

2.2 Our commitment

In particular, we will:

- make sure our services and the information we provide is accessible to disabled people, so they can get the services they need and be involved in decisions
- make sure our services are culturally sensitive and responsive to meet the diverse needs of our patients, families and staff, so they feel welcomed and supported
- assess the needs and impact on lesbian, gay, bisexual and transgender people when producing policies and strategies and developing our health services, so we don't disadvantage people using our services or working for us
- respect and be sensitive to our patients' and families' religious and spiritual beliefs in delivering healthcare, so their spiritual needs are met
- be aware of differing needs of our male and female patients and develop responsive services that appropriately meet those needs
- promote age equality so our policies, practices and attitudes of our staff do not discriminate against patients based on their age
- make sure our staff are aware health inequalities disproportionately affect people living in more deprived communities and other factors, such as poverty, mental health, homelessness and language barriers will affect people's access to services. This will help reduce barriers to people using our services
- challenge discriminatory behaviour towards our patients, their families and our staff.

2.3 Our public sector equality duty

As an NHS trust, we are subject to the general public sector duty set out in the Equality Act 2010 and the specific duties, which became law on the 10 September 2011 in England. In summary, this means when delivering our services we must:

- eliminate unlawful discrimination, harassment, victimisation and other conduct prohibited by the Equality Act 2010
- advance equality of opportunity between people who share a protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

Advancing equality involves:

- removing or minimising disadvantages experienced by people due to their protected characteristics
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low
- taking steps to take account of disabled people's impairments and access requirements to meet different needs.

Fostering good relations includes:

- tackling prejudice and promoting understanding between people from different groups.

2.4 Protected characteristics

Compliance with our public sector duty may involve treating some people more favourably than others. The duty covers people with the following protected characteristics:

- ❖ age
- ❖ disability
- ❖ gender reassignment
- ❖ pregnancy and maternity
- ❖ race
- ❖ religion or belief
- ❖ sex (gender)
- ❖ sexual orientation.

As an NHS employer, we must also have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status.

2.5 The Equality Delivery System 2 (EDS2) and Equality Analysis (EA)

To help the trust meet its public sector duty, we use the Equality Delivery System 2 and Equality Analysis to make sure equality considerations are reflected in design of policies and delivery of services, and for these issues to be kept under review.

The Board is responsible for agreeing the trust's Equality and Diversity Statement and annual equality objectives. The full version of our Equality and Diversity Statement can be found at www.kentcht.nhs.uk/about-us/equality-diversity/ or on request from the Engagement Team: kchft.equality@nhs.net or 01233 667812.

3.0 Equality Delivery System 2 2017/18 and KCHFT's equality objectives

The trust had four equality objectives in 2017/18 that had been developed by assessing our performance against the Equality Delivery System (EDS) 2 Goals.

- **Goal 1 Better health outcomes:** To work with other NHS organisations, the voluntary sector and local authority to engage with young people and migrant communities to promote health improvement and reduce health inequalities. This includes working with young people who are from black and minority ethnic communities, disabled, LGBTQ and young carers.
- **Goal 2: Improved patient access and experience:** To use co-design principles to work with our patients and their families, our staff, other NHS organisations and the voluntary sector to improve access to services and patient and family experience of health care.
- **Goal 3: A representative and supported workforce:** To recruit and manage a diverse workforce and to create a workplace where our staff feel they are able to be themselves.
- **Goal 4: Leadership:** To make sure equality and diversity is embedded in the business of KCHFT.

We made progress on all these objectives and some examples of this are included in sections 4 and 5 of this report. The objectives related to workforce and leadership are longer term and therefore these will be continued in the coming year.

4.0 Summary of key achievements

This year has been a busy one for the trust in terms of equality and diversity. It simply isn't possible to highlight all of the equality and diversity work the trust has been involved in this year, so we take this opportunity to present some examples.

4.1 Learning disabilities

A project designed to make sure reasonable adjustments are made when a person with learning disabilities needs an appointment at a sexual health clinic was launched.

Apple Tree, the name acts as a trigger. By asking for Apple Tree, the person taking the call in the sexual health central booking office knows immediately the caller needs a double appointment, allowing them extra time.

The person attending the clinic may also need information in easy read format, an early appointment and a follow-up appointment rather than the standard text. They may also need to be referred to the Community Learning Disability Service for extra support.

Apple Tree is available in Dartford, Gravesham, Swanley, Swale, Medway and east Kent.

4.2 Young people

The trust launched www.kentyouthhealth.nhs.uk, specifically for children and young people as part of our School Health Service work, to help improve general health and wellbeing

The content, look and feel of the website was co-produced by young people from a local school and colleagues from the service, with support from Communications Team. The site name was chosen by the young people.

4.3 Migrant communities

We were successful at securing funds from the Ministry of Housing, Communities and Local Government to improve access to healthcare for people and families from the Roma community in Kent.

The two-year project, which began in September 2018, is in two parts.

- Training for health and social care professionals to understand the significant cultural differences and challenges facing people from migrant communities.
- Short-term funding for a small dedicated team of health visitors, school nurses and health improvement specialists to provide care to this hard-to-reach population.

4.4 Carers

The trust was chosen by Kent Carers Matter as a carer friendly place to work, alongside Kent Fire and Rescue Service and Kent Police.

Kent Carers Matter is an umbrella organisation bringing together the five carers' organisations in Kent. It works to raise the profile of carers, increase access to carer services, support health and social care professionals to identify and refer carers and provide opportunities for carers to have their say about local and national issues affecting them.

The trust was selected for recognising there are carers in our workforce and supporting them to manage their caring responsibilities with initiatives, such as the work and wellbeing passport, emergency and carer leave and a flexible working policy

5.0 Workforce Race Equality Standard (WRES)

In addition to our four equality objectives, the trust has reviewed how we are doing against the requirements of the Workforce Race Equality Standard (WRES) and identified a series of actions related to recruitment, retention and support of black and minority ethnic (BME) staff. This action plan was developed with involvement from our BME Staff Network – whose members' lived experience and ideas have been invaluable. A copy of the WRES report and action plan is available at: www.kentcht.nhs.uk/about-us/equality-diversity/workforce-equality-monitoring/ or available by contacting the Engagement Team. Please see section 9 of the report for full contact details.

6.0 Staff networks

The trust is proud to support three staff networks. They provide safe spaces for people who share protected characteristics to discuss experiences. They also serve to provide information sharing opportunities and the ability to influence policy and strategy. This makes sure people with protected characteristics are achieving equality and not being disadvantaged in the trust. While the networks exist to support the workforce, they also provide benefits to the trust, as we are able to consult and involve staff and gain insight.

The three staff networks work together to improve the working environment for all staff. In November 2017, they held their second joint event. The theme was 'Seeing the person in the process: Cultivating a diverse workforce'. Fifty colleagues attended from all levels of the organisation and partners heard about the launch of the inspire networks mentoring programme.

6.1 Black and Minority Ethnic (BME) Staff Network

The much respected chair of the BME network, Pramod Selkar, stepped down in 2017 and handed over to Habiba Rawoof. The network continues to work well with the other two staff networks. The first national day for staff networks was celebrated along with the LGBT and disability networks in May, it is proposed to be an annual event. The BME network continues to sit on the trust's Workforce Equality Group. An

outcome from the actions of this group is that there is BME representation on the panel if there is disciplinary action against a BME member of staff. The network continues to support members with their professional development and moves forward the agenda of equality and diversity in the workplace.

Habiba Rawoof (Chair)

6.2 Disability Staff Network

The network is without a chair after the previous chair, Catey Bowels, left the trust. Members of the Engagement Team are temporarily looking after the network mailbox and answering any queries until a new chair is found.

Beverley Bryant, Engagement Manager

6.3 Lesbian, Gay, Bisexual, Transgender and Questioning (LGBTQ) Staff Network

The LGBTQ staff network has felt the benefits of collaborating with the other two staff networks, BME and disability, finding common ground and a common voice on issues, such as identifying and addressing unconscious bias.

The network continues to sit on the trust's Workforce Equality Group.

In February 2018, the trust celebrated LGBT History Month with a series of diverse, personal and enlightening blogs enhancing the visibility of the network. It was involved with the re-introduction of a Kent-Wide LGBT network forum, as well as being consulted on pilot training, offering training leadership to members and advising on LGBT related topics across the trust.

The LGBTQ network will continue to work with the trust and members to improve equality and diversity and support staff to be themselves in the workplace, working towards an inclusive and welcoming workplace for all.

Thomas Fentem (Chair)

7.0 Patient Experience

The trust collects patient experience data in real time. In 2017/18, we collected 63,586 surveys with an overall satisfaction score of 96.8 per cent. The equality and diversity scores throughout the surveys are among the highest, in what is generally a high-scoring trust for patient satisfaction and experience.

7.1 Overall patient satisfaction



Survey questions and competencies

The software we use enables the trust to track satisfaction scores on questions linked to 'competencies' or indicators and then run reports on these competencies.

The equality and diversity competency is based on the question:

Do you feel that you have been treated fairly when using our services?

Yes / no / prefer not to say

If no, is this because of your: age, sex, disability status, race/ethnicity, religion/belief, sexual orientation (being straight, lesbian, gay or bisexual (in surveys for over 13-year-olds), gender reassignment, other (please state), no, prefer not to say.

Users are asked to tick as many as apply and explain why.

The equality and diversity score was consistently high across all localities. The following table shows overall results for the trust in 2017/18:

Locality	No. of surveys	Equality and diversity score
Ashford	2,217	98.99%
Canterbury and Whitstable	5,296	99.59%
Dartford, Gravesham and Swanley	3,635	99.85%
Dover, Deal and Shepway	4,523	99.45%
East Sussex	1,246	99.49%
Maidstone, Malling, West Kent and Weald	7,098	99.47%
Medway	2,173	98.66%

Locality	No. of surveys	Equality and diversity score
Other	1,667	97.80%
Swale	2,208	99.61%
Thanet	4,112	99.47%
Trust total	34,175	99.39%

Services in locality other above include:

Service	No. of surveys	Equality and diversity score
Community Chronic Pain - Hillingdon	131	99.18%
Dental (Adult and Children) - Five Elms Medical Centre	277	99.24%
Dental (Adult and Children) - Hainault Health Centre	60	100%
Dental (Adult and Children) - Langthorne Health Centre	78	100%
Dental (Adult and Children) - Loxford Polyclinic	18	100%
Dental (Adult and Children) - South Hornchurch Health Centre	110	100%
Dental (Adult and Children) - St Leonards Hospital	145	95.20%
Dental (Adult and Children) - The Barkantine Centre	90	98.82%
Dental (Adult and Children) - Vicarage Fields Health Centre	50	100%
Dental (Adult): Colnbrook Immigration Removal Centre	8	100%
Dental (Adult): Harmondsworth Immigration Removal Centre	18	94.44%
Dental (Adult): HMP Maidstone - Maidstone	8	100%
Dental (Adult): HMP Standford Hill - Swale (Isle of Sheppey)	1	100%
Dental (Adult): HMP Swaleside - Swale (Isle of Sheppey)	7	100%
Dental (Adults and Children) - Appleby Centre	199	94.81%
Dental (Adults and Children) - Shrewsbury Centre	395	94.59%
Frequent Service User Manager	15	100%

Service	No. of surveys	Equality and diversity score
KM CAT Service - Adult Team	16	100%
Pharmacy Technician - Community Nursing	1	100%
School Nursing – Outreach	38	100%
Sexual Health Service: HMP Elmley - Swale	1	100%
Sexual Health Service: HMP Swaleside - Swale	3	100%
Trust total	1,669	97.80%

The negative results relating to whether people felt they had been treated fairly when using the Trust's services were as follows:

Service	No. of surveys	Equality and diversity	
Community Chronic Pain - Ashford	35	88.57%	<p>Four people ticked no to this question. Three of these people chose the option 'other' as the reason why and added comments:</p> <ol style="list-style-type: none"> 1. I feel the appointment on 4 September was fictitious so you could cancel my appointment with the psychologist to fit someone else in. 2. I honestly have no idea, maybe I am just one of those unfortunate people who gets forgotten about. Maybe, it is because I look very young so I am not taken seriously. I don't know why this has happened to me, but I really hope it does not happen to anyone else. 3. I feel that there is an operation available to help me with my back pain but and told no. But the pain management book pages 53, 54 and 55 say the opposite. <p>One person chose prefer not to say and did not add a comment.</p>
Health Checks, Deal	1	0%	<p>One person ticked 'no' to this question and chose 'age' and 'sex' for the reasons as to why. No comment was added and the rest of the survey was very positive.</p>
One YOU Weight Loss - Buckland Community	1	0%	<p>One person ticked 'no' to this question and chose 'other' and added a comment:</p> <p>My last appointment at Buckland (11/04/2017)</p>

Service	No. of surveys	Equality and diversity	
Centre			stated that this group would now start at the Leisure Centre, but no-one informed that today was at Buckland. I had to ring the 0300 number to clarify. Also a leisure pass was promised for last week, but I had to ring round to sort it out. It was ready to pick up on 18/04/2017. Therefore, I felt no care to me - I did not exist. Please note I would prefer Buckland Centre as the leisure centre has parking and traffic problems due to building works - Russell Road having to go to the port to turn back on myself, road works and general traffic port delays.
Orthoptic Visual Fields Service - Sevenoaks	22	81.25%	Three people ticked no to this question. No reasons were chosen or comments added. The rest of the surveys were positive and one person added the comment 'I was treated fairly' against another question.
Podiatry Mobile Unit - Tesco, Pembury	2	50%	One person ticked no to this question and chose 'prefer not to say'. However a comment was added 'not treated with dignity or understanding'.
Sexual Health Service - Maidstone	5	80%	One person ticked no to this question and chose age as the reason as the reason why. No comment was added and the rest of the survey was positive.

Please note that any negative comments made in the surveys are flagged to the services concerned in case staff can take action to make an improvement, whenever possible, as a result of patient feedback.

7.2 NHS Friends and Family Test (FFT) information

How likely are you to recommend this service to friends and family if they needed similar care or treatment?

59,116 patient surveys that include the FFT question have been completed from 1.4.17 to 31.3.18 with the following responses to this question.

	Recommend	Not recommend	Total responses	Extremely likely	likely	Neither likely or unlikely	Unlikely	Extremely unlikely	Don't know
Trust	97.19%	0.62%	59,116	48,008	9,446	844	166	201	451

The recommend score is consistent when compared with 97.34 per cent in 2016/17 with 66,776 surveys completed.

8.0 Talk to us

If you have any comments or feedback on this report, or would like to get involved by becoming a public member of the trust, please contact KCHFT's Engagement Team using the contact details below:

Membership: kcht.membership@nhs.net

Equality: If you would like this report in large print, audio, Braille or Easy Read: kchft.equality@nhs.net

Engagement Team

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