

Mid Cheshire Hospitals NHS Foundation Trust



Equality & Diversity Annual Report 2017



Contents

Introduction	3
Mission	3
Behaviours and Values	4
Governance	4
Equality Objectives	5
Key Developments against Objectives	6
Stories	12
Monitoring Information	14



Introduction

Mid Cheshire Hospitals NHS Foundation Trust manages Leighton Hospital in Crewe, the Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford. The Trust was originally established as an NHS trust in April 1991 and became a Foundation Trust in April 2008. In October 2016 Central Cheshire Integrated Care Partnership (CCICP) joined the Trust. CCICP is a new and unique collaboration between Mid Cheshire Hospitals NHS Foundation Trust, Cheshire and Wirral Partnership NHS Foundation Trust and the South Cheshire and Vale Royal GP Alliance.

A range of services, including A&E, maternity, outpatients, therapies and children's health, are provided for people predominantly from the Crewe, Nantwich, Congleton, Middlewich and Northwich areas, although patients from other areas are also cared for.

Mission

To be a provider that:

- delivers high quality, safe, cost-effective and sustainable healthcare services
- provides a working environment that is underpinned by values and behaviours
- is committed to patient-centred care
- treats staff and patients with dignity and respect

Mid Cheshire Hospitals NHS Foundation Trust is committed to creating and sustaining a working environment in which all of our staff feel respected and valued, and are encouraged to thrive and reach their potential. We believe that in doing so we provide the best possible setting for the provision of excellent care for our patients.

This is the Trust's 7th annual report on Equality and Diversity. As well as meeting our obligation as an NHS Trust to publish equality monitoring data in relation to our staff and service users, the report gives detail on the work being undertaken by the Trust to eliminate discrimination, promote equality of opportunity and achieve the Trust's equality objectives.





Equality Governance Framework

The Equality and Diversity Group which meets on a quarterly basis and advises on a range of initiatives, reports and actions, reports through the Transformation and People Group to the Board of Directors.

Consultation and involvement of staff and service users

Mid Cheshire Hospitals NHS Foundation Trust is committed to ensuring that staff and service users are involved in shaping the equality and diversity work stream and have opportunities to influence health service planning and delivery. Only by working in partnership with patients, carers, community organisations and staff can we develop services that are efficient and meet local need.

Equality Monitoring

Good quality data is what underpins all equality and diversity work to enable us to identify priorities and measure our effectiveness. The Trust recognises that the data collection process for both staff and patients' needs to be improved in order for us to fully understand who is using our services and our staff's needs. We will formulate actions to improve the capture of data, especially with regards to protected characteristics.



Equality Analysis

By undertaking equality impact assessments across all our services and Trust policies, we are committing to ensuring that our policies, strategies, functions and services we deliver endeavour not to lead to any unfavourable effects on different people and help to identify any action in order to promote equality of opportunity and access. All Trust services will undertake an equality impact assessment in late 2017.

Workforce Race Equality Standard (WRES)

The NHS Equality and Diversity Council have agreed action to ensure employees from black and minority ethnic (BME) backgrounds have equal access to career opportunities and receive fair treatment in the workplace. NHS Trusts are expected to show progress against a number of indicators of workforce equality which include recruitment opportunities, likelihood of entering the disciplinary process and accessing non-mandatory training.

The Trust has undertaken WRES since 2015. The most recent WRES report was completed in June 2017 and the findings will be published on Trust website in early 2018.

Equality Objectives 2016 - 2020

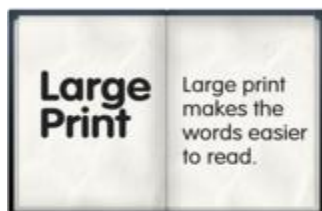
The Trust's overarching equality Objectives, set in 2016, are as follows:-

1. To make our information and services accessible to the people we serve.
2. To increase support for LGBT staff.
3. To encourage the recruitment conversion and progression rates of black, Asian and minority ethnic (BME) staff.
4. To work with partners to identify and implement methods of raising awareness of modern exploitation issues (e.g. forced marriage, female genital mutilation (FGM), human trafficking, modern slavery and child sex exploitation).



Key developments against objectives

Objective 1: To make our information and services accessible to the people we serve



The Trust has implemented the Accessible Information Standard which is managed within the Patient Experience Team. A standard operating procedure (SOP) has been developed for staff to ensure staff identify and record information and communication needs for patients' service users, carers and parents, where those needs relate to a disability, impairment or sensory loss. The guide will also assist staff in accessing and providing accessible information for patients and their relatives on attending the Trust for community, outpatient visits or inpatient stays. The standard operating procedure will be available on the intranet by November 2017.

A launch event was held in September 2016 for the Accessible Information Standard with external partners hosting stands to talk to staff about their services and support available which included the Deafness Support Network, Guide Dogs and IRIS the Vision Resource Centre in Crewe.



Pictured above: IRIS the Vision Resource Centre at the Accessible Information Standard launch event



Pictured a registered volunteer from Guide Dogs at the Accessible Information Standard launch event

The Patient Management System has also been updated to enable requests for accessible information – all other requests are fed via the patient information coordinator who records all requests. To enable staff to provide appropriate information to individuals with information and communication support needs the Patient Accessible Information screen on PAS (see below) asks for a preferred method of communication.

A Trust Policy is currently being written to support and advise staff on accessible information, and meetings have been arranged between the Patient Experience Manager and the Head of Communications to discuss sharing and publicising the information

Information is available in formats that disabled people, and people with sensory impairment or learning difficulties and if appropriate, carers and their families can understand. Publications have included Easy read - Deprivation of Liberty Safeguards and you (sometimes called DoLs) and large print –Reducing your risk of developing a blood clot & MRSA.

During Deaf Awareness Week 2017 the Audiology Department had a display at Leighton Hospital which showcased some of the useful equipment available for those with hearing loss. The stand proved to be popular and was visited by staff, patients and members of the public throughout the day.



Pictured (L-R) Linda Gill, Deafness Support Network and Lynette Talbot, Audiology Volunteer

Objective 2: To increase support for LGBT staff

As part of LGBT History Month in February 2017, Body Positive Cheshire and North Wales visited Leighton Hospital to talk to staff, patients and visitors about the services they offer, including support for LGBT people in Cheshire.

For more information about Body Positive Cheshire and North Wales visit their website www.bpcnw.co.uk



The rainbow flag was proudly flying at Leighton Hospital throughout February 2017 in support of LGBT History Month.



Trust guidance documents are currently being written to support and advise staff on providing acute healthcare to trans people and also a guide to trans inclusion in the workplace. Both are expected to be published early 2018.

Objective 3: To encourage the recruitment conversion and progression rates of black, Asian and minority ethnic (BME) staff.

Recruitment Analysis 2016 - 2017

The Recruitment conversion rates show some discrepancy between ethnic diversity strands; however the gap between white and BME candidates applying and being appointed to roles at the Trust has significantly reduced over the past 5 years. This reduction was observed in 2016 and has continued into 2017, giving more credibility to the success of measures implemented since 2015. These were to ensure all Recruiting Managers are routinely trained in recruitment, and that Trust training has a focus on equality and diversity and how bias affects recruitment decisions.

When specific staff groups are looked at nursing groups show little difference from application to appointment, and although a significant proportion of Trust medical staff are recruited from a BME background their success at interview given the numbers applying does not replicate that of white applicants. More work will be undertaken to fully understand what the information is telling us and what action needs to be taken. Currently, mandated recruitment and selection training only applies to non-medical staff (Medics get Equality and Diversity training from the



Deanery), and this may suggest that the Trust needs to re-consider some form of in-house training for this group.

In the past Admin and Clerical staff have showed the biggest discrepancy in terms of non-white applicants not being taken forward to interview, however this has significantly improved and the conversion rates are now very positive, although non-white applicants for these roles remains low. To address this the Trust is using both online and social media as a means to advertise vacancies, as well ensuring good representation at local community events to promote the Trust as a local employer for all.

Staff Survey

The Trust undertakes a number of activities on an annual basis to fulfil its obligations under the Equality Act. This includes the Equality Delivery System (EDS2), Workforce Race Equality Standard (WRES), and the Staff Survey. These activities look at capturing and reporting on the experiences of staff with a protected characteristic and ensuring that the Trust are acting in a fair way and acting on any issues identified. Once complete, the details will be published on the Trust website. The below shows that the staff survey results for BME staff has improved over the last 12 months but there is still work to do.

Staff Survey Workforce Race Equality Questions	% 2016	% 2015
% of staff who have experienced harassment, bullying or abuse from patients, relatives or the public in the last 12 months	White 23 BME 19	White 23 BME 33
% of staff who have experienced harassment, bullying or abuse from staff	White 24 BME 19	White 23 BME 33
% of staff believing that the Trust provides equal opportunities for career progression and promotion	White 91 BME 86	White 92 BME 79
In the last 12 months have you personally experienced discrimination at work from your manager/supervisor or colleagues?	White 4 BME 8	White 5 BME 14



Objective 4: Raising Awareness of Modern Exploitation Issues

- Child Sex Exploitation

The Trust offers training to front line staff in identifying the risk of child sex exploitation and the escalation process. An operational group has been set up to look at those at risk of exploitation and how those at risk can be protected. The information is shared between the relevant agencies in order to develop immediate action plans where required. Risk markers have been set up in patient medical records to identify those patients at risk. These markers are reviewed on a monthly basis.

- Modern Slavery and Human Trafficking

Modern Slavery and Human Trafficking are covered in the Trust Safeguarding training for front line staff to raise awareness for Trust employees. It has been recognised that further work needs to be done to raise awareness and the Cheshire safeguarding strategic group has recommended that there needs to be greater awareness in these areas and additional training resources are to be made available for front line staff. The Trust has recently appointed a dedicated Domestic Abuse Advisor. Domestic abuse is covered in the Trust safeguarding training where staff in areas such as Accident and Emergency and Women's and Children's departments is trained to identify patients who may be at risk.

- Female Genital Mutilation (FGM)

Since 2014 the Trust have reported on a monthly basis the number of FGM incidents which are submitted to NHS England. Where females under the age of 18 are identified as being at risk of FGM or there is evidence that FGM has taken place, a safeguarding process is instigated. FGM is covered in the Trust safeguarding training in levels 1 to 3, which includes a specific training session in level 3 for keyworkers.



Volunteer Story - Lynette Talbot – Volunteer, Audiology

I recently became a volunteer for the audiology department in Leighton Hospital after retiring as a Technical Assessment Officer with Deafness Support Network

I have had a hearing loss all of my life, along with my brother and father, the only hearing person in the family was my mother. At home we knew no different other than speaking face to face with someone, Mum was great she always made sure we knew what had been said and was very patient

Both my brother and I struggled at school as we had to wear a hearing aid that was very visual and unsightly, consequently we were 'picked on' a great deal. Our Teachers had no deaf awareness training and some just did not care, but I was lucky that some of my teachers 'did care' and they nurtured me through some of my difficult school days. To this day I can remember their names and will always be grateful to them.

My first job was at ICI and I was so proud to be working but found it very difficult. Everyone was talking very quickly; they didn't look at me and often asked me to do something as they were walking away from me. Although people knew I had a hearing loss I was not confident enough to explain the things that would help and often people thought I was being rude or just ignoring them when in fact I just hadn't heard them.

Even with my friends I would often feel alone in a crowd. Sometimes they would forget to look at me and be talking too quickly for me to understand but because I would often say 'Yes' or 'No' in the right places they didn't realise I hadn't heard. They will be annoyed with me because they would have said, 'why didn't you tell us'. To this day I still do this because I don't want a fuss, sometimes when people have to repeat they get frustrated, even more so when they repeat more than once, consequently it makes the deaf person reluctant to ask again and often we guess what has been said, and often we are wrong!!

When I married I had two children, one of which has a hearing loss. My daughter's schooling was much better, technology had improved, she had a radio aid which enabled her to hear the teacher wherever she was. Her teachers were keen to help and her friends very protective. It was not plain sailing but as she grew she gained in confidence and she is now all grown up and very independent.

During my time as a Technical Assessment Officer with Deafness Support Network I completed the Advanced Technical & Rehabilitation Course with Deaf People which included, Audiological Rehabilitation, The Effects of Hearing Loss and Deafness, Methods of Communication, Hearing and Ageing, Counselling and Technology, all of which has enabled me to help deaf people especially with Technology.

Most of the people I supported struggled to hear voices on the phone or would have the TV on so loud it was causing problems with their neighbours, some were unable to hear callers at the door and were missing carers or professionals and some were living alone and unable to hear the smoke alarm. This was a job I loved and felt I was able to help!

Although my next step was retirement I feel I still have much more to give, hence the request to work with the Audiologists at Leighton Hospital and continue with them to help D/deaf people.



Mid Cheshire Hospitals NHS Foundation Trust Supporting careers

An aspiring doctor with a congenital disability has been encouraged to pursue a career in medicine - after shadowing a Trust doctor with a similar upper limb deficiency.

Georgia Gray, 23, is currently applying for Graduate Entry Medicine courses and approached charity Reach for support with her applications.

Reach, which helps children with upper limb differences to live life without limits, put the student in touch with Dr Tim Smith, a Consultant in Emergency Medicine at Leighton Hospital.



Pictured Georgia Grey and Dr Tim Smith

Tim arranged for Georgia to spend a day with him over Christmas where he gave advice on medical school interviews and talked about how his disability hasn't stopped him from succeeding in the field.

He also gave Georgia the opportunity to practice skills such as suturing, taking blood and resuscitation simulation.

Tim said: "We went through some of the practical skills that universities have flagged up as potential issues and it's given Georgia the confidence to know that they can be done. It's sometimes just a case of finding different ways of doing things.



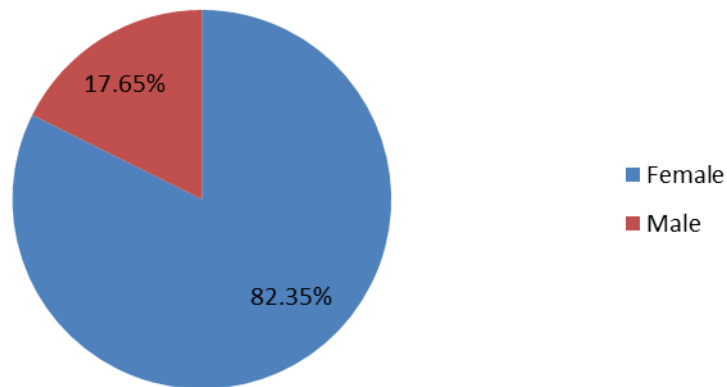
Staff and patient profiles



Staff profile at Mid Cheshire Hospitals NHS Foundation Trust

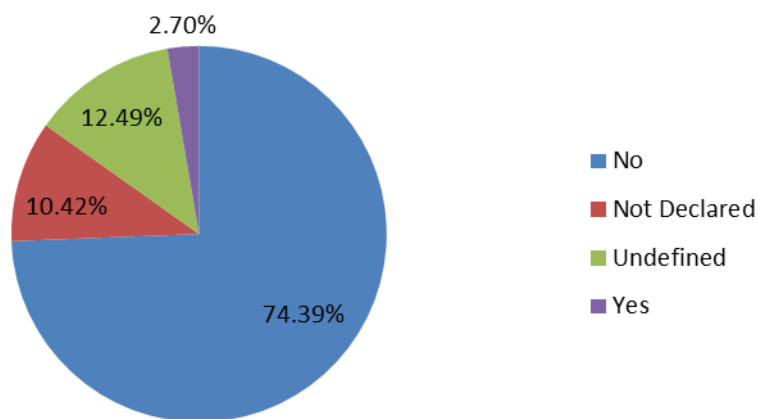
Staff headcount as at 31st March 2017 - 4549

Staff Profile - Gender



The majority of Trust employees are female (82%) which is slightly over the NHS average of 77% as reported by NHS Employers.

Staff Profile - Disability



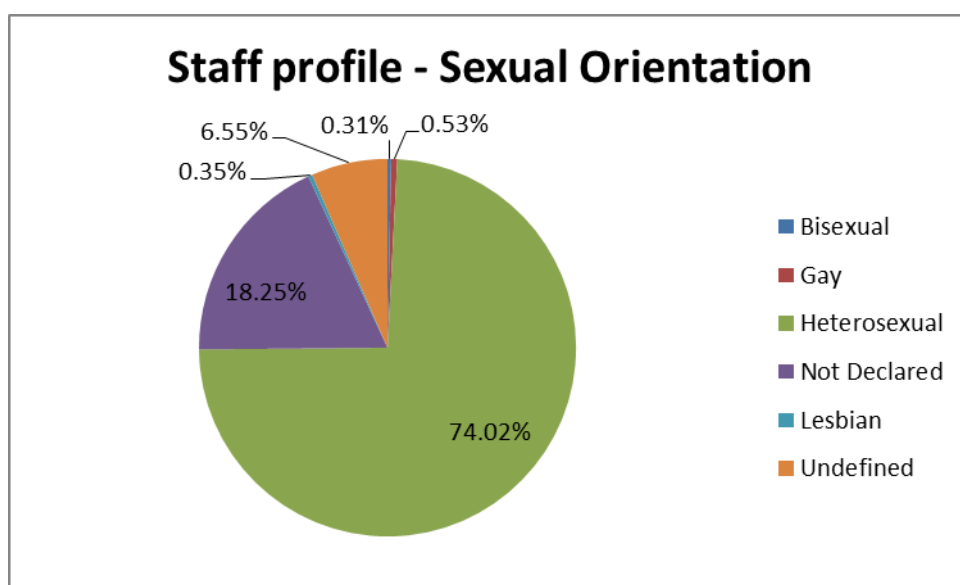
Over 74% of staff have stated that they do not have a disability whilst 2.7% have declared a disability. Nearly 23% of staff have stated that they do not wish to declare



whether they have a disability or not, or have chosen not to complete their records with this information.

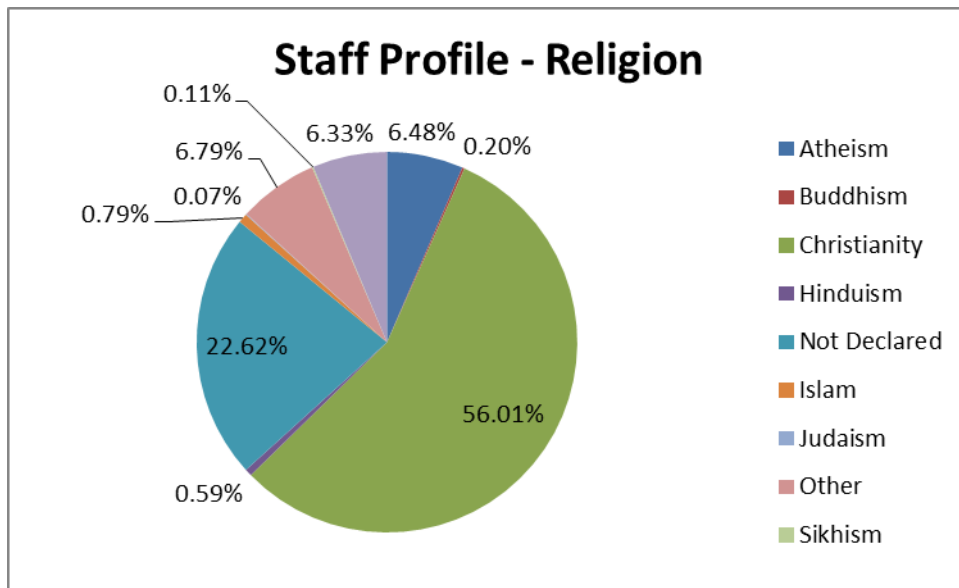
The NHS Equality and Diversity Council have recommended that a Workforce Disability Equality Standard (WDES) is mandated via the NHS Standard Contract in England from April 2018. This recommendation followed the report published by Middlesex and Bedford Universities on the 'Experience of Disabled Staff in the NHS' which found that disabled staff reported poorer experiences of working in the NHS than non-disabled staff.

The Trust recognises that work is needed in advance of the Workforce Disability Equality Standard to encourage staff to self-report disabilities to enable the Trust to tackle inequality and improve patient experience.

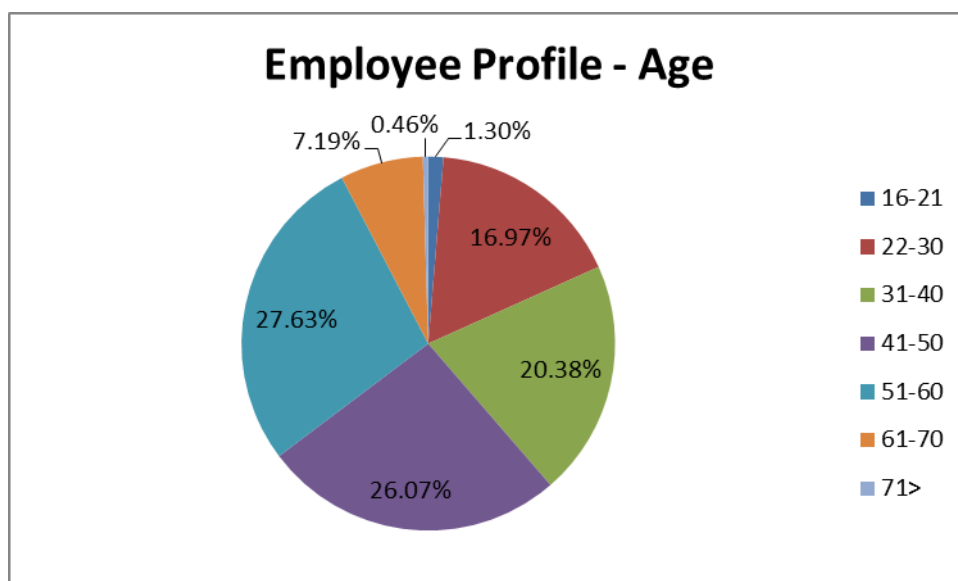


The majority of the workforce (74%) identify their sexual orientation as heterosexual and 0.88% identifying as gay or lesbian.

24.8% of staff have stated that they do not wish to declare their sexual orientation or have chosen not to complete their records with this information.



56% of staff identify their religion as Christianity with over 22% choosing not to report their religion.



The majority of staff fall within the 51-60 age bracket, closely followed by the 41-50 age bracket. The staff average age across the Trust is 44. The smallest groups of staff are over the age of 61 (7.65%) and 30 years and younger, a total of 18.27% of all staff.

Staff Profile - Ethnicity	
White - British	87.27%
White - Irish	0.79%
White - Any other White	2.75%
White Unspecified	0.02%
White English	0.04%
White Scottish	0.04%
White Greek	0.02%
White Polish	0.18%
White Albanian	0.02%
White Other European	0.59%
Mixed - White & Black Caribbean	0.18%
Mixed - White & Black African	0.20%
Mixed - White & Asian	0.13%
Mixed - Any other mixed	0.04%
Mixed - Black & Chinese	0.02%
Mixed - Other/Unspecified	0.07%
Asian or Asian British - Indian	1.69%
Asian or Asian British - Pakistani	0.48%
Asian or Asian British - Bangladeshi	0.20%
Asian or Asian British - Any other Asian	0.51%
Asian British	0.02%
Black or Black British - Caribbean	0.18%
Black or Black British - African	0.66%
Black or Black British - Any other Black	0.04%
Black Nigerian	0.02%
Black Unspecified	0.04%
Chinese	0.24%
Any Other Ethnic Group	0.35%
Filipino	0.07%
Other Specified	0.13%
Undefined	0.04%
Not Stated	2.95%

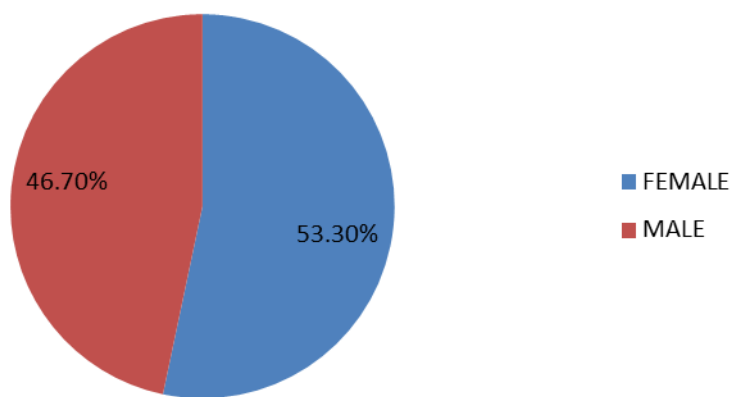


Patient profile at Mid Cheshire Hospitals NHS Foundation Trust

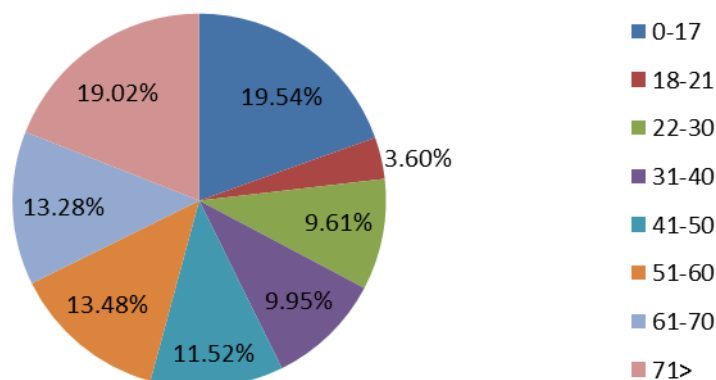
The following data is a count of unique patients who accessed our services during the period 1st April 2017 and 31st March 2017 and NOT a count of all attendances.

It is noted that at present the Trust do not fully record patient sexual orientation or disability.

Patient Profile - Gender



Patient Profile - Age



ETHNICITY	No. of patients	%
ASIAN - ANY OTHER BACKGROUND	332	0.240%
ASIAN - BANGLADESHI	131	0.095%
ASIAN - INDIAN	300	0.217%
ASIAN - PAKISTANI	94	0.068%
BLACK - AFRICAN	120	0.087%
BLACK - ANY OTHER BACKGROUND	129	0.093%
BLACK - CARIBBEAN	110	0.080%
MIXED - ANY OTHER	266	0.193%
MIXED - WHITE AND ASIAN	153	0.111%
MIXED - WHITE/BLACK AFRICAN	97	0.070%
MIXED - WHITE/BLACK CARIBBEAN	178	0.129%
NOT STATED	18683	13.525%
OTHER - ANY OTHER	540	0.391%
OTHER - CHINESE	200	0.145%
WHITE - ANY OTHER BACKGROUND	2845	2.060%
WHITE - BRITISH	113688	82.301%
WHITE - IRISH	271	0.196%
Grand Total	138137	100.00%

RELIGION	No. of patients	%
ARMENIAN CATHOLIC	21	0.015%
BAPTIST	236	0.171%
BUDDHIST	98	0.071%
CHRISTADELPHIAN	58	0.042%
CHRISTIAN SCIENTIST	11	0.008%
CHURCH OF ENGLAND	64530	46.714%
CHURCH OF GOD	9	0.007%
CHURCH OF IRELAND	13	0.009%
CHURCH OF SCOTLAND	215	0.156%
CHURCH OF WALES	25	0.018%
HINDU	125	0.090%
JEHOVAHS WITNESS	280	0.203%
JEWISH	50	0.036%
METHODIST	2664	1.929%
MORMON	47	0.034%
MUSLIM	475	0.344%
NON CONFORMIST	2521	1.825%
NONE	19225	13.917%



NOT KNOWN / NOT GIVEN	32718	23.685%
ORTHODOX	137	0.099%
OTHER	3755	2.718%
OTHER FREE CHURCH	16	0.012%
PENTECOSTAL	96	0.069%
PLYMOUTH BRETHREN	12	0.009%
PRESBYTERIAN	53	0.038%
QUAKER	18	0.013%
ROMAN CATHOLIC	10527	7.621%
SALVATION ARMY	66	0.048%
SIKH	36	0.026%
UNITARIAN	8	0.006%
UNITED REFORM CHURCH	92	0.067%
Grand Total	138137	100.00%

Further information

www.mcht.nhs.uk

www.nhsstaffsurveys.com

www.england.nhs.uk/about/equality/equality-hub/equality-standard/

If you would like this document in an alternative format please contact the Equality and Diversity Manager on 01270 273712.

