

July 2017

Equality and Diversity Policy

Live  Care

Date Written	03.07.2017
Author(s)	Registered Manager
Version	2.0
Date Signed Off	12/07/2017
Reviewed by	

Unit 1 Chandos House,
Hankridge Way,
Taunton,
Somerset
TA1 2LR

Review Data

Initial Production

Name	Role/Department	RACI	Date
Registered Manager	Registered Manager	RA	03.07.2017
Registered Manager	Registered Manager	RA	04/12/2017

R = Responsible for document production; A = Accountable; C = Consulted; I = Informed

Change History

Version	Date	Details of Change	Author
2.0	03.07.2017	Re-write and re-structure of original policy in line with most recent legislative updates.	Registered Manager

Emergency Contact Details

Name	Email	Mobile
Registered Manager	fran@livein.care	

CQC Fundamental Standards

Regulation Number	Regulation Details
Regulation 10: Dignity and Respect	The intention of this regulation is to make sure that people using the service are treated with respect and dignity at all times while they are receiving care and treatment. To meet this regulation, providers must make sure that they provide care and treatment in a way that ensures people's dignity and treats them with respect at all times. This includes making sure that people have privacy when they need and want it, treating them as equals and providing any support they might need to be autonomous, independent and involved in their local community. Providers must have due regard to the protected characteristics as defined in the Equality Act 2010

Key Lines of Enquiry

KLOE	How this applies to Equality and Diversity
Caring	This policy is an aspect of 'Caring' as it demonstrates that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to Clients' right to express their diversity in a number of ways, which have been laid out in this policy.

Related Documents

This policy should be read in conjunction with our:

1. [Dignity and Respect Policy](#)
2. [Code of Conduct](#)
3. [Incident Reporting Policy](#)

Policy Statement

Policy Aims

This policy will explain what Equality and Diversity is and how it operates at Living Carers Ltd.

It will help you to understand how we go about monitoring the Equality and Diversity of the services we deliver. It will also help you understand your role in the company's Equality and Diversity policy.

Reading this policy should enable you to:

- Understand what Equality and Diversity is
- Understand how Equality and Diversity works at *Living Carers Ltd*
- Understand your role in our Equality and Diversity processes
- Understand how we can all work together to promote the Equality and Diversity of the services we offer.

Living Carers Ltd aims to provide a range of live in care services and support for people who cannot wholly look after themselves, in their own homes 24 hours a day and in ways they find most agreeable. We have sound principles for the way we run our service. Central to these is our belief that the rights of Clients are paramount. One of these rights is the right to be treated fairly and equally in regards to the 9 protected characteristics.

Britain's social care services are used by people from a wide diversity of ethnic and cultural backgrounds. Services therefore need to be accessible. We need to make particular efforts to reach out to vulnerable people who might have been deterred from approaching agencies, which appear not to relate to their special needs and aspirations, and to demonstrate that we welcome and celebrate the wide range of people in the community generally and among the users of services in particular. We respond to Clients' right to express their diversity in the following ways.

- Positively communicating to our Clients that their diverse backgrounds enhance the life of the community.
- Respecting the ethnic, cultural and religious practices of Clients.
- Outlawing negatively discriminatory behaviour by staff and others.
- Accommodating individual differences without censure.
- Helping Clients to celebrate events, anniversaries and festivals, which are important to them.

Key Question: What are the ‘Protected Characteristics’

The 9 protected characteristics were introduced in The Equality Act 2010, and it is against the law to discriminate against anyone based on these characteristics.

They are:

- age
- gender reassignment
- being married or in a civil partnership
- being pregnant or on maternity leave
- disability
- race including colour, nationality, ethnic or national origin
- religion, belief, or lack of religion/belief
- sex
- sexual orientation

We oppose all forms of unlawful and unfair discrimination or victimisation. The purpose of this policy is to provide equality and fairness for all in our employment.

Living Carers Ltd, this policy and all associated arrangements operate in accordance with the statutory requirements of the Equality Act 2010, National Minimum Wage Act 1998, Human Rights Act 1998, The Gender Recognition Act 2004.

Our Commitment to Staff

To create an environment in which individual differences and the contributions of all our staff are recognised and valued;

Every employee is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated;

Training, development, and progression opportunities are available to all staff;

To promote equality in the workplace which we believe is good management practice and makes sound business sense;

We will review all our employment practices and procedures to ensure fairness;

Breaches of our Equality Policy will be regarded as misconduct and could lead to disciplinary proceedings;

To monitor and review this policy annually.

EXAMPLE OF WORKPLACE DISCRIMINATION

A Client from a particular racial group is treated less favourably by a member of staff.

It is direct racial discrimination to treat someone less favourably than someone else would be treated in the same circumstances, because of race. To prove direct race discrimination, it will help if you can give an example of someone from a different racial group who, in similar circumstances, has been, or would have been, treated more favourably than you. Racist abuse and harassment are forms of direct discrimination.

Responsibilities of Management

Responsibility for ensuring the effective implementation and operation of the arrangements will rest with Registered Manager, Care and Operations Manager. It is the registered manager's job to ensure that staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all their staff are aware of the policy and the arrangements, and the reasons for the policy;
- grievances concerning discrimination are dealt with properly, fairly, and as quickly as possible; and
- proper records are maintained.

Responsibilities of Staff

Responsibility for ensuring that there are no unlawful discrimination rests with all staff and the attitudes of staff are crucial to the successful operation of fair employment practices. All members of staff should:

- comply with the policy and arrangements;
- not discriminate in their day to day activities or induce others to do so;
- not victimise, harass, or intimidate other staff or groups who have, or are perceived to have one of the protected characteristics;
- ensure no individual is discriminated against or harassed because of their association with another individual who has a protected characteristic; and
- inform their manager if they become aware of any discriminatory practice.

Key Question: What if I'm discriminated against by a carer or Client?

This is called Third-Party harassment. This occurs where a Company employee is harassed, and the harassment is related to a protected characteristic, by third parties such as Clients or their relatives. Living Carers Ltd will not tolerate such actions against its staff, and the employee concerned should inform their manager at once that this has occurred. Living Carers Ltd will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

Rights of Disabled People

The Company attaches particular importance to the needs of disabled people.

Under the terms of this policy, managers are required to:

- make reasonable adjustments to maintain the services of an employee who is or becomes disabled, for example, training, provision of special equipment, reduced working hours. (NB: managers are expected to seek advice on the availability of advice and guidance from external agencies to maintain disabled people in employment);
- include disabled people in training/development programmes; and
- give full and proper consideration to disabled people who apply for jobs, having regard to making reasonable adjustments for their aptitudes and abilities to allow them to be able to do the job.

Equality Training

A series of regular briefing sessions will be held for staff on equality issues. These will be repeated as necessary. Equality information is also included in induction programmes.

Training will be provided for managers on this policy and the associated arrangements. All managers who have an involvement in the recruitment and selection process will receive specialist training.

Monitoring

We will maintain information on members of staff who have been involved in certain key policies: Disciplinary, Grievance and Bullying & Harassment.

Where appropriate, equality impact assessments will be carried out on the results of monitoring to establish the effect of the Company policies and our services / products may have on those who experience them.

The information collected for monitoring purposes will be treated as confidential and it will not be used for any other purpose.

If monitoring shows that the Company, or areas within it, are not representative, or that sections of our workforce are not progressing properly within the Company, then an action plan will be developed to address these issues. This will include a review of recruitment and selection procedures, Company policies and practices as well as consideration of taking legal Positive Action.

Key Question: How do I make a complaint if I feel I'm being discriminated against?

If you feel like you are the victim of discrimination, please follow the process laid out in our Compliments and Complaints Policy and Procedure. Every Employee has a right to pursue a complaint concerning discrimination or victimisation.

Discrimination and victimisation will be treated as disciplinary offences and they will be dealt with under the Company Disciplinary Procedure.

Key Points to Take Away

- Equality and Diversity means considering the protected characteristics of those who come into contact with our services and making sure they have equal access, treatment and opportunity.
- It means planning for equality, fairness and ethical treatment at all times and monitoring our performance and the equality of what we do. It also means learning continually and understanding where we can improve diversity.
- At Living Carers Ltd, Equality and Diversity is at the heart of all our decisions and actions.
- We operate a system to help improve Equality and Diversity and we all play an important role in making that system work well.

Learning Outcomes

After reading this Policy, you should:

- Understand that Equality and Diversity is an important aspect of what we do and how we operate.
- Understand what Equality and Diversity is and how Equality and Diversity operates.
- Understand how Equality and Diversity operates at *Living Carers Ltd* and have an awareness of the actions we undertake in planning, delivering, and monitoring Equality and Diversity and in learning about where we can make improvements.
- Understand the role you play in improving Equality and Diversity.

Policy Review

The Registered Manager will review this policy at least annually to make any updates and amendments necessary to ensure the policy conforms to current legislation, reflects current practice and expectations.

Authorisation and Signature

This policy is the official and authorised version agreed by the Directors of Living Carers Ltd. All employees are expected to work in accordance with this policy and failure to comply with this policy could result in disciplinary action.

Registered Manager

04.12.2017

LIVING CARE