

**FAIRFIELD INDEPENDENT HOSPITAL**

**EQUALITY, DIVERSITY and INCLUSION ANNUAL REPORT 2020/21**

**Introduction**

The purpose of this report is to demonstrate the Hospitals compliance with the Public Sector Equality Duty by publishing information on an annual basis. It summarises the equality monitoring data for patients and staff for the period 1 April 2020 to 31 March 2021. This report outlines our achievement around equality, diversity and human rights, highlighting the key pieces of work we have undertaken and states the future direction of the work around this agenda.

This report must be read against the backdrop of what we can only describe as the most challenging year for all healthcare providers

The world has changed significantly since March 2020 and the year has been dominated by the coronavirus pandemic, the worst global health crisis seen across the world for many generations. The numbers of people who have died, been ill or had their lives affected by the pandemic is difficult to comprehend.

Fairfield Independent Hospital played in supporting the NHS during the pandemic. Together with many other providers from the independent sector, we ensured that our services, equipment and facilities were available to the NHS. Our Trustees and Directors felt very strongly that as a local charity it was our duty to support the NHS as best we could and provide support to the local population at such a critical time in whatever way we could.

During the pandemic, we have provided treatment for many NHS patients. We assisted the NHS to restart routine procedures by carrying out elective surgery for NHS patients

Throughout the pandemic, our thoughts have been with all of the families who have lost loved ones and those individuals who have been very poorly.

Fairfield Independent Hospital is committed to a culture where those working for us are valued and appreciated for the skills and talents they bring to the organisation and where the needs of those using our services are understood and respected. We are committed to treating everyone who visits or works for us with respect and as individuals, taking into account their individual differences, personal values and perspectives.

The key areas of our statutory, mandatory and regulatory obligations are set out below:

**Equality Act 2010 and the Public Sector Equality Duty (PSED)**

The Equality Act 2010 replaced previous anti-discrimination laws with a single act. It gives the NHS and its organisations opportunities to work towards eliminating discrimination and reducing inequalities in care. The Public Sector Equality Duty applies to public bodies and others carrying out public functions and requires these organisations to publish information to show their compliance with the Equality Duty. The information must show that the organisation has had due regard to the need to:

* Eliminating unlawful discrimination, harassment and victimisation;
* Eliminating unlawful discrimination, harassment and victimisation;
* Advancing equality of opportunity between people who share a protected characteristic and people who do not;
* Fostering good relations between people who share a protected characteristic and people who do not share it.

FIH aims to provide accessible services that respect the needs of each individual and exclude no one. The Hospital is committed to eliminating any form of discrimination based on the Equality Act, which identifies the following protected characteristics

Disability, Sex, Race, Religion and belief, Sexual orientation, Age, Pregnancy and maternity, Marriage and civil partnership, Gender re-assignment

**NHS Standard Contract Equality Requirements**

As we made our services and our facilities available to NHS England we did not have a contract with local commissioners. However this did not mean that our obligations as an employer and as service provider were put on hold they were most certainly not and we made sure that we maintained our high standards with regard to Equality Diversity and Inclusion.

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**2. Meeting our Duties**

As a service provider, we are committed to providing a service, which is accessible to everyone and prevents unfair or unlawful discrimination on the grounds of age, disability, sex, gender identity, race, sexual orientation or religion, faith or belief. We are working to promote good relations between different individuals and groups.

As an employer, we will ensure our employees work in an environment, which respects and includes everyone and is free from discrimination, harassment and unequal treatment. We are keen to attract staff from diverse backgrounds that are representative of the population we serve, and seek to raise our profile as a potential employer, especially where we are under-represented.

We have a robust process to ensure strategies, policies, procedures, major service changes are regularly assessed for impact on equality issues and our Inclusion Hub Advisory Group, and staff networks help us to understand the needs and views of a range of diverse people and communities.

We have specific duties as a provider of public sector services to;

* 1. publish relevant, proportionate equality information to demonstrate our compliance, this must include:
* Information relating to employees who share protected characteristics.
* Information relating to people who are affected by our policies and practices, who share protected characteristics
* Prepare and publish equality objectives at least every four years

**Workforce Race Equality Standard (WRES)**

The WRES requires the Hospital to provide information against a number of indicators and to demonstrate progress against them. The WRES highlights any difference between the experience and treatment of White staff and Black and Minority Ethnic (BME) staff with the aim to closing any gaps through the development and implementation of action plans. The Hospital has been providing the data directly for a number of years.

**Accessible Information Standard**

The purpose of the Standard is to meet the communication needs of patients, service users, carers and parents. The Standard aims to establish a framework and set a clear direction so patients can receive information in their preferred format e.g. Braille, Easy Read or British Sign Language Interpreter. The Hospital has fully implemented the Accessible Information Standard.

**Equality core principles**

The Hospital has already produced an Equality and Diversity Strategy; we have agreed a set of core principles that underpin the development and delivery of our ambitions and priority areas. The principles are:

* we will ensure that the delivery of the best patient care is at the heart of what we do
* we will regularly review the priorities through feedback and information to ensure they are grounded in reality for patients, public and staff
* we will measure and publish progress against our priorities annually.
* we will share and celebrate examples of improvements and changes made as a result of the feedback and the priorities in the strategy
* we will work in partnership and collaboratively with stakeholders, partners and communities to take forward this strategy
* we will strive for continual improvement and change
* we will ensure our policies, processes and systems are supportive and monitored to ensure the delivery of good practices in equality and diversity

**3. WORKFORCE**

**Workforce profile**

The headcount of employed staff at the Hospital as at 31.03.2021 was 186. For the purposes of this report, the white category incorporates staff that identify as White British, White Irish and any Other White Background. The BME includes staff who identify themselves as Asian, Mixed, Black and Other.

**Workforce by age**

|  |  |
| --- | --- |
| **Age Ranges (years)** | **Total** |
| <20 | 0 |
| 20-29 | 23 |
| 30-39 | 24 |
| 40-49 | 33 |
| 50-59 | 66 |
| 60-69 | 36 |
| 70-80 | 4 |
| Grand Total | 186 |

**Workforce by staff group**

|  |  |
| --- | --- |
| **Staff Groups** | **Total** |
| Admin and Clerical | 52 |
| Allied Health Professional | 8 |
| Estates and Ancillary | 39 |
| Nursing - Non-Registered | 29 |
| Nursing – Registered | 58 |
| Grand Total | 186 |

**Workforce by ethnicity**

97% of the workforce identify as white and 3 % as BME (figures have been rounded)

**Workforce by disability (declared)**

Less than 1% of the workforce have identified himself or herself to the organisation as being disabled. As an organisation, we feel this figure might be higher so the organisation is actively encouraging disabled employees to report their disability.

**Workforce by gender (declared)**

|  |  |
| --- | --- |
| **Gender** | **Total** |
| Female | 152 |
| Male | 34 |
| Grand Total | 186 |

(Please note the figures for declared gender split reported for 2017/2018 were incorrect)

**Workforce by religion and belief.**

The majority of staff have chosen not to disclose their religion or beliefmaking it difficult to draw any meaningful conclusions from this data set.

**Workforce by sexual orientation.**

The majority of staff have not disclosed their sexual orientation making it difficult to draw any meaningful conclusions from this data set. The data has been supressed due to low numbers.

**Transgender**

The term transgender refers to someone who considers that they do not identify with the gender that was assigned to them at birth. There is no census information accurately recording the size of the Trans population in the UK. The number of gender variant people estimated in the UK is to be 500, 000 (Gender Identity Research and Education Society- GIRES) equating to 1% of the total population. Monitoring of the number of Trans people is highly sensitive and strict data protection rules apply to ensure privacy and confidentiality is maintained at all times. This data would not be reported by Fairfield Independent Hospital.

**Workforce by length of service**

|  |  |
| --- | --- |
| **Length of Service years** | **Total** |
| 0-4 | 82 |
| 5-9 | 41 |
| 10-14 | 20 |
| 15-19 | 28 |
| 20-24 | 8 |
| 25-29 | 3 |
| 30-35 | 3 |
| >35 | 1 |
| Grand Total | 186 |

**Recruitment**

The Hospital ensures that all recruitment procedures and processes comply with relevant legislation and NHS guidance. FIH aims to build a fully inclusive organisation through the recruitment and retention of a high calibre workforce. We are registered as a Tier 2 employer

Our recruitment and selection procedures and guidance ensure that recruitment practices are effective and non-discriminatory and make sure that we recruit the best person available.

**Education Training and Development**

During 20/21 all clinical staff across all departments received NEWS2 training to facilitate the care of COViD step down patients as theatres were closed as the anaesthetic/ventilator machines were sent to the local Trust Hospital. All external training was discontinued due to the pandemic. However**,** despite external training being unavailable, an average of 91% of staff completed their mandatory and statutory training, excluding the extra COViD training.

COViD training: All clinical staff completed Donning and Doffing of PPE alongside fit testing FFP3 masks to ensure staff were safe when carrying out AGP procedures. All clinical areas undertook the training to ensure staff could be redeployed across the Hospital in the event of sickness/shielding absence. Non-clinical staff completed How to be COViD Safe in the Workplace training - to maintain safe space, effective handwashing, the correct wearing of masks, the disinfection of frequently touched areas, not to share telephones and workspaces and the importance of ventilation.

As at 31.03.2021, 98% of all staff had completed their Equality and Diversity training.

**Flexible working.**

The hospital has various forms of flexible working arrangements in place for the staff who it directly employs. The majority of requests are managed at department level...

**Female workforce taking maternity leave**

In the last 12 months, 8 staff took maternity leave. The organisation has in all cases offered reduced contracted hours to support work life balance for these employees.

The hospital has also offered paternity leave to fathers.

**Employee relations cases**

In the last 12 months, there have been no employee relations cases.

**Staff Survey**

Even though we were in the middle of a pandemic, we did feel it was important to carry out the 2020 staff survey to gauge how staff were feeling and to try to address any issues or provide help and assistance wherever we could

The organisation was very pleased to see the response rate continue to improve with 77% of staff completing the survey. Whilst there are some areas that do require further investigation, action and analysis, I do feel overall that the 2020 results show the pressures that staff felt because of the pandemic from a work and personal perspective were overwhelming.

The level of job satisfaction appeared to have declined and I can totally understand this as for some weeks we had an empty hospital. Our staff are very patient centred and when we started seeing patients again, albeit in small numbers, morale most definitely improved.

As a result of the survey, we have continued with departmental daily huddles which we kept going during COViD. We have also provided all staff with access to in-house mental health support and provided information regarding self-help organisations and websites for those wanting access to virtual support.

The survey is of course anonymous and, whilst it is an in-house survey, it is based on the core NHS staff survey questions.

The results were shared in detail with the Board, respective teams and staff and actions were discussed on how we could improve further.

**Leavers**

During the year up to 31.03.2021, 29 staff left the organisation

* 9 retired
* 2 staff left on medical grounds
* 1 death in service
* 12 staff left to take up positions elsewhere
* 5 staff left for personal reasons

**4. PATIENT PROFILE**

As the Hospital had limited activity during 2020/21 the figures have not been included.

**Complaints**

The Table below shows the declared ethnic makeup of complainants to the Hospital over the last 12 months

|  |  |
| --- | --- |
| **Ethnic Group** | **Number of complaints** |
| **White British** | 8 |
| **Mixed** | 0 |
| **Asian/Asian British** | 0 |
| **Black/African/Caribbean/Black British** | 0 |
| **Other** | 0 |
| **Not declared** | 1 |
|  |  |
| **TOTAL NUMBER OF NHS COMPLAINTS** | 9 |

**Friends and Family Test— responses**

The hospital has been participating in the Friends and Family Test for patients for a number of years.

These figures are much lower than previous years due to the lack of patients due to COViD.

The results for both inpatients and outpatients are shown below:

Inpatient full year average 20/21

|  |  |  |  |
| --- | --- | --- | --- |
| **Ave Total number returned per month** | **Extremely likely** | **Likely** | **Neither likely nor unlikely.**  **Ex un likely**  **Don’t Know** |
| 66 | 62 | 3.5 | .05 |

Outpatient full year average 20/21

|  |  |  |  |
| --- | --- | --- | --- |
| **Ave Total number returned per month** | **Extremely likely** | **Likely** | **Neither likely nor unlikely.**  **Ex un likely**  **Don’t Know** |
| 27 | 22 | 4.5 | .05 |

**EQUALITY AND DIVERSITY OBJECTIVES**

The Hospital each year sets objectives in order to meet its obligations under the Equality Act and some progress was made during the year. A brief account of progress made in year against each objective is provided below

**2020/2021 Objectives**

The following objectives have been set in order to ensure that FIH can evidence it is committed to eliminating discrimination, promoting equality of opportunity, fostering good relations and providing an environment which is inclusive for patients, carers, visitors and staff. We aim to provide equality of access, experience and health and workplace outcomes by actively listening and acting on feedback to drive improvements.

**Objective 1.**

**To ensure that the patient experience is a driver for our EDI activities**

* We will continue to review our strategies and policies to ensure that EQIA are robust and inclusive and strengthen processes to ensure good quality reviews are conducted.
* Monitor complaints across the organisation

**Actions completed** – EQIA is part of our process for all policies, procedures and business cases as and when applicable

Complaints are monitored by the Board and various sub-committees. We look for trends and identify learning

**Objective 2**

**To continue to empower staff to excel in their role and provide an exceptional service in an environment where dignity and respect are promoted**

* Continue to implement the Workforce Race Equality Standard (WRES) to improve the recruitment, retention, workplace experience and opportunities for Black and Minority Ethnic (BME) staff.
* Roll out staff health and wellbeing initiatives to improve support for staff and reduce sickness absence.
* Ensure that staff use unconscious bias recruitment processes across the organisation to reduce any potential for discrimination in the decision making process.

**Actions completed –** we continue to be a Tier 2 employer have recruited staff from overseas.

Our mental health champion has provided support to staff during COViD and will continue to do so.

Sickness and absence did increase during COViD due to shielding and isolation.

We feel our recruitment process is robust from placing of adverts, interview, appointment and feedback.

**Objective 3.**

**Staff will continue to be provided with a relevant package of EDI training so that they are culturally competent and able to deliver a service that is adapted to meet the diverse needs of patients –** This remains on-going

**2021/2022 Objectives**

**Objective1 -** To produce and seek Board approval for an Equality, Diversity and Inclusion Strategy from 2021 to 2024

* Develop the strategy
* Seek Board Approval
* Implement and monitor progress

**Objective 2 –** Inclusive recruitment

* All job descriptions will be inclusive and be very clear about the job role and the requirements. We will benchmark our job descriptions with others and with national guidance.
* We will ensure that we regularly review all of our recruitment adverts ensuring that they are inclusive to diverse groups
* We use NHS jobs, our own website and agencies for recruitment. The FIH website and application process is easier to navigate than NHS jobs and if applicants are having difficulty they are signposted to the FIH website. We will keep this under review and take feedback from applicants

**Objective 3 -** safeguarding of vulnerable adults

* We will ensure that the safeguarding of vulnerable adults remains a priority by continuing to promote compliance with legal frameworks and access to additional resources in the management of care for vulnerable patients.

**Conclusion**

FIH aspires to be the employer and healthcare provider of choice in the local area. We want to ensure staff are consciously inclusive in their day –to-day practice and interactions with our patients and teams recognising their mix of abilities, experience and knowledge. The Hospital is fair and inclusive and acts with integrity.

Our staff provide compassionate care and we adopt a patient centred approach to the care we provide. As an employer we strive to provide a very positive supportive workplace free from any form of bullying, harassment or discrimination.