



**DRAFT**

# **FAIRFIELD INDEPENDENT HOSPITAL**

## **EQUALITY, DIVERSITY and INCLUSION ANNUAL REPORT 2022/2023**

## **Introduction**

The purpose of this report is to demonstrate the Hospital's 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 2022 to 31 March 2023. This report outlines our achievements 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 yet another challenging year for all healthcare providers

Fairfield Independent Hospital continued to support 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 is our duty to continue 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.

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;
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- 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.

## **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 staff network helps 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; 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.

Through the preferred providers, the Hospital is able to offer interpretation and translation services in the following formats:

- Face-to-face interpretation and translation ( was paused for safety reasons during the pandemic)
- Telephone interpretation and translation

### **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 31.03.2023 was 191. 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.

### **Clinical Workforce (excluding Consultants)**

The 2022/23 age profile of the clinical workforce is shown below:

Clinical

Under 20	20-29	30-39	40-49	50-59	60-69	70-79	Total
0	8	23	19	31	18	1	100

### **Non Clinical Workforce**

The 2022/23 age profile of the non-clinical workforce is shown below:

Non Clinical

Under 20	20-29	30-39	40-49	50-59	60-69	70-79	Total
2	10	18	4	29	27	1	91

Gender

The 2022/23 gender profile of the total workforce is shown below:

Gender	Under 20	20-29	30-39	40-49	50-59	60-69	70-79	Total
Male	1	6	6	3	7	10	0	33
Female	1	12	35	20	53	35	2	158

### **Workforce by ethnicity**

98% of the workforce identify as white and 2 % 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 religion and belief.**

The majority of staff have chosen not to disclose their religion or belief making 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 suppressed 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.

**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**

Staff are on a rolling programme for all relevant training.

Female Genital Mutilation training – 88 % completed by staff.

During 2022/23, the mean average for completion of all mandatory training was 92%.

All Ward HCAs have been trained in NEWS2 ensuring that staff are aware of any patient who may be deteriorating and how to escalate the issues.

As at 31.03.2023, 98% of all staff had completed their Equality and Diversity training.

Fairfield Independent Hospital continues to offer valuable placements to local nursing students. Many of our senior nurses are trained mentors with teaching and assessing qualifications. The Universities carry out an independent audit of our facilities and staff education / qualifications levels. The Hospital offers a wide range of specialities allowing students the opportunity of following patients through every stage of their elective surgery, from pre-operative assessment to theatre, inpatient stay to physiotherapy as an outpatient. The students are all trained with regard to Equality Diversity and Inclusion.

**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, 5 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**

The completion of the survey is mandatory as part of our NHS Contract and needs to be completed annually. The Board regard the survey as a very important tool in our HR function, as it gives valuable insight into how staff are feeling. The survey was carried out in November. Some areas do require further investigation, action and analysis. Unfortunately, there are very few comments given on the completed surveys in order that we can really deep dive into the detail.

The response rate was 57%, which is an acceptable level in order to make informed analysis.

The results of the survey have been shared with a number of sub committees of the Board, the Board and the staff groups and a range of actions are planned to address some of the issues within the survey. The survey did not highlight any issues of discrimination.

### **Leavers**

During the year up to 31.03.2023, 33 staff left the organisation

- 7 retired
- 18 staff left to take up positions elsewhere
- 2 Personal reasons
- 6 other reasons

## **4. Patient information**

### **Complaints 2022/23**

As a learning organisation, we actively seek out patient comments both positive and negative. If a patient makes a negative comment that is not a formal complaint, it is investigated and a response is sent to the patient with an apology and explanation. We genuinely feel that this pro-active, timely approach to negative comments reduces the number of formal complaints and shows our patients that we are listening to what they say.

Total number of formal NHS complaints – 17 (24) (figures in brackets are for (21/22))

#### Categories

- Consultant 5 (14)
- Administration 5 (3)
- Nursing 1 (2)

- Attitude 1 (1)
- Clinical 5 (4)

All of our complaints are reported across the organisation from the Board to the ‘shop floor’ and we do keep a record of things that we have changed because of a patient bringing something to our attention. We provide the ICB with quarterly reporting on all NHS complaints, how they have been investigated, actions taken, learning and evidence of learning. We monitor trends for all complaints and there have been no incidences of any complaint being raised with regard to discrimination of any kind. All Consultant specific complaints are fed into the appraisal process at their NHS Employer.

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

<b>Ethnic Group</b>	<b>Number of complaints</b>
<b>White</b>	5
<b>Mixed</b>	0
<b>Asian/Asian British</b>	0
<b>Black/African/Caribbean/Black British</b>	0
<b>Other</b>	0
<b>Not declared</b>	12
<b>TOTAL NUMBER OF NHS COMPLAINTS</b>	17

### **Friends and Family Test— responses**

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

The results for both inpatients and outpatients are shown below:

Inpatient full year average 22/23

<b>Ave Total number returned per month</b>	<b>Extremely likely</b>	<b>Likely</b>	<b>Neither likely nor unlikely. Ex un likely Don't Know</b>
66	95	4.5	.05



#### Outpatient full year average 22/23

<b>Ave Total number returned per month</b>	<b>Extremely likely</b>	<b>Likely</b>	<b>Neither likely nor unlikely. Ex un likely Don't Know</b>
62	92%	7.5%	.05%

#### **Patient Satisfaction**

The results for 2022/23 show:

- 99.5% of the patients rated the cleanliness of the Hospital as very good or excellent.
- 99% of the patients rated the overall standard as very good or excellent.
- 100% of patients would recommend the Hospital to a friend or family member.

#### **5. 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:

##### **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

**Action/Progress** This has been completed and the strategy is now in place and approved by the Board.

##### **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

**Action/ progress** – This work is on- going. All adverts for jobs within the organisation are inclusive. Many applicants do struggle with the NHS application process and they are advised to use the hospitals web site if they have difficulties as its easier to navigate and also to submit.

**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.

**Action/progress** All of our safeguarding policies have been assessed by the CCG and we have been found to be compliant with all relevant legislation and processes to ensure that vulnerable adults who attend the hospital as either a patient or a visitor are protected and supported . We provide a range of supportive measures for patients and their carers throughout their patient pathway.

**2022/2023 Objectives**

The next steps for 2022/2023 will be to deliver on actions which include:

**Objective 1** – Training and reporting

- Review our mandatory and focussed training to support equality, diversity, and inclusion.
- Continue to deliver and report on the WRES and WDES including action planning.
- Look at training options for staff in supporting LGBT and Transgender colleagues and patients.

**Objective 2** – Accessibility

- Ensure services remain accessible and inclusive with a focus on ensuring information and communication is timely and appropriate.
- Create a culture where is safe to 'be out' either as a staff member or a patient .
- To adopt the Social Model of Disability and to move our approach to disability away from the medical model with a focus on sickness to one where disabled staff are valued and the disabling barriers within the environment and particularly attitudes are removed

**Objective 3** – Quality

- Perform Equality Analysis on all policies, strategies, service specifications, business plans, and incorporating findings into contracts with commissioners

## **5. Conclusion**

FIH aspires to be the employer and healthcare provider of choice in the local area. With empowered, engaged and well supported staff and a workforce that represents the communities that we serve.

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.

The hospital has met its statutory obligations to monitor and report on workforce and patient equality and diversity and provide assurances that actions are being taken to address any shortfalls