

Issue 6

July 2019



Northern Health
and Social Care Trust

Equality News



Some young carers enjoying a short break

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Welcome



Welcome to sixth edition of our annual equality newsletter. We value the contribution the people from all backgrounds and experiences make to the Trust and continued to strive towards a diverse and inclusive culture that recognises and develops the potential of all staff, service users and carers.

This has been another busy year. We have some good news to share.

Investors in People (IIP) visited our organisation and we are delighted that we have achieved the Investors in People Standard. This is an important recognition of the work we have been doing to create a 'great place to work'.

This year we won the Inspire Workplace Innovation Award for the digital resources that are available to carers. More details about how you can access this brilliant resource are available later in the newsletter.

I am delighted we have a new member of staff in the Equality Unit. Irene Heath has joined us as Equality Manager and is available to provide advice, guidance and support on equality and policy issues.

Finally I would like to thank everyone who has worked in partnership with us this year. Your valuable contributions have helped to shape our work.

Please contact the Equality Unit if you have any queries, suggestions or issues related to this newsletter or the work that we do.

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“Inclusion Matters”

On 5 December we held a workshop to talk with staff members about their experience of living and working with a disability or long term health condition.



The objective of the workshop was to get direct feedback from staff who have a disability about their experience of working in the Trust and to find out how they can best

be supported in the workplace. It was clear from the feedback we received that those who participated valued the opportunity to have their views heard. Participants were asked to discuss in groups their experience of living with a disability or long term health condition and working in the Trust. The feedback we received will shape how we support staff with a disability in the future.

ASEC Agencies Supporting Ethnic Minorities (MEA)

As part of Good Relations Week, the Trust in partnership with ASEC (Agencies Supporting Ethnic Communities) held an event to look at the needs and difficulties encountered by the Roma community in our area and how we as representatives from voluntary, statutory and community organisations can support them. From this event a working group was set up to look at ways to support the Roma community with a particular focus on access to health and social care services. A range of information has been



Signing up to the Mental Health Charter



During Mental Health Awareness Week we wanted to send a clear signal to all Trust staff that their mental health matters.

The Trust signed up to the Equality Commission's Mental Health Charter to demonstrate a commitment to improving the working lives of staff who are experiencing mental ill-health.

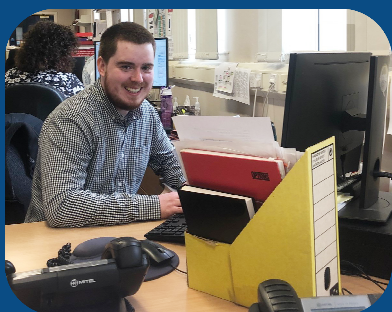
We want to promote healthy workplaces for all our employees and to foster a culture where all staff feel valued, supported and listened to.

We believe that we all have a responsibility to create a work environment where staff are able to be open about experiencing mental health problems and get the support that they need.

Charter Commitments

- 1** To create an open and inclusive workplace culture which displays respect for those with mental ill health
- 2** To promote equality of opportunity and challenge discrimination in the workplace
- 3** To promote equality of opportunity in recruitment and selection for those with mental ill health
- 4** To identify and provide sources of information and support regarding mental ill health
- 5** To adopt Every Customer Counts recommendations - working towards taking positive steps to make services accessible to people with mental ill health

Job Shadow Day



We are committed to inclusion and want to highlight the valuable contribution people with disabilities can and do make in the workplace. The Trust took part in Job Shadow Day, an initiative to offer adults with a learning disability the opportunity to undertake work experience within the health and social care setting. Job Shadow Day is designed to give people with disabilities an opportunity to get first hand experience of the world of work and to discover and learn about the skills required to compete and succeed in the workplace.

Building on the success of Job Shadow Day the Trust is introducing a Positive Actions Pilot Programme to allow people in the Trust's Day Opportunities Service to sign up to an on-the-job training programme, where successful completion would translate into a guaranteed job.

In May we were delighted to welcome Annie Kyle to the Equality Unit to take part in Job Shadow Day. Annie has an interest in office work and she had the opportunity to carry out a range of administrative duties such as photocopying, scanning, organising stationary and preparing packs for carers. The day was such a success that we have since been able to offer Annie a 12 week work placement. Annie is a breath of fresh air and we look forward to seeing her each week.

Annie said, "I think work placement is good and the staff are all good to me. I love all the work I have been doing and I enjoy keeping busy".



Let's talk Social Model of Disability, Partnership and Innovation



People of all ages who are socially isolated and feel excluded as a result of age, caring role, disability, sensory, medical or undiagnosed condition can benefit from the services and resources offered by the Mae Murray Foundation and partners – either individually and/or through organisations or groups.

The Mae Murray Foundation, in partnership with the Trust, held a seminar to share information with organisations, professionals and teams, who are likely to refer families or organisations who may benefit. This includes,

- free equipment and resources loan schemes
- fixed play provision and complex need
- the role of Mae Murray Foundation and how working with it can support individuals and families



People who use learning disability services to play key part in staff recruitment



Eleven service users recently completed a bespoke training course so they can take part in recruitment and selection. Feedback was very positive and a huge well done to all involved.

Those taking part in the training really enjoyed the role play exercises. Their insight in the recruitment process will help us to make decisions about who the best person is for the job.”

As part of their role, the service user will meet with each candidate immediately before their interview to have ‘a chat’ about specific topics. The service user will then score the candidates communication skills using a feedback sheet. This score will then contribute to the overall interview score. It is hoped that those who have been trained will take part in recruitment for roles later this year.

PPI and Co-Production in action across the Trust

Co-Production Divisional Workshops

During the year we held workshops with each Division to plan our co-production for the year ahead. The workshops centred on three themes:

Clarify – the ‘why’ of our co-production, being clear on our purpose

Connect – the ‘how’ of our co-production work, best ways to collaborate

Create – the ‘what’ of our co-production work, our collective objectives

The workshops were attended by staff, service users and carers and other stakeholder representatives and looked at the following three core areas:

- The work we do now and the work we want to do
- What we want for the future and why
- How we can work together to make it great for everyone

We discussed existing collaborative projects to celebrate the great work we have already done. We also mapped our collective local stakeholders, partnerships and assets to develop robust co-production networks to support the work we have planned. To close the workshops, we identified key priorities for the year ahead and some practical next steps.



“Have different ways of engaging with people using different mediums and levels of involvement to suit people’s availability and time for involvement.”

INSPIRE Wellbeing Award 2019

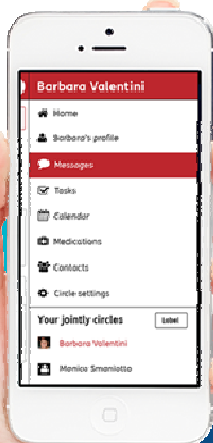


We won the Inspire Workplace Innovation Award for the digital resources that are available to carers. Northern Trust is a member of Employers for Carers and we value our staff who are in employment but also looking after a family member at home. Our digital resources include a designated carers

website www.carersdigital.org and the care co-ordination app "Jointly" any carer in the Northern Trust area can access the website and download the Jointly app for free using access code DGTL2770

"We were absolutely delighted to win the Inspire Workplace Innovation Award for the digital resources we have available for carers. We value our staff who have caring responsibilities at home and by working with Carers NI/UK and Employers for Carers we now offer them the tools to help them to stay in employment. The Jointly app provides our staff with an innovative way to manage their caring role".

For more information on the website and app please see the following page.



Are you looking after someone?



Jointly makes caring for someone a little easier, less stressful and a lot more organised by making communication and coordination simpler between those who are sharing the care.

The Northern Health and Social Care Trust has teamed up with Carers UK to offer carers in our area free access to a wide range of online resources to help make caring easier.

Turn over for help on how to create a Jointly account and redeem your free access code:

DGTL2770

Sharing care is easier when you do it Jointly.
www.jointlyapp.com



Creating a free Jointly account



To use Jointly for free, you must first create an account on the Jointly website and redeem the access code.

1. Visit www.jointlyapp.com and click 'Sign up'
2. A new page will appear, complete the form, and press 'Sign up' again at the bottom
3. Click 'Create a new circle' and select 'Use Free Access Code'
4. Enter the code **DGTL2770** and click 'Redeem'

Then you can download the app and log in with the details you used to register.

(Or you can just use Jointly via the website).



Did you know you can access a wider range of online resources and tools by signing up for the Digital Resource for Carers?

Visit carersdigital.org and create an account, using the same free access code when prompted.



Brought to you by carersUK In collaboration with HSC Northern Health and Social Care Trust

Looking after someone?



Caring for a loved one who is ill, disabled or older can be valuable and rewarding, but without the right support caring can have an impact on your health, your job, your finances and your social life.

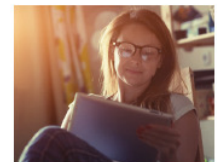
Register for our FREE digital resources and get the help you need today.



Turn over to find out more.

We've teamed up with Carers UK to give carers access to a wide range of digital tools and essential resources that may help make their caring situation easier.

Visit: carersdigital.org



Your Free Access Code is: **DGTL2770**

Use this code to get free access to all the digital products and online resources, including:



About Me eLearning Course

This online course aims to help you identify and find resources, technology and sources of support to prevent your caring responsibilities from becoming overwhelming.



Jointly Care co-ordination app

A central place to store and share important information about the person you are caring for. Set up appointments, allocate tasks, save files and notes, manage medication and lots more.



Free publications Carers UK guides

Essential reading for carers including: Upfront guide to caring, Looking after someone - Carers Rights Guide and Being heard: A self-advocacy guide for carers



More resources & info Links to workplace resources

Access links to further resources and sources of information and support for people who are looking after a loved one.

Scan to register without using a code:



Carers Support Programme



This year we launched our support programme co-designed by carers for carers. It is based on the Take 5 Steps to Wellbeing and encourages carers to think about their own wellbeing and personal development. Below are some example of what has been available to

carer in the past year.

Keep Learning

We worked in partnership with Cook it! Dieticians within the Trust to offer the 'Food Values' programme to carers. This programme offers participants the opportunity to learn how to budget and plan for better nutrition as well hands on cooking skills.



We were delighted to be able to offer the Food Values Programme to our young carers. This started off as a suggestion but thanks to the hard work of our Cook It! Dieticians and the staff at Barnardo's Young Carers our shared vision became a reality.



Carers Support Programme

Take Notice

Throughout the past year we have worked offered carers three unique classes – ‘Be Yourselfie’, ‘Be Mindful’ and ‘Be Happy Now’. These courses have provided carers with the opportunity to take a step back from their busy lives for a short period of time to relax, unwind and have fun!



Connect

Carers have told us that the support they need is not always days away but rather an opportunity to catch up with other carers over a cup of tea and a bun. We now offer regular ‘Carers Catch-Ups’ within our Support Programme.



Carers Support Programme

Be active

A group of carers attended Blossoms at Larne Lough Horticultural & Nature-Based Therapy. Blossoms at Larne Lough specialises in using horticultural therapy to increase health and wellbeing, to decrease stress whilst being active.



Give

Following the completion of WRAP one of our carers went on to train as a facilitator and can now deliver WRAP with us, therefore giving of her time, experience and knowledge.

What we are now witnessing from these courses is that carers are supporting carers through friendships and connections.

Carers Summit



In November 2018, Carers NI held their annual Carers Summit in the Northern Trust area. We work in partnership with Carers NI who offer rights and entitlements advice, co-deliver on staff Carers Assessment training and facilitate five carer support groups across the Trust area.

Deliberative workshop focuses on male carers



In partnership with Ulster University, we hosted a deliberative workshop to discuss the findings of a study about the experiences of men who are looking after their wife or partner who has a serious long term illness.

This was a great opportunity for health and social care staff, the voluntary and community sector and carers to help develop future support for older male carers. The expertise and contribution of all participants proved to be invaluable.

In Northern Ireland there are approximately 214,000 informal carers (family members looking after a relative who is unable to look after themselves due to illness, frailty or disability). Although family carers are traditionally thought of as female, the number of men caring for someone at home is rising to 43%. While caring for a spouse is rewarding, occasionally it can also be tiring or stressful. It is important to explore what additional help male carers may need in order to help them to continue with their caring role for as long as necessary.



Deaf Awareness Training



During the year we held 4 sessions of staff deaf awareness training. The course covered the different methods of communication including hearing aids and lip reading simulation. It also provided staff with an introduction to basic sign language skills which everyone found extremely useful.



Working together



Excellence



Openness & Honesty



Compassion

One key action from the regional HSC Collective Leadership Strategy (2017) was the development of a set of values and behaviours for everyone working in, and using health and social care. There was an extensive engagement process last year, involving staff and our service users across all 5 Trusts.

Out of that exercise, four values and behaviours were chosen for everybody working in, and using, Health and Social Care.

The values we have lived by in the Northern Trust align closely with these new regional values, which reflects the strong sense of shared purpose across health and social care.

The HSC 'Values for All' are as follows:

- **Working Together**
- **Excellence**
- **Compassion**
- **Openness and Honesty**

Diary dates

Good Relations Week - 16- 23 September 2019

International Day for Older Persons - 1 October 2019

Carers Rights Day - 21 November 2019

International Women's Day - 8 March 2020

Deaf Awareness Week 6-12 May 2020