

Healthy Relations for a Healthy Future

Hello everyone

I am pleased to share the Trust's second Good Relations Bulletin in conjunction with our strategy Healthy Relations for a Healthy Future. Since the launch of the first bulletin, there has been a great deal of work going on to progress the actions to which the Trust committed. From 16-20 June the Trust enjoyed its annual Community Relations Week by organising a series of events to acknowledge and formally celebrate the growing cultural diversity amongst our staff and our service users.

More recently in November, the Trust was commended by the British and Irish Parliamentary Assembly on innovative work with the Traveller and Roma communities in Belfast. The Joint Parliamentary Assembly recommended that the Trust's model be shared across the UK and Ireland as a model of best practice. The employment of dedicated Traveller Health Liaison workers and the development of a mental health DVD for Travellers by Travellers in partnership with the Trust and Aware Defeat Depression were two particular examples of good practice that were heralded by the Parliamentary Assembly. And there was further recognition for the Trust's Roma and Traveller Health Projects from the All Party Parliamentary Group on Gypsy Roma and Traveller issues in the Houses of Parliament, when a Trust delegation attended.

Some of you may well have been involved in a series of good relations focus groups throughout the months of October and November in the Well Being and Treatment Centres across Belfast. These have been important for us as a Trust to learn what you as users of our services think of the centres and what we could do to ensure that you find them welcoming and accessible regardless of where they are situated in Belfast. Over 150 people attended these focus groups across the city with a broad range of participants – an outcome report will be produced and one of the very tangible outcomes from all your involvement and participation will be the development of a piece of art for each Well Being and Treatment Centre at a collaborative event on 5 February. This is just a brief snapshot

of some of the great work that is underway to promote good relations in and across the Belfast Trust for staff, service users and their families. Best wishes for the holiday season!



Damian McAlister
Director of Human Resources and Organisational Development

Trust Innovative Work

'More recently in November, the Trust was commended by the British and Irish Parliamentary Assembly on innovative work with the Traveller and Roma communities in Belfast.'



Belfast Trust Traveller and Roma initiatives praised as 'Great Examples of Innovation'

Belfast Trust has been commended for its on-going work with the Traveller and Roma Community from the British and Irish Parliamentary Assembly.

The Parliamentary Assembly, which looked at evidence from a range of organisations earlier this year commended the Trust on its innovation and best practice in working with Travellers and Roma and recommend that the Trust's model be shared across the UK and Ireland as a model of best practice.

Brian Barry chair of the Trust Strategic Group on Traveller Health welcomed the commendation and added 'Belfast Trust has been working closely with these communities for many years and this commendation demonstrates the dedication and hard work by our liaison officers to develop partnerships and engagement.'

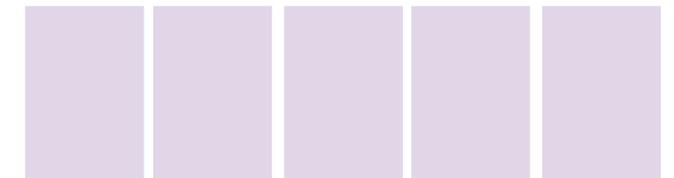
Traveller and Roma Health Projects received further recognition from the All Party Parliamentary Group on Gypsy Roma and Traveller issues, in the Houses of Parliament last week. The Trust, represented by Stephen Long, attended the launch of a briefing paper reviewing the UK progress on the European Union framework for national Roma integration strategies.

'Again the Work of Belfast Trust was praised as innovative and ground breaking with these vulnerable communities' said Stephen Long, Community Development Officer, Belfast Trust

'Inclusive health projects within the National Health Service have more often than not been achieved where there has been a longstanding history of engagement with local Gypsy, Traveller and Roma communities, often with staff playing a role in targeted delivery and or liaison. The Belfast Health and Social Care Trust in Northern Ireland is a much celebrated and praised example of such work.' (All Party Parliamentary Group)



'Belfast Health Trust had dedicated Traveller Liaison Officers who built relationships with Travellers and helped them access health services. Belfast Health Trust also encouraged discussion of mental health issues among Travellers and Gypsies using a DVD resource. This was one example of an innovative approach to engaging with health needs of Travellers, Gypsies and Roma that we commend. Likewise, using community choirs and other creative arts to build confidence, tackle stigma and address mental health issues among Travellers and Gypsies were great examples of innovation' British and Irish Parliamentary Assembly



Trust holds series of events to celebrate Community Relations Week

Recognising and valuing the breadth of diversity of Trust staff and services users was the key message celebrated by the Belfast Trust during Community Relations Week in June this year. The public and staff got the opportunity to see some of the Trust's most innovative initiatives aimed at embracing good relations and improving access to health which were showcased at each of the Trust's Wellbeing and Treatment centres. Also on display on were colourful pictures and posters highlighting the rich diversity of Northern Ireland, including symbols from different religions and cultures. Important information leaflets on how to access health and social care and interpreting services were also available in a range of languages.



The benefits of staff training were acknowledged through a number of stimulating and thought provoking training sessions. The sessions were organised in partnership with South Belfast Round Table on Racism and Mediation NI. The training enabled staff to gain insight and a deeper understanding of the Roma Community, Migrant Awareness and Promoting Good Relations. The knowledge and awareness of Trust staff was tested via a daily Myths and Facts series on race, religion and political opinion featured each day on the Trust Intranet.



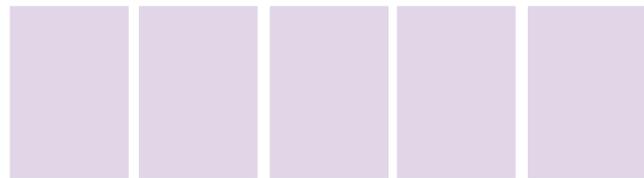
On the move . . . Northern Ireland Health and Social Care Interpreting Service (NIHSCIS)

The NIHSCIS is the first point of contact for HSC face to face interpreting in Northern Ireland. Over the last 7 years Belfast Trust has managed the services and helped facilitate its growth from 31,000 requests to over 87,000.

Following a review of the service by the Regional Health and Social Care Board, and after public consultation, the **NIHSCIS transferred to the Business Services Organisation on 1 October 2014**. Staff and practitioners can continue to avail of this service by:

- Emailing all booking forms to interpreting@hscni.net
- Calling 028 9536 3777 Monday to Friday 9am-5pm if you have any queries
- Calling 028 9056 5656 to book an Interpreter OUT OF HOURS

For information or advice, please contact manager Orla Barron on 028 9504 6567 or via email orla.barron@belfasttrust.hscni.net



Ethnic minority population benefit from award winning project for homeless



A Belfast Trust project led by Trust specialist nurse, Susan Semple aimed at improving the health of the homeless and deprived people was awarded the Bevan Prize for Health and Well Being.

The project seeks to provide culturally competent and evidence-based care that acknowledges the diverse nature of the client group and addresses their complex individual needs. Susan works with the homeless and the organisers of the awards said that “the nurse led service significantly improved the health of one of Northern Ireland’s most deprived and hard to reach communities. The project has managed to get 98% of the people who use the service registered with family doctors and provides a series of nurse-led holistic

clinics across Belfast which offer checkups, vaccines and healthcare plans for patients”.

‘NI is seeing a substantial increase in the ethnic minority populations many who are at risk of or are already homeless. Homelessness affects all age groups with a growing number of young people, females and the elderly’, said Susan.

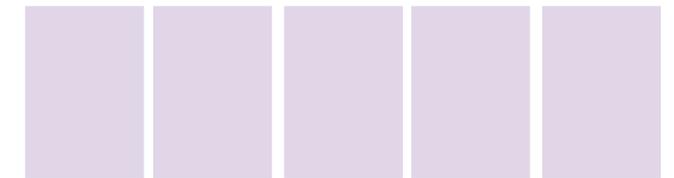
Service aims

To assist homeless people to improve their health and healthcare experience to ensure equality in accessing health care services and equality in health outcomes and to remove stigma and seek respect and dignity.

What we offer

‘Door Step’ delivery of health care through one to one open access clinic sessions allowing for consistency of care. Susan, also a qualified nurse practitioner is able to compliment the GP role with her skills in the physical examination of the client and ability to carry our differential diagnosis. Also her extended role as an Independent and Supplementary prescriber ensures timely access to treatment and medication for the homeless client group.

For further information contact:
Susan Semple, Health Care Coordinator, BHSCT, West Locality



Local communities participate in promoting Good Relations in Health & Social Care



Service users from a range of diverse backgrounds took the opportunity to attend Belfast Trust Good Relations Focus Groups throughout the month of November. The aim of the focus groups was to allow the public to put forward their views and ideas on how Trust Wellbeing and Treatment Centres may be improved to ensure that everyone feels welcome and comfortable accessing centres.

Over 150 people attended the focus groups which were organized by the Trust in partnership with centre managers and a wide range of voluntary and community groups. Many service users expressed their appreciation at being given the opportunity to engage with the Trust to convey their views on a range of areas relating to good relations.

The Trust is committed to promoting good relations and demonstrated this by being the first Trust in Northern Ireland to develop a strategy. The Trust, as a public authority, also has a legal obligation to promote good relations in the areas of race, religion and political opinion for staff and service users. The good relations focus groups were one of the actions from the good relations strategy aimed at ensuring that Wellbeing and Treatment Centres, which are located across Belfast, are accessible, shared spaces for everyone.

Over the last few years, the Trust has been working hard to bring services closer to local communities through its Modernisation and Continuous Improvement strategy.

The Wellbeing and Treatment Centres now provide many services that were previously only available in a hospital setting and have now become centres of excellence with many highly skilled and specialised senior medical staff located in them providing improved and enhanced services.

“We really appreciate that the Trust has given us the opportunity to come today and want to listen to our views”



The focus groups were an opportunity for the Trust to highlight the range of services provided in each of the centres. They also gave local communities the chance to get involved in the focus groups to explore and discuss how each centre, irrespective of its location, can be accessible for everyone and to identify any possible barriers.



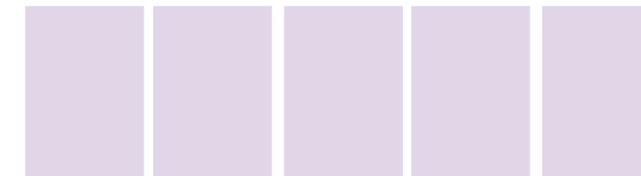
The focus groups proved to be an excellent platform for discussion with attendees getting involved in lively debates and discussions yielding lots of innovative and useful ideas for consideration including Treatment and Wellbeing Centre News and Information Bulletins, the development of a Welcome and Information pack for users that do not speak English proficiently and Centre Tour Visits.

A report will be produced and actions from the focus groups incorporated into the Trust good relations strategy action plan. The Trust would like to take this opportunity to thank all those that worked in partnership with the Trust to organize the events and all those that took the time to attend the focus groups and showed great enthusiasm in putting forward their innovative ideas.

As part of the good relations strategy, those that took part in the focus groups will be invited to participate in an Art workshop on 5 February to give them the opportunity to express their culture, identity or whatever they feel would make them feel welcome through the production of a piece of art which will be displayed in each of the Wellbeing and Treatment centres. More information on the Art workshop will be distributed to all groups in the New Year.

For more information on the Trust good relations focus groups and the Trust Good Relations Strategy, please contact:

Veronica Mc Eaney Email: veronica.mceneaney@belfasttrust.hscni.net, Telephone: 028 9504 6636, Text phone: 028 9056 6755.



Belfast Trust speech and language therapists develop new innovative tool for bilingual children

The Speech & Language Therapy (SLT) service embraces cultural and linguistic diversity and works with families who are bilingual. The term 'bilingual' applies to individuals who already need to use and understand more than one language in their daily life. In recent years, the SLT service to children in community clinics has reflected the cultural diversity change in our society with referrals for assessment including children from bilingual homes who are experiencing difficulty with language acquisition.



When bilingual children are referred to our service we ask referrers to let us know which languages the child is exposed to enable assessment. A bilingual speaker's total language knowledge is distributed across the languages he speaks – so for example a school-aged bilingual child will know school-based words in the language of his school, but may know clothing and food words in only his home language. Were we to assess only his English we would miss the fact that he knows lots of words in his home language.

Assessing monolingual English speaking children requires access to a wide range of assessment tools which are designed for assessment of the English language only. Therapists in Belfast Health and Social Care Trust devised a language sampling resource. This resource is now published and marketed world-wide. It is known as FLAC – Functional Language Across Countries and has been developed following research into bilingual language use, and bilingual language development, assessment and impairment.

To date we have developed FLAC in thirteen languages. This has been an exciting process for a small group of SLT staff (Florence Millar-Wilson, Clinical Lead Bilingualism, and Brona Trolan, specialist speech & language therapist, and Laura McGuiggan, specialist speech & language therapist) and the interpreting staff involved.

We now have a ready-made resource that is time efficient – taking minutes rather than hours to prepare for assessment, and one that supports interpreters, engages parents and most importantly, by parental evaluation, allows SLTs to elicit language samples that are representative of the child's home language use.

Florence Millar-Wilson, Clinical Lead



Promoting good relations through Employment

Have you attended Equality and Good Relations training for staff and managers?

Staff and managers are required to attend equality training every five years. The training provides guidance for staff on their roles, responsibilities and behaviours in promoting equality, good relations and human rights as both employees and service providers. Places are still available for 2015 and can be booked through TAS or HRPTS or by contacting the Employment Equality Team on 028 9504 8554.

The Trust, in line with its Working Well Together and Harassment Policies and Procedures, recognises the diversity within its workforce and is committed to the principle that the dignity of all staff must be respected and that all staff should feel valued within the workplace. The Trust works towards creating a harmonious environment that is characterised by fair treatment. The Employment Equality and Improving Working Lives Team within the Human Resources Directorate can provide confidential support for members of staff who believe they are being bullied or harassed.

Employment Equality and Diversity Plan

The Trust is in the process of implementing its third Employment Equality and Diversity Plan for the period 2014-17. As part of the Plan and the Trust's obligations under the Fair Employment and Treatment (NI) Order 1998 the Trust is committed to a range of measures to ensure the fair participation in employment of persons from both the Protestant and Roman Catholic communities. A working group has been developed to review and further develop the Trust's Affirmative Action Programme.

For further information on any of the areas identified above or any other employment equality/good relations issue please contact Danielle Melville Employment Equality/ Improving Working Lives Team by phone on 028 95 048554 or by email Danielle.Melville@belfasttrust.hscni.org

Comments, ideas or suggestions – We would like to hear from you!
Please contact us at: Tel: 028 9504 6636, Text phone: 028 9063 7406.
E-mail: veronica.mceneaney@belfasttrust.hscni.net

If you require this document in alternative formats and/or minority languages please contact:

Equality manager: Veronica McEneaney (veronica.mceneaney@belfasttrust.hscni.net) or Tel: 028 9504 6636.

