



# Healthy relations for a healthy future

Welcome to this fifth edition of 'Healthy Relations for a Healthy Future'.

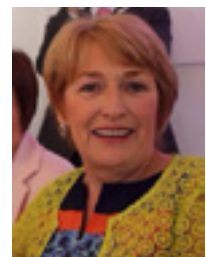


Belfast Trust aims to be a world leader in the provision of health and social care and has significantly evolved since we

were formed in 2007. While the Trust has changed, so too has the population that we serve – we now live in a Northern Ireland which is becoming richer in its cultural diversity. For example, did you know that between April 2015 until March this year, Belfast Trust staff and practitioners requested face to face interpreters on 29,476 occasions from the Northern Ireland Health and Social Care Interpreting Service? We have witnessed a significant shift in the most requested languages for our client group – while Polish remains the most popular language, Hungarian is 7th and Somalian ranks 9th. Responsive and accessible communication with people who are not proficient in English is imperative for the provision of high quality, safe and effective health and social care. Healthy Relations for a Healthy Future is the Trust's explicit acknowledgement of the evolving demographic profile in Belfast and beyond and a firm testament to our commitment to promoting good relations across our services, our facilities and for those who work for us.

On 24 February 2016, Learning Disability services in the Belfast Health and Social Care Trust held a bake off event in aid of the Mehayo Centre for children and young children with intellectual disabilities in the central highland town of Morogoro in Tanzania. This proved to be very popular with staff with 22 entries and a massive £631.78 was raised for the charity.

There are many individuals within this organisation who go over and beyond the call of duty to make a significant improvement to the health and well-being of our service users. Catherine Doherty is a health visiting nurse who pioneered the Northern Ireland New Entrants Service 4 years ago. This service is central to addressing the health needs of asylum seekers and those who have recently arrived in Northern Ireland. Cathy has now retired after working tirelessly in



different communities across Belfast for more than 30 years. She is someone who always went over and beyond and her contribution to the work of the health service has been outstanding. I would like to take this opportunity to pay tribute to her and the important, proactive role that she has played in ensuring access to health for all. On behalf of Belfast Trust, I would thank her wholeheartedly and wish her a happy and healthy retirement.



Damian McAlister,

Director of Human Resources and Organisational Development



## Carers take to catwalk in multi-cultural fashion event

The Trust has been working in partnership with the Community Arts Partnership to run a number of Trash Fashion Workshops for Black and Minority Ethnic Carers. The workshops started in October 2015 through to February of this year. There were a great number of participants who reflected a diverse range of nationalities, languages, cultures and religions. Their creative talents were put to good use in making bags, jewellery, scarfs and costumes from their own countries. On 12 March, the carers and their families participated in the Annual Trash Fashion Show when they paraded along the catwalk to present their own pieces of artwork. The carers and their families really enjoyed themselves and were very happy to share their culture and costume with others.



## Local mosque opens its doors to staff and local community

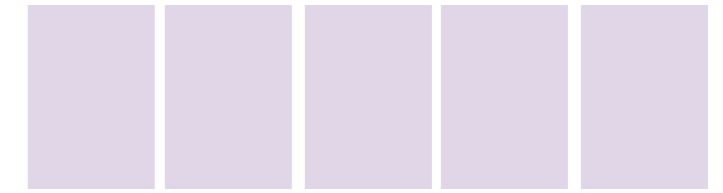
The Northern Ireland Muslim Association (NIMA) has initiated a unique gesture in an effort to build strong relations and promote good relations. The association had a 'VisitMyMosque' day in February with an open invitation to Trust staff and the local community.



The event was part of a national 'VisitMyMosque' initiative aimed at promoting the spirit of friendship and conversation and to give members of the local community an engaging insight into the life of the mosque and to promote greater understanding of Islam.

The event which was held in February 2016, enabled those that attended to visit the centre and to explore the beliefs and practice of Muslims who worship there. The day included tours, free refreshments, children's activities and a chance to observe prayer in the mosque. Neighbours, representatives from religious groups and community groups were invited.

Javaid Naveed, chairman of NIMFA said: "We at NIMFA are delighted at the level of interest in this event. We were delighted to give our guests the chance to see for themselves what goes on in the mosque. I hope it will help people to associate the mosque with the valuable community work and rich spiritual life which it hosts and we are happy to continue to work positively for the common good of the society".



## Trust involved in partnership to help Syrian refugees

Denise Wright (right) from the South Belfast Roundtable and a member of the Trust Good Relations Strategic Group explains the story behind the journey of the Syrian refugees to Belfast and the importance of organisations and agencies working together:



Last year following increasing public concern and international pressure the UK announced that Syrian refugees would be brought to the UK under a Syrian Vulnerable Persons Relocation Scheme (SVPR). All coming under this scheme will be from the camps in countries bordering Syria such as Turkey, Lebanon and Jordan. Priority will be given by the UNHCR to refugees who have medical needs, have survived violence and torture, are women or children in situations which make them particularly vulnerable or have legal or physical protection needs.

Last autumn the Department of Social Development set up an Operational Planning Group which brought together a range of statutory and community voluntary groups to co design and deliver the scheme for NI. With a very short turnaround time good interagency working has been key to the success of the scheme.

In December 2015, 51 SVPR Syrian refugees arrived in Belfast, 10 families with 11 children including one baby. The group was made up of both Muslims and Christians. On arrival this group were taken by the Red Cross to a welcome center where they could rest and have health checks and other needs assessments undertaken. They were able to find out about what was to happen over the next few weeks and months and be informed of their entitlements. After a few days they moved on to temporary accommodation in different parts of Belfast and since then have been supported to integrate and begin their new lives by key workers from Barnardos and Extern. BHSCT have played an important part in ensuring the health and wellbeing of this group as they

'We cannot believe how kind everyone has been - they even care more for us than even we care for ourselves'  
Syrian mother

access GP and other services. They have also funded the development of a DVD which will be used to welcome future groups into NI.

The families are now settling into life in Belfast. Adults are working hard to learn and use their English, children are going to school and smaller children going to early years provision. The families say that they have been overwhelmed by the generosity of people in Belfast and particularly their new neighbours who have been really supportive.



Map showing the routes taken by many refugees

## Belfast Trust supports traveller and BME communities access Health and Social Care and tackle inequalities

‘The reason we do this work with and for BME and Traveller communities is because it’s the right thing to.’



L-R: Denis Long, Nicolae Nicola, Catherine Doherty, Stella Tsang, Catherine McNicholl, Maurice Meehan, Denise Wright

A range of Statutory and voluntary agencies

met at a Conference last month organised by Trust Community Development Officer, Stephen Long in partnership with the Public Health Agency and a range of Traveller and BME representative organisations. The purpose of the event was to address a number of important areas. Firstly it wanted to highlight the important work carried out with the Traveller and BME communities by the Trust in partnership with other organisations such as the Public Health Agency and Bryson An Munia Tober to ensure the communities experience equality of access to health and Social Care and do not experience inequalities. Later in the day delegates gathered in workshops to: Identify strengths and gaps in working with Traveller and BME communities to inform future service provision; Explore best practice in working with Traveller and BME groups to enhance access to health & social care and improve health and wellbeing and Set priorities for the development of a BHSCT Traveller and BME Strategy for 2017 to 2020.

Opening the event, Catherine McNicholl, (right) Director of Adult Social and Primary Care Services, BHSCT, who is also Chair of the Trust BME and Traveller Forum stressed the importance of partnership working and highlighted the work of the PHA, Belfast Health Development Unit and Bryson An Munia Tober “without whose help and participation today’s event would not be possible”.



The Director highlighted why the Trust carried out the work “I want to point out that the reason we do this work is not because of any governmental directive, there isn’t one, though we do welcome the publication of the Race Equality Strategy. The reason we do this work with and for BME and Traveller communities is because it’s the right

thing to. If we as an organisation, indeed as a society, want to promote social inclusion, support integration and address inequalities then we must address health inequalities as a priority because without our health we have very little.

The work carried out by the Trust to date was mentioned by the Trust Director which included the development of the Good Relations Strategy, Traveller Health Strategy, The Northern Ireland New Entrants Service BME Mental health Tool Kit. Traveller & Roma health projects, BME Carers and Older peoples. However, she also alluded to the need to work with more recently arrived Somalians and Syrians. Ms McNicholl concluded by acknowledging that much of the pioneering work has been spearheaded by the Trust Community Development and Health & Social Inequalities teams, supported by the PHA.



Elaine O’Doherty (Health and Social Wellbeing Improvement Manager PHA and Maurice Meehan also PHA outlined the work their organisation was involved in in the Regional Migrant and Ethnic Minority Health and Wellbeing Forum which included work regarding the promotion of breast feeding and staff cultural awareness. Somei Vigo from the Chinese

Welfare Association provided information on her role as a project worker at the CWA and her work with the Hoi Sum older peoples group. Other speakers at the conference that provided a background to the work their organisation were involved in to improve access to health services for Traveller and BME communities included, Denis Long Romanian Roma Community Association for NI, Barbara Purcell, Pauline McCarry and Marie Louise McAllister AMT, Catherine Doherty and Maria Teglas BHSCT.

## Maternity Services website available in over 100 languages



Expectant mothers that do not speak English as a proficient first language can now access information on the Trust's new Maternity services website in 104 languages. The innovative initiative is aimed at ensuring that all mothers can readily access information that is important for them, their baby and their families.

Belfast Trust Maternity Services, which provides complete maternity care to over 6000 mothers per year, recognises the growing diversity of the population in Northern Ireland and the number of different languages that are now spoken. The new translation tool is extremely simple to use. One click of a button on the top right side of the screen will immediately reveal the range of languages available. Once a language is clicked all the information on that page will immediately be translated to the language of choice. Maternity services manager Christina Menage explained why their department availed of the service, "Our philosophy of care is to treat all women with dignity and respect, it is therefore important that we make information as accessible as possible to all women irrespective of which language they speak."

The Trust would like to emphasise, however, the importance of staff using either a trained face-to-face interpreter or the 24 hour telephone interpreting service when dealing directly with patients. More information and a link to the new system can be found at the [IT systems section of the hub](#) or you can go directly to the system now: [NI Interpreting Service online Booking system](#). You will need your departments username and password. Between April 2015-March 2016, Belfast Trust staff requested a professional interpreter on 26,514 occasions from the Northern Ireland Health and Social Care Interpreting Service. This was in addition to 4,802 telephone interpreting sessions.



## Ethnic monitoring key in helping to promote racial equality

The population that Belfast Trust serves across our range of integrated health and social care services is evolving into a more culturally diverse group. This has important implications for how we deliver our services – as such it is important that we know the ethnic group of our service users so that we can provide person-centred, person-led care. Achieving true equality is not about treating people the same – it is about treating them holistically in accordance with their needs, experience and beliefs. We will be asking all groups of service users and patients their ethnic group so that we can better meet their cultural, religious and language needs.



There are a number of fundamental reasons why it is important to gather this information: It can help identify gaps or under-representation of certain ethnic groups who are accessing services. This will enable us, as a Trust committed to reducing health inequalities, to help improve access to our services and ensure that they are culturally sensitive to each and every ethnic group. We want everyone, no matter what their ethnic group to be able to use our services easily. Research has shown that the prevalence of some health conditions and issues can be greater among some ethnic groups - Information on ethnic origin helps us to understand an individual needs and in so doing, help us to respond to different needs and provide better services. Increased intelligence about who our service users are enables better targeted health promotion and prevention programmes. We can improve pathways to care for people from ethnic minorities and we can provide our staff with training in cultural competence and the resources to help them provide responsive and sensitive services.

The following Information Systems will allow ethnic origin to be captured: Child Health Information Service, NIMATS (Northern Ireland Maternity Service), SOS CARE, the Regional Sure Start Database, the Family Support Hub Monitoring and the Patient Administration System

The fact that the Trust already successfully monitors its staff by all 9 equality groups indicates that Northern Ireland has entered a new phase of increasing diversity.

Read more about this feature on [http://www.belfasttrust.hscni.net/pdf/Ethnic\\_monitoring\\_Leaflet\\_\(3\).pdf](http://www.belfasttrust.hscni.net/pdf/Ethnic_monitoring_Leaflet_(3).pdf)

Translated versions are also available on <http://www.belfasttrust.hscni.net/about/Publications.htm>



## Trust Staff Benefit from two unique awareness training opportunities

Belfast Trust has worked in partnership with the Northern Ireland Muslim Family Association and other Religious organisations to provide staff with a range of diverse training. The first set of Cultural Awareness training take place throughout April and will offer staff training provided by the Northern Ireland Muslim Family Association. This training is specifically targeted at front line staff who are interfacing with the Muslim Community in NI and in particular with the newly arrived Syrian families. The training is designed to allow people from an increasingly diverse society to understand the meaning of Islam and Muslims and to dispel some of the common myths and misconceptions about Islam and Muslims. Carol Diffin (Chair of BHSCT Operational Group on Syrian Families Resettlement) has welcomed the news that the Northern Ireland Muslim Family Association has agreed to provide Cultural Awareness training to BHSCT Staff.

### Dates

- 7 April** 3.30pm – 5pm – Post Graduate Tutorial Room, Belfast City Hospital  
**21 April** 3.30pm – 5pm – Lecture Room 3, Elliot Dynes Centre, Royal Victoria Hospital  
**28 April** 3.30pm – 5pm – Day Centre Meeting Room, Everton Complex Day Centre

## Staff Multifaith/Multicultural Awareness Training 2016

The second set of training organized by the Trust Chaplaincy service and will be delivered by a range of people from different religious denominations and backgrounds. The training includes a session delivered by our own Trust Traveller staff. The aim of this training is to:

- Raise staff awareness of multifaith/multicultural issues relating to health care of the living and dying
- Help equip staff to provide appropriate support to those from other faiths/cultures
- Increase staff confidence when addressing multifaith/multicultural issues
- Promote good relations across our healthcare sites.

Bookings should be made through HRPTS - Learning portal - Equality and Diversity – Multifaith / Multicultural Awareness. The training is facilitated by the Chaplaincy Department. For further information contact the Trust Lead Chaplain at [derek.johnston@belfasttrust.hscni.net](mailto:derek.johnston@belfasttrust.hscni.net)

DATE	TIME	VENUE	Faith/Cultural communities facilitating
Tues 17 May	2-4pm	Conference Room, RABIU, MPH	Buddhist, Hindu, Muslim
Tues 24 May	2-4pm	Lecture Room 1, Elliott Dynes Unit, RVH (opposite the Children's Hospital)	Hindu, Jewish, Muslim
Thurs 26 May	2-4pm	Room 1.2, Clady, KHCP	Hindu, Muslim, Traveller

**Tea/coffee will be available from 1.30pm at each venue**