

Our performance on Good Relations receives positive response

I want to offer a warm welcome to the seventh edition of the Belfast Trust's Good Relations Bi Annual Bulletin.

Since November there has been a lot of activity regarding good relations, not least the pre-consultation that has taken place with staff and the public in relation to the evaluation of the Trust's Good Relations Strategy 'Healthy Relations for a Healthy Future' and the development of our new 5 year Strategy and Action Plan.



Over all, the evaluation captured feedback about the positive contribution that the Trust has made over the last 4 years in terms of promoting good relations for staff and service users and making sure our services and facilities are welcoming, accessible and shared by everyone. During the pre-consultation and evaluation a wide range of innovative ideas and views were enthusiastically conveyed on a number of priority areas for the next 5 year action plan from 2017-2022: Healthy Relations for a Healthy Future 2. There will be further opportunity for people to have their say when we issue the draft strategy and action plan for formal 14 week consultation period in e, once it is approved by our Trust Board.

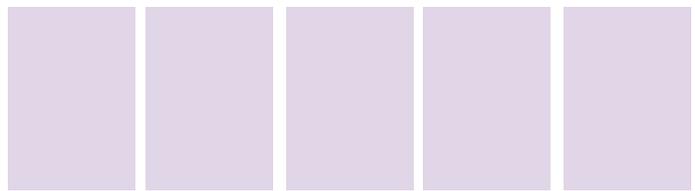
The Trust is delighted to welcome over 90 new international staff from the across the globe including the Philippines, Romania and Italy. The new staff will help fill the current gap in nursing and other medical staff positions. They will join the 4% of Trust staff from BME groups that now work for the Trust.

In this edition also, the Trust Lead Chaplain, Rev Derek Johnston, describes his emotive journey to Bosnia to take part in "Remembering Srebrenica". This has been developed within a programme committed to using the lessons from Srebrenica to tackle hatred and intolerance to help build a better, safer and more cohesive society for everyone.

Staff were treated to a 'Taste of the Orient' on 2nd of March at restaurants across the Trust as part of the Trust's initiative to recognise and celebrate the diversity of staff by providing foods from a range of countries aimed at encouraging staff to feel at home and welcome. This will be part of new culinary experiences throughout the year.



Damian McAlister,
Director of Human Resources and Organisational Development



More than 98% of Service Users and 95% of staff comfortable accessing Belfast Trust premises

Before Belfast Trust begins to develop a new strategy action plan for 2017-2022, “Healthy Relations for a Healthy Future 2” it was important to take stock and assess the impact of our first Good Relations Strategy over the last 4 years. The Trust was fortunate to secure a 3rd year Psychology



Student from Queens University to carry out an independent evaluation of the strategy. This was the encouraging feedback received from 114 service users interviewed and 222 staff during October and November 2016. An overwhelming majority of service users (99.07%) also said they felt they were treated well irrespective of their race, religion or political opinion.

The Trust wanted to assess if the public, our service users and carers and our staff felt welcome and comfortable accessing Trust facilities across Belfast. We also wanted to ask if staff and service users felt they were treated well irrespective of their religion or background and how they felt receiving care from someone from a different racial background, religion or political opinion. Interviewees were also asked if there was anything they felt the Trust could do to promote good relations. General feedback to this question included the view that there should be more publicity and communication regarding the Trust’s work in terms of good relations and the importance of working in partnership with local communities and other statutory organisations.

There was a general comparison conducted with the 2012 survey carried out in relation to the initial good relations strategy, however, due to smaller numbers interviewed in the 2012 (231 in total including staff and service users), it was difficult to make accurate comparisons. Over all, in terms of service users, the majority of questions showed an improvement from 2012 and for staff there were a few questions which had slightly lower results from the last survey. In addition to the surveys other methods were used to ensure that as many staff and service users were enabled to provide their views. Face to face interviews were carried out with key Trust staff. Views from the Trust Good Relations Strategic Group were obtained during a workshop in November which included feedback from staff, the Community Relations Council, Trade Unions and representatives from voluntary and community groups.



The main questions posed to the workshop were:

What has worked well?

What areas need to be improved?

What actions could address this? and  who would need to be involved?

The Trust also took the opportunity to get feedback regarding good relations from over 88 representatives from a range of voluntary and community groups as well as other statutory organisations when they attended a Trust workshop on the Trust Section 75 Inequalities Action Plan and Disability Action Plan in January. Similar questions were asked at each workshop.

The Trust is also represented on the Shared City Partnership, which progresses good relations on behalf of the Belfast City Council. It was fortuitous that the Council were also taking stock of their Good Relations Strategy and it meant that there could be learning and read-across for the Trust new Strategy.



Common themes identified from all the preconsultation included the need to define the term 'Good Relations' into something more practical and easy to understand and the need to link the strategy and action plan with relevant national and regional strategies ie. TB , Programme for Government, Race Equality Strategy and Belfast City Councils, Belfast Agenda and good relations Action Plan and the Peace IV

Programme. The implications of Brexit were also highlighted as a priority and the need for the Trust to communicate more with service users, the public, other organisations and staff.



Welcome to our new international doctors and nurses

Belfast Health & Social Care Trust participated in a regional recruitment exercise with all other HSC Trusts in the region to recruit a range of doctors and nurses to fill current unfilled vacancies.

The Trust have participated in three nursing recruitment campaigns in the Philippines and 2 EU campaigns (within Romania, Italy & Greece) to attract nurses, midwives and other medical staff.



This year 91 new staff will join the Trust. Other nurses which already started in January are from Greece, the Philippines and Italy

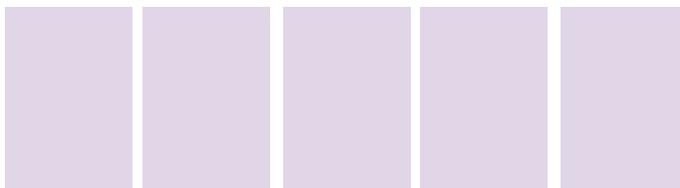
 The recruitment campaign will address the significant nursing vacancies within BHSC T which may have the potential to impact on the safe delivery of patient care and could also result in bed closures if safe staffing levels cannot be maintained at ward level.

Those candidates joining the Trust from outside the EU are required by the UK Home Office to complete IELTS examinations at level 7 and they are required to complete these in the Philippines, prior to being permitted to travel to work in the UK.

It should be noted, that those candidates when recruited from their country of origin were also asked if they had any family or friends living and working in each of the specific HSC Trusts. Where applicable, these candidates were aligned to those Trusts accordingly to ensure social and familial networks were maintained to support seamless integration into working and living in NI.

The requirement for speciality doctors in Paediatrics and Emergency Medicine has also seen the Trust Travel to India targeting New Delhi, Northern India, and another in Bangalore, Southern India. Robust assessments which comprised 5 OSCE style stations and a panel interview were undertaken, 31 doctors were offered Specialty Doctor posts in paediatrics and emergency medicine across the 5 Trusts

In preparation for the arrival of new overseas recruits, the Medical Sub-Group have met to consider the development of supporting pathways, both Professional and Social. Principles outlining the proposed content and key headings for a tailored Induction programme have been identified, with further local workstreams required to develop the content fully. It was agreed that the key principles should apply to all specialties, but will be enhanced by specialty specific induction which takes into consideration the uniqueness of specific units and Trusts



Trust staff set up new international nursing and midwifery forum to welcome new staff



The Trust has established an International Nursing Forum (INMF), comprising members of nursing staff previously recruited from outside the UK and EU.

The forum looks at the social aspects and practical support including provision of accommodation for their first 8 weeks in NI and identifying a mentor or buddy at ward

level. Belfast Trust currently has over 400 international nurses and midwives in its employment. The INMF meets on the last Thursday of every month. Do you think you could help offer support to our new recruits? The INMF would love to have you join and help. All newcomers are welcome.

Members of the new Nursing and Midwifery Forum pictured at their meeting in February.



St Patrick's Day celebrations at Suffolk Day Centre

The craic was mighty at Suffolk Day Centre, as friends, family, staff and service users got together to celebrate St Patrick's Day. There was Irish dancing, Irish stew and the Lord Mayor dropped by with a special gift of some shamrock!

The event was funded by Belfast City Council Good Relations Department, and included service users from other learning disability day services throughout the city.

Pictured are Carol Tolan, Focus Club Chairperson, Lord Mayor, Councillor Brian Kingston, Brian Morrison, Focus Club member, Fionnuala Totten, Michelle Hennessy (Focus Club workers), Michael McCorry Belfast City Parks.





REMEMBERING SREBRENICA

Belfast Trust's Lead Chaplain, Derek Johnston, travelled to Bosnia with a group of other people from the Northern Ireland Board of the "Remembering Srebrenica" charitable initiative to take part in the programme which is aimed at using the lessons from Srebrenica to tackle hatred and intolerance to help build a better, safer and more cohesive society for everyone. He has very kindly shared his experience.



During the Balkans conflict of 1992-1995, the Bosnian town of Srebrenica was declared a United Nations Safe Area in 1993, under the watch of the United Nations Protection Force (UNPROFOR). In July 1995, General Ratko Mladić and his Serbian paramilitary units overran and captured the town, despite its designation as an area "free from any armed attack or any other hostile act".

In the days following Srebrenica's fall, more than 8,000 Bosnian Muslim men and boys were systematically and tragically massacred and buried in mass graves. Thousands of women, children and older people were forcibly deported and a large number of women were raped. It was the greatest atrocity on European soil since the Second World War. The International Court of Justice (ICJ) and the International Criminal Tribunal for the Former Yugoslavia (ICTY) ruled that the mass execution of Bosniak men and boys in Srebrenica constituted genocide.

The lessons from Srebrenica visit is part of Remembering Srebrenica's wider education programme which has seen 21,000 young people learning the lessons from Srebrenica.

On day one of the trip Rev Johnston and his group had a guided tour of Sarajevo and heard something of the history of the city, including the siege from 1992-1995 during which over 11,000 people died. On the second day they visited the Tunnel Museum which was the start of a tunnel that was constructed under the airport during the siege of Sarajevo to enable supplies and weapons to be brought into the city that was surrounded on all sides by Bosnian Serb forces, except the airport which was under UN control. The group also had the opportunity to visit the Siege of Sarajevo museum and Srebrenica Exhibition



to see very graphic video and photographic evidence of the conflict.

The group then met with officials from the International Commission on Missing Persons which has spearheaded the effort to locate and identify the 40,000 people who went missing during the conflicts in former Yugoslavia”.



Rev Johnston describes day three of their visit as a very emotional day when the group visited the Potocari Memorial Centre where they were met by Hasan Hasanovic who, as a teenager, escaped from Srebrenica. “ It was very harrowing to hear from a survivor whose father and twin brother were killed while he escaped. The former UN base was eerie and silent as we reflected on the tens of thousands of people who had fled there for safety only to be failed by the international community. We crossed the road to walk quietly through the mass of graves and also met a mother of Srebrenica whose husband and son were killed there and heard her story. One very moving statement she shared was that was “I am blessed not to be able to hate!”

On their final day the group visited the Jewish museum in Sarajevo before some free time for sightseeing and shopping.

Rev Johnston kindly shared some of his personal reflections from his visit to Srebrenica:

- It is all too easy for people who were once neighbours and friends to turn against each other with such brutality
- It is easy to condemn the murders of almost 8300 men and boys in Srebrenica; we must be careful, however, not to justify the murder, hatred or abuse of one person, irrespective of who they are or any supposed cause; for if we can justify one then we can justify more
- We must learn how to respect all people, especially those who may be different than us, and to seek the good of all
- It is much easier to end conflict than to build peace. The Bosnian conflict may have ended with an international imposed peace agreement but there seems little political will or trust to build a better future



- Whatever our frustrations with local politics we need to encourage our local representatives and pray for them regularly, while holding them to account for their governance.



“Taste of the Orient” tempts taste buds in themed lunches in Trust restaurants



Tasty dishes such as stir fry vegetables in szechuan sauce and chicken teriyaki and an array of other foods from the Orient were enjoyed by staff across Trust Staff Restaurants on 2nd March as part of a cultural education awareness programme initiated by the Trust's Patient, Client Support Services. Staff who partook in the themed days could have mistaken that they had been transported to the East as the newly refurbished restaurants took on a distinct oriental ambiance with Chinese lanterns adorning the area along with other colourful artifacts.

As well as tempting staff to try new foods and tastes, the initiative is also aimed at encouraging healthy choices. Support Services Manager, Tony McDonagh explained that whilst they wanted to introduce new foods, they also wanted to keep as the menu as healthy as possible:

“We would like staff to experience and learn about other cultures through food, but we also want to ensure as much as possible that the foods and dishes we provide are healthy.” The themed days have proved to be very popular by staff.” Mr McDonagh highlighted that the themed days will be a regular event, “We have had themed days in the past to celebrate the 4th of July and Halloween, we want to celebrate the diversity of our staff and encourage staff to come to the restaurants enjoy the food and even meet new people. We think it is important that all cultures are included and feel at home working in the Trust.” He was delighted to announce that the themed days will take place on a quarterly basis

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