

2 Improved patient access and experience

Interpreting and Translation services

The interpreting and translation service remains the most important component of a positive patient experience for those patients who need communication support. Whenever we talk with Black and Minority Ethnic (BME), deaf and visually impaired patients good access to interpreting and translation services are always cited as the number one factor that separates a good from a not so good hospital experience.

In 2009/10 the Trust joined an East Midlands procurement process to secure interpreting and translation services for many Trusts across the region. The contract was awarded to Pearl Linguistics and we have been working with them since 2011 to improve service delivery and identify any areas where improvements can be made.

Did you know ?

- The average spend is £29,521 per month which equates to 0.05% of the overall Trust budget.
- In total the trust provided 5972 Interpreting sessions in 2012.
 - * of these sessions 92% were provided face to face.
 - * of these sessions 8% were conducted by telephone.
- Fifty-five languages were provided for during 2012, represents a 16% increase in language coverage from 2011.
- The top four interpreted languages remain unchanged from 2011 with Gujarati remaining top.
- In 2012 Russian and Chinese (Mandarin) now appear in our top 10 interpreted languages with Bengali and Farsi falling out.
- The Trust hold a total of 170 of its documents translated into various languages

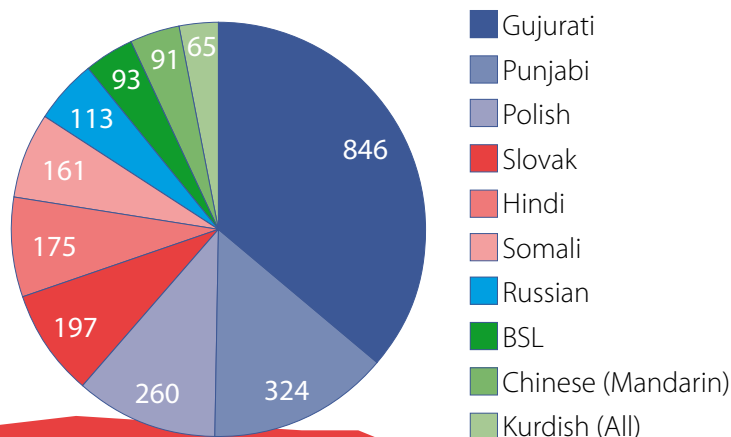
*BSL - British sign Language

In 2012 we completed a patient evaluation of our current spoken language interpreting provision.

What we found out:

- 76% of participants had been offered an interpreter on a previous hospital visit.
- 52% of patients contacted the hospital prior to their appointment to ensure an interpreter would be present.
- Over 95% of respondents described the interpreters as friendly, whilst being professional and treating them with dignity and respect.
- 24% had previously received interpreting services via a telephone.
- Of these 87% stated they were satisfied with the service.

Top 10 Interpreted Languages January to December 2012



Patient comments

"Interpreter helped us very much. Thank you"

"I am really happy we had an interpreter during the visit. The issues we discussed were very important we came once before and the hospital didn't book us an interpreter even though we needed one. This means we couldn't communicate with the doctor because we couldn't understand him. We are very grateful to the interpreter."

"Thank you for providing this leaflet translated in Gujarati. I am sure that it will be of great benefit to my parents as it is in a language that they both comprehend better than English. Thank you for all your efforts in instigating and fulfilling my request. It is much appreciated!"

"Service was professional in the hospital and the help of the interpreter was amazing!"

"Many times we need interpreting, but no facility is available, that time we have to face many difficulties".

Staff feedback

"When I first started using this service there were problems but I feel that now it is very efficient and well organised and the interpreters always arrive on time and are very helpful"

"I chaired the meeting that the interpreter Mrs ... attended. I just wanted to let you know how impressed I was by her professionalism and helpfulness. I would be very glad for her to help with any of our meetings again"

...so it seems the service is working well.

If you have any comments about the service feel

free to contact us:

equality@uhl-tr.nhs.uk or 0116 250 2595

More information about the services available can be found on INSite at <http://insite.xuhltr.nhs.uk/homepage/corporate/equality-and-diversity/accessing-interpreters>

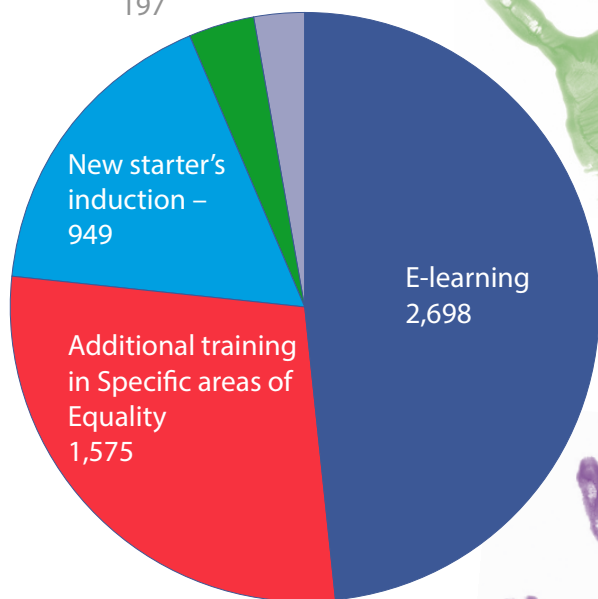
3 Empowered, engaged and included staff

Staff Education and Training

Equality and Diversity training is now mandatory. Training has been delivered in a variety of ways with the aim of reaching the maximum number of staff, this includes induction programmes, use of flexible interactive e-learning programmes and a variety of training in specific areas including cultural competency and caring for patients with learning disabilities.

How training has been delivered:

Training for Trust volunteers	197
Face to face training	154



Last year 1,934 staff received Equality training compared to 3,851 this year which is a 50% increase. A further 1,575 have received additional Equality training in a specific area.

The good news is that the increase has meant an improvement for this question in the National patient survey result this year.



3 Empowered, engaged and included staff

Disability Awareness Conference

In April 2012, The Equality team hosted a Disability Awareness Conference for UHL staff. The objective of the day was for staff to develop their awareness of what a disability is and how it may affect individuals by using personal experiences employee and patient case studies and experiences.

Over 70 staff from across the organisation attended and were treated to speakers that hailed from a number of specialisms within the hospital as well as the community.



Disability Awareness Conference



Examples of learning that staff will take from the day

- perspective – learnt I am not alone and I can get support
- the impact of disability in all aspects of a person's life
- to see beyond a disability and to remember that it is a person I am treating
- more appreciation of the needs of someone with sensory impairment
- a better appreciation of the bigger picture and to always ensure I use the appropriate methods of communication

Quotes from evaluation and email received following the conference

"I have found this conference to be one of the best I have attended"

"I attended the course because I was embarrassed and felt ashamed that as a manager and more importantly as a member of society I didn't really know much about disabilities and expected to come away a more informed person. What I got back from that day was way beyond what I had ever imagined and have definitely come away a better person than when I walked through that door."

"A thought provoking day – excellent speakers who will make us all think about our everyday practice"

"Personal life experiences are more valuable than anything else"

"Good value programme, should be compulsory!!"

"The content was both informative and sometimes inspirational. It has had a great effect on me"



3 Empowered, engaged and included staff

Leicester Works Project

UHL is part of a joint employment programme to help people with Learning disabilities / difficulties develop work related skills through trialling different work placements, identifying the type of career they want with the ultimate aim of getting them into paid employment.

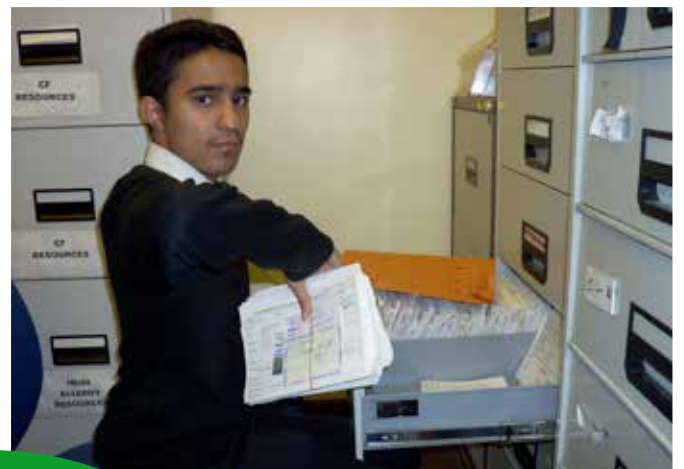


The partnership works by UHL, LPT and LCC providing work placements, Leicester College providing tutor and classroom support, and Remploy providing a job coach.

The good news is in the first two years of the programme we have supported eighteen students, six of which are now in paid employment within our Trust.

Interserve and UHL now realise that it's not just about the job outcomes, but also about how the students develop as individuals. By being part of the programme the students have made some positive changes in their lives and we've had some really great feedback both from the students and parents regarding the programme.

The numbers of people with learning disabilities in employment nationally remains low at 7% even when compared to people with disabilities generally (48%). Supporting projects like these will hopefully go some way to reducing that gap.



Reece was asked what he most enjoyed about Leicester Works, he said..."

..."Working in different areas, meeting new people and doing different things."

Alix when probed about what he least enjoyed responded with...

"Getting organised in the morning and getting home late."

One parent when asked how the project had helped their young person said:

Stephen was asked what he wanted to get from the project...

..."To gain paid employment and leave the course feeling proud I have achieved something."

..."My son's come a long way in the last three months, he talks to people to whom he wouldn't normally and even initiates conversations now. You never would have seen him do that before."

3 Empowered, engaged and included staff

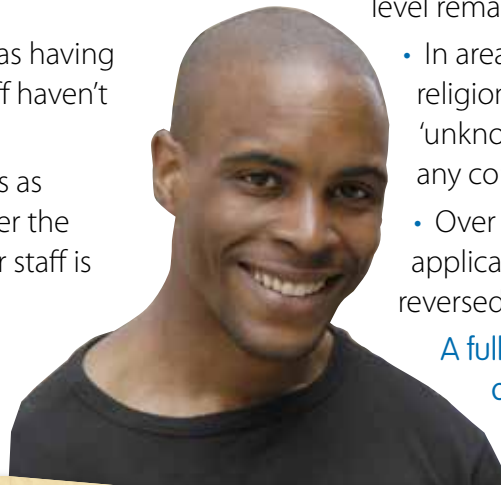
Our workforce report

Each year we produce a Workforce monitoring report to ensure we are a fair and diverse organisation in addition to complying with the public sector equality duty. We publish the data against some of the nine protected characteristics.

We then look at the following data; our overall workforce profile, the number of staff in each pay band, who applies for jobs, who is successful and why people leave and finally the equality profile of who is disciplined and who accesses our training.

Headlines

- Consistent with National averages in the NHS 78% of our staff are female and 22% male.
- 71% of staff are from a white background and 28% from a Black Minority Ethnic (BME) background. This is a good representation of our local population.
- The age of our staff shows an expected distribution across groups with the majority falling between the ages of 36-50 yrs old.
- 2% of staff identify themselves as having a disability however 47% of staff haven't declared their disability status.
- 1% of staff identifies themselves as Lesbian, gay or bisexual however the sexual orientation of 50% of our staff is unknown.
- 703 members of staff took maternity leave in 2011-2012 and 100 took paternity leave.



So what did the report tell us?

- Generally speaking our workforce matches the population we serve but there are some anomalies within the data that need further exploration.
- For women and BME staff representation at a senior level remains our biggest challenge.
- In areas of disability, sexual orientation and religion/belief there remain high levels of 'unknown' status making it difficult to draw any concrete conclusions around fairness.
- Over the age of 40 you fair well from application to short listing, this position is reversed at appointment.

A full copy of the report and all analysis can be found on both our internal and external website pages.



Top Priorities for the coming year:

- 1) To establish benchmarks with similar acute Trusts so we can consider our performance in line with others and where possible work jointly to resolve issues.
- 2) To understand why a higher proportion of males and individuals from a BME background are employed on fixed term contracts.
- 3) To develop guidance for staff on "reasonable adjustment" associated with disability.
- 4) To audit band 6 staff to identify any perceived/real blocks to career progression for female and BME staff.
- 5) To ensure equality data is consistently embedded in all data recording across the Trust, with clear explanation and reassurance given on how the data will be utilised.



3 Empowered, engaged and included staff

Awards and Recognition

Lindsey Heald, one of our Learning Disability Acute Liaison nurses, was part of the Team that won "The Excellence in Improving Health and Reducing Inequalities" award at the Leicester Partnership Celebrating Excellence awards 2012.



Bowel cancer DVD

The Group was nominated for developing a DVD to help people with learning disabilities to understand bowel cancer and bowel cancer screening. The team also produced a training pack to help community nurses understand their role in supporting bowel screening.



Special Recognition

Public Engagement individual award 2012

Shaheen Mulla, who works as part of our Equality team was awarded the Public Engagement individual award at the Midlands and East regional Inclusion and Equalities Awards 2012. The award was for her achievement's and commitment to the Leicester Works project in UHL. Shaheen

established and has been successfully leading the Leicester Works programme within UHL for the last 3 years. Leicester Works is a project set up at UHL in partnership with the City Council, Remploy and Leicester College in 2010 to help young adults with learning disabilities



develop "real work skills" through trialling a series of work placements in our organisations.

'Shaheen is always looking for new ways to improve the programme to keep it fresh and current. She is a wonderful asset to the equality team and was highly deserving of this recognition for her exceptional contribution.' Deb Baker – Equality Lead UHL.

Caring at its best award 2012

Shaheen's work with the Leicester works project has also been recognised within UHL as part of our Caring at its Best awards when she gain the highly commended award in the "We do what we say we are going to do" category in 2013.

This award recognised an individual or team who has contributed towards Trust-wide objectives.

Shaheen was presented with her award by Kate Bradley.



We do what we say we are going to do

Caring at its best Awards

3 Empowered, engaged and included staff

Learning and Organisation development Annual awards Evening 2012

Alix Law; who is one of the students with the Leicester Works project, won the Progression award at the Trusts Annual Learners' Awards Evening. It's one of five awards given to learners' and recognises progression in the learning journey has been significant at an individual level. Alix was nominated as he has participated in the Leicester works project enthusiastically, demonstrating great commitment, and in particular his



interaction with his peers both in class tutorials and in his placement has been exemplary. He's currently on a placement with the Locum Booking Team and they've said that "he's doing really well and we are very happy with his development and contribution."



"Alix is doing really well and we are very happy with his development and contribution."

Locum booking team

Disability Advisory service

In September 2012 the equality team established a new support service for disabled staff and managers providing confidential help and around working or supporting team members with a disability.

disABILITY

The need for this service was identified following the evaluation of the disability awareness conference held by the equality team last year and by the number of calls the equality team received from staff and managers wanting informal confidential advice around "reasonable adjustments".

The service to date has had contact with twelve individual members of staff with a range of advice provided. The service has worked with the Education Team

around supporting staff who have dyslexia during the recent maths exams for newly qualified staff nurses.

The service has also developed a guide to making reasonable adjustment's which will be available to all staff in June this year.

The guidelines will also allow monitoring of reasonable adjustments across the Trust to ensure they are applied equitably.

If you wish to contact the service you can do this on disability.advisor@uhl-tr.nhs.uk or 0116 250 2959.

**✓ MINDFUL
EMPLOYER**

**POSITIVE ABOUT
DISABLED PEOPLE**

4 Inclusive leadership at all levels

Inclusion Mentorship

We know from our workforce data that representation at senior levels in the Trust is not where we would want it to be. This problem is a feature of most large public sector organisations. We were keen to participate in a locally developed mentorship programme that was open to all but people identifying within one of the protected groups were encouraged to apply.

The 'Inclusion Mentoring' programme was based on improving the representation of disadvantaged groups in leadership roles where there is a significant under representation of young people, disabled people, black and minority ethnic people and lesbian, gay, bisexual and transgender people at band 7 and above. It matched mentees with mentors in senior positions across the Trusts. Five members of the Trust attended the programme.

Benefits of the programme:

- Encourages mentee to set and work towards ambitious career goals, increasing their confidence
- Encourages mentee to recognise their value and enhance their self confidence
- Helps the mentor see issues from more than one perspective (so better decisions are made)
- Stimulates networking
- Opens dialogue across differences

"Diversity mentoring is a process of open dialogue that aims to achieve both individual and organisational change through shared understanding and suspending judgement within a relationship of mutual learning"

Professor David Clutterbruck

Inclusion Mentoring Opportunity
In Leicester, Leicestershire and Rutland

Leadership development for clinical and non-clinical staff, Bands 6 and 7 (mentees) and Bands 8 and above (mentors).

Benefits for mentees include

- Professional development
- Building a network of professional contacts
- Exposure to new ideas and experiences

Benefits for mentors include

- Building mentoring, leadership and management skills
- Gain recognition
- Meet new colleagues and give something back

Further information can be found on the internet or the e-newsletter or contact email: inclusion@leicesterspart.nhs.uk tel: 0115 255 7827 for application details.
The deadline for application submission is 22nd March 2012.

Individuals' thoughts about the Programme



"Last year I was successful in gaining a place as a mentee on a pilot programme. I wanted to take part in the programme because the progression of my disability meant my planned career

pathway took an unexpected turn which left me needing to rethink my plans. The programme offered me protected time and a formal mentor outside of the Trust who for me acted as a sounding board and safe place to explore and be challenged on my thoughts, feelings and ideas around my disability and career. As a result I feel I now have a more positive plan for my future and greater control of it. I have realised that my disability should not be a barrier to further progression if that's what I want."

Nicola Trainer

Assistant Equality Manager, UHL

"I became interested in mentoring as I was keen to determine how I could develop my skills in this valuable area of the NHS. When I saw the advertisement for the Inclusion mentorship programme I realised I could address my gap in skills whilst assisting in the development of skills in others. Initially, I was not drawn to the programme because of its aim to target the protected characteristics group; that was never a motivating factor. My involvement originated more from a general interest in mentorship.

Once I embarked upon the training course it became apparent to me how engaging with this group of staff (protected characteristics) could broaden my knowledge and understanding of the associated challenges and opportunities.

My experience of the mentoring partnership was extremely positive.

I was blessed to be partnered with someone who was exceptionally committed to making the most of the mentoring programme, and that in turn inspired me to embrace it fully also. I soon realised success was not reliant on my being an expert in the workings of the NHS, rather my ability to actively engage in understanding where my mentee wanted to be career wise, and how they believed they could get there. By encouraging the mentee to undertake reflection, it became clear how the mentee could open their mind to career opportunities not previously considered. Ultimately, this resulted in the mentee securing a fantastic new job."

Frances Wood

Patient Safety Manager, UHL



"The mentoring inclusion programme concluded in December and from my perspective, as a mentor on that programme, it was hugely successful and I am confident that all of the mentees on that programme benefited greatly from being on that programme."

Alan Duffell, Director of HR & OD, Leicester Partnership Trust.