

**ANNUAL SELF ASSESSMENT
STANDARDS FOR HEALTH SERVICES IN WALES**

<p align="center">S Situation</p>	<p>The Health and Care Standards are now three years old, coming into force on 1 April 2015. They require a self-assessment approach against set criteria. This paper looks at the evidence from the Getting Started/Getting There/Meeting the Standard/Leading the Way approach undertaken by the Clinical Boards (CBs) in relation to Standard 6.2 People's Rights.</p>
<p align="center">B Background</p>	<p>As part of its duties under the Equality Act, the UHB has continued to work and make progress against the UHB's Strategic Equality Plan Fair Care 2016-20 (SEP). The plan has four outcomes and a number of equality objectives intended to achieve these outcomes. Meeting the Health and Care Standards are an integral part of the SEP. The Clinical Boards have been asked to provide evidence of their equality related work specifically against the Health and Care Standards. Nonetheless, the overall assessment of performance in this SBAR will take in to account the wider activity taking place in the Clinical Boards against the objectives in the SEP.</p> <p>Overall UHB rating – Meeting the Standard</p>
<p align="center">A Assessment</p>	<p>Taking account of the evidence from the CB SBARs, from the Strategic Equality Plan and its consultations and the Integrated Medium Term Plans the following conclusions can be drawn about the process;</p> <ul style="list-style-type: none"> • The Getting Started/Getting There/Meeting the Standard/Leading the Way approach has provided a diverse level of quality assurance. • There has been some variance in the quality, depth and nature of the evidence in terms of impact across the Clinical Boards • All of the Clinical Boards were able to provide evidence of processes. However only some were able to do so in a manner that was extensive. Like last year there was only little or no evidence about how these were deployed or the effect and benefits of the processes utilized. This does not mean there were not any benefits, it is just that the evidence did not always identify or highlight the impact. • Restricting responses to 250 words has no doubt led to gaps in evidence and outcome, although some CB's provided appendices of evidence, which enhanced the narrative and demonstrated the work being undertaken. It would be extremely beneficial if the maximum word count should be increased to perhaps 500 and a statement about outcomes introduced, so that the Clinical Boards

can expand their evidence about benefits of their actions.

- Like last year it appears obvious that, because of the extensive criteria surrounding the Standards, that it became pertinent to concentrate on specific equality related issues and concerns, and/or for whom where there has been some or significant progress.

Having noted the limitations of the self-assessment process examples of good practice have emerged and include the following:-

- The Health Board achieved the Platinum Corporate Health Standard in November 2017. The Corporate Health Standard, run by the Welsh Government, is the national quality mark for workplace health promotion across Wales.
- Cardiff and Vale UHB remains one of the two top health and social care organisations in Wales in Stonewall's Workforce Equality Index. It is in the Top 5 of all Welsh organisations named in the Index. Whilst the Index has a focus on sexual orientation and gender identity, it does apply as a benchmark more broadly and the recommendations the UHB receives will be used in developing our broader approach to equality and inclusion.
- The first ever Trans related clinic will be run and staffed by the UHB
- The Health Board continues to support the Stakeholders Reference Group (SRG). The purpose of the SRG is to encourage full engagement and active debate amongst stakeholders, including the Third Sector, from across the communities served by the UHB. By doing so, it aims to use the balanced opinions of its stakeholders to inform the UHB's decision making process.
- Children's Rights week celebrated every year throughout the Children's hospital with displays and information stands run by play staff, therapy staff and nursing staff.
- ACH and CCH developing a CVUHB children's charter. Several meetings held, CYP engagement sessions held across C&V with diverse groups of CYP. CYP asked what is important to them when accessing health services.
- EHIA embedded in service development and workforce planning
- Third sector partnership established with RNIB and Action on Hearing Loss
- We have Dementia Friends Champions all across the UHB. Through our classroom activities and e-learning we have had 9649 attendees/participants trained in CB with all senior CB team having completed Dementia Friends Information
- session
- There have been 3964 staff members who have either attended our equality related tutor led sessions or have completed elearning sessions.

- The Dental Clinical Board has been awarded the Action on Hearing Loss Louder than Words Accreditation. The first Hospital in the UK to do so.
- Cardiff and Vale UHB are the only Health Board in Wales to have used the Royal National Institute for the Blind (RNIB) Visibly Better Cymru Scheme design principles while undergoing a redesign of the Radiology service area. This means we can continue to develop and maintain accessible environments so that many more people can feel more confident in getting in around the unit. Having accessible environments means that people with sensory loss such as sight loss, can also benefit from inclusive design as well as people with physical disabilities.
- Dental Emergency Treatment Clinics are in place with access to enclosed dental cubicles if requested
- The Medicine Clinical Board continues to imbed its action and forthcoming actions in relation to its IMTP plan encompassing the UHB core objectives.
- 22 EHIA's were completed by the UHB. 100% of them were assessed for impact on the Welsh Language.
- The Mental Health CB has clear processes related to People's Rights under the MCA or the MHA. Regular audits occur and are reported via the MHCLC.
- MHA Rights leaflets are readily available throughout the inpatient areas.
- 8339 staff members have attended Mental Health training up until March 20108
- The PCIC Clinical Board has a mechanism in place to communicate and inform staff on key equality related issues and has a sensory loss lead for the Board.
- PCIC continue to provide primary medical services for homeless people, both single people and families as well as refugees and asylum seekers
- There are a number of LGBT champions across Specialist Services.
- 3969 staff have attended Safeguarding Children training, whilst 3589 have attended Safeguarding Adults training up until March of this year.
- Patients with a learning disability have an improved access to emergency care in Cardiff and the Vale. This project has been led by Surgery Clinical Board who have led on the development a number of new measures in line with the 1000 Lives guide 'Improving general hospital care of patients who have a learning disability', to ensure people with learning disabilities receive the right level of care while in hospital.

This is compared to evidence that shows Clinical Boards still have considerable progress to make in the areas of:-

- Increased Senior Management proactive leadership and

	<p>ownership</p> <ul style="list-style-type: none"> • Ensure Equality Champions are representative of all eight Clinical Boards and have the right level of influence • Further adherence to the nineteen sensory loss standards • More specific actions and plans to meet the Strategic Equality Plan Fair Care 2016-20 Year 3 • Increase equality related consultation/engagement with patients, families and carers through completed EHIA's <p>Overall however, some progress has been made through this self-assessment process sduring 17/18 and the direction of travel is that of moving forward. This can be evidenced in noting that half of the CB's feel that they are meeting the Standards as opposed to just getting there.</p>
<p>R Recommendation</p>	<p>The purpose of the self-assessment approach is to help the organisation review and improve their performance for people with characteristics protected by the Equality Act 2010. By continuing to utilize this approach the organisation can also be assisted to deliver on the Public Sector Equality Duty (PSED).</p> <p>It is recommended that a workshop be undertaken with the CB's to empower them to produce an even more effective self-assessment by providing them with more clarity about what is expected of them.</p>