

Angels Homecare and Community Services

Equality, Diversity, and Human Rights Policy

Policy Statement

Angels Homecare is dedicated to promoting equality, embracing diversity, and upholding the human rights of all individuals receiving our services, as well as our staff. We are committed to ensuring that every individual is treated with dignity and respect, without disadvantage or discrimination based on age, disability, gender, gender identity, race, religion or belief, sexual orientation, marital or civil partnership status, pregnancy or maternity, or any other protected characteristic. Our practices align with the principles outlined in the Equality Act 2010, the Human Rights Act 1998, and the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. We adhere to the Care Quality Commission's (CQC) statements regarding equality and human rights and collaborate with local authorities and partner agencies to uphold best practice.

Commitment to Equality, Diversity, and Human Rights

Angels Homecare recognises that true equality, diversity, and human rights protection goes beyond compliance; it requires proactive effort, open dialogue, and continuous learning at all levels of our organisation. We strive to foster an environment where everyone—service users, families, staff, and partners—feels safe, valued, and empowered to express their identities and needs.

Our commitment is manifested through:

- **Proactive Engagement:** We regularly consult with service users, families, staff, and external partners to identify barriers to equity and inclusivity, ensuring voices from across our community inform our strategic direction.
- **Policy Integration:** Equality, diversity, and human rights considerations are embedded within all organisational policies and procedures, including recruitment, care planning, complaints, safeguarding, and whistleblowing processes.

- **Awareness Campaigns and Education:** We run regular awareness campaigns on issues such as anti-discrimination, cultural competence, unconscious bias, and mental health inclusivity. These sessions promote understanding and help drive positive change.
- **Celebration of Diversity:** Angels Homecare marks key events such as Black History Month, LGBT+ History Month, Disability Pride, International Women's Day, and other cultural or religious occasions, allowing staff and service users to share experiences and foster mutual respect.

Policy Aims

Our objectives include providing equal access to services, opportunities, and support for all. We aim to foster a culture of inclusion, mutual respect, and understanding, and to make reasonable adjustments to accommodate individual needs. We work collaboratively with individuals, recognising and respecting their preferences and choices, and ensure that all staff are aware of their responsibilities in supporting equality, diversity, and human rights.

- **Anti-Discrimination Practices:** All staff are trained to proactively challenge discriminatory attitudes and behaviour, whether from colleagues, service users, or wider stakeholders.
- **Inclusive Recruitment and Advancement:** We employ fair, transparent recruitment processes. Job postings use inclusive language and we actively seek to recruit from underrepresented groups. Progression opportunities are provided equitably, and career development is supported for staff from all backgrounds.
- **Data Monitoring:** The organisation collects and analyses anonymised demographic data on service users and staff to monitor service accessibility, representation, and outcomes. Disparities are identified and addressed through targeted interventions.

Principles

- **Respect:** Each person is valued as an individual and treated with dignity.
- **Inclusion:** Services are accessible and responsive to varied needs.
- **Person-Centred:** Support is tailored specifically to individual preferences, requirements, and circumstances.
- **Empowerment:** Individuals are enabled to make informed choices and actively participate in decisions regarding their care.
- **Accountability:** Practices are transparent, and feedback and challenge are welcomed.

Implementation in Practice

Angels Homecare integrates these principles into everyday service delivery by:

- Conducting *cultural assessments* during initial intake to understand each person's background, language needs, faith observances, dietary preferences, and any traditions important to them.
- Assigning *key workers* who act as advocates, helping service users navigate choices and raise concerns related to equality or human rights.
- Providing flexible scheduling and care arrangements to accommodate religious holidays, festivals, or significant personal events.
- Supporting staff networks (e.g. BAME, LGBTQ+, neurodiversity, disability) which offer peer support and feedback forums.

Initial Assessments and Ongoing Reviews

All new service users receive an initial meeting with a team member, during which a comprehensive assessment of needs, preferences, communication methods, and necessary adjustments is conducted. Communication preferences are documented, acknowledging that not all individuals use digital devices. Continued engagement occurs every three months via telephone and every six months face-to-face to ensure evolving needs are met. Open communication is encouraged to build rapport, and any reported changes are promptly addressed through updates to care plans.

Enhanced Review Process

- *Equality Impact Assessments:* Regular reviews include consideration of equality and human rights impacts, using structured tools to check care plans for unintentional bias or exclusion.
- *Family and Advocate Involvement:* Relatives, friends, and external advocates can attend reviews, ensuring transparency and inclusion for people who may be less able to self-advocate.

Reasonable Adjustments

We implement reasonable adjustments to remove barriers and ensure equal access, particularly for those with disabilities or additional needs. These may include supplying information in

accessible formats (large print, easy-read, audio, braille), utilising alternative communication systems (BSL, Makaton, pictorial aids), providing assistive technology and equipment (screen readers, voice recognition software, adapted telephones, hearing loops), modifying environments, allowing additional time for appointments, and adapting policies or procedures as required.

Additional Adjustment Measures

- Adjusting uniforms or equipment to suit individuals' sensory or physical needs.
- Partnering with specialist organisations (e.g., dementia charities, sensory impairment groups) to review and improve accessibility measures.
- Creating multi-lingual materials and culturally sensitive resources, reflecting the languages and backgrounds of our community.

Accessible Information

We guarantee that all information given to service users and staff is accessible, offering written materials in larger fonts or alternative formats upon request, utilising plain language, and providing translations or interpreter services as needed. Technology is leveraged to facilitate communication, and staff receive ongoing training to communicate effectively and adapt approaches according to individual needs.

Accessible Information Strategies

- ***Accessible Website Design:** Our online website adheres to WCAG standards, ensuring compatibility with screen readers, and clear navigation for people with visual or cognitive impairments.
- ***Information Champions:** Staff members are designated to review and update resources for clarity, accuracy, and accessibility.

Technology and Equipment

The organisation supports the adoption of technology and equipment designed to improve accessibility and independence for both staff and service users. This includes providing or facilitating suitable equipment, supporting preferred device usage, remaining abreast of technological advancements, and ensuring staff competency with relevant technologies.

Advanced Technologies

- Trialling emerging innovations such as smart home devices, remote monitoring systems, and digital health platforms tailored to individual need.
- Providing guidance and technical support to service users and families adapting to new equipment.

Person-Centred Communication

We recognise that individuals have diverse communication preferences and do not assume uniform use of digital platforms. Preferences are discussed, recorded, and respected within care plans or staff files, whether they favour face-to-face, telephone, written, or other communication methods. Regular reviews of these preferences are undertaken in collaboration with individuals, their families, or advocates.

Inclusive Communication Initiatives

- Facilitating *drop-in clinics* for those wishing to share feedback about communication challenges or propose improvements.
- Creating *easy-read guides* and video explainers for complex topics.

Staff Responsibilities

All staff are required to treat others with dignity and respect, address discrimination, implement reasonable adjustments, record and act upon communication preferences, participate in required training, and promote a culture characterised by inclusion and openness.

Staff-Led Projects

- Encouraging staff to lead inclusivity workshops based on their own lived experiences.
- Providing paid volunteer days for participation in community projects focused on diversity or human rights advocacy.

Managers' Responsibilities

Managers lead by example, ensure organisational policies reflect best practice, provide appropriate training and support, monitor compliance, and engage with service users, staff, and external partners to drive continuous improvement.

Leadership Accountability

- Managers conduct regular audits, reporting outcomes publicly and sharing action plans for areas needing improvement.
- Leaders attend external conferences and workshops to bring best practice back into the organisation.

Training, Supervision, and Team Meetings

All staff undergo training on equality, diversity, and human rights during induction and throughout their employment. Training encompasses legal and ethical standards, recognising and addressing discrimination, implementing reasonable adjustments, ensuring information accessibility, using relevant technology and equipment, and effective communication techniques. Regular supervision sessions provide opportunities to discuss respectful practices and any challenges encountered. Supervision prompts reinforce equality and diversity in daily routines, while monthly team meetings serve to share learning and reinforce inclusive practices. Training and supervision content is regularly updated to reflect legislative and regulatory developments.

Community Engagement and External Partnerships

Angels Homecare values collaboration with local, regional, and national organisations working to advance equality and human rights. We actively:

- Partner with advocacy groups to co-design services and review policy effectiveness.
- Seek feedback through staff focus groups, surveys, and public consultations to ensure our approach reflects the real experiences of those we serve.
- Participate in communities addressing social inclusion, poverty reduction, and mental health stigma.

Review

Document Created by: Casey Goodchild
Position: Nominated Individual
Policy created : 10.12.2025
Policy Review Date: 08.12.2026

This policy is reviewed annually, or sooner if necessitated by changes in legislation, guidance, or best practice. Staff must confirm, by signature, that they have read and understood the policy.

Continuous Improvement

Feedback mechanisms—including anonymous suggestion boxes, confidential helplines, and user-led review panels—are in place to ensure the policy stays responsive and relevant. Outcomes from equality and diversity monitoring inform annual reports, ensuring transparency and accountability.

By embedding equality, diversity, and human rights across every aspect of Angels Homecare's operations, we create welcoming, empowering environments for all individuals, honouring difference and advancing fairness in everything we do.

Please Sign to state you understand Angels Homecare Policy

Staff Name: _____

Date: _____

Staff review date: _____