

# QUALITY POLICY STATEMENT

## Title: EQUALITY, DIVERSITY AND RIGHTS

It is unlawful for an employer or employee to discriminate against or to treat an individual differently on the grounds of **colour, race, ethnic origin, marital status, nationality, gender, gender reassignment, pregnancy or maternity, disability, sexual orientation, religion, belief or age.**

Ormerod are committed to the active promotion of equal opportunity in our services, and we recognise that the achievement of equal opportunities will require the participation of all staff and a commitment to this policy

### Ormerod will ensure that:

- Staff who are recruited will have a **positive values** base and a positive attitude towards equality, diversity and rights.
- Staff will receive training to develop an understanding and awareness of the **'Equality Act 2010'** and **'The Human Rights Act 1998.'**
- Service users are **protected from harassment and /or discrimination**, which might amount to abuse or cause psychological harm.
- When planning and delivering care to service users, we will take into **account the diverse and unique needs** of the person, ensuring that they are not discriminated against; including on the grounds of the protected characteristics under the Equality Act.
- Care planning will be holistic, person-centred and will reflect the service users **physical, emotional, mental and social needs** on grounds of the protected characteristics under the Equality Act. Personal history, individual preferences, interests and aspirations will be included in care plans to develop staff understanding and knowledge thereby enabling staff to support service users **rights to maximum choice and control** over their own lives.
- **Communication** styles and methods will be adapted to reflect the communication needs of service users where communication may be a barrier. Service users will be offered a **communication passport** and any relevant **tools**. Information will be provided in **easy-read** format where possible and made **accessible**.
- Care plans are formatted to support **understanding and involvement** from service users, their family / carers or friends.
- We will recognise service users **preferences** and needs including when there is a preference for a same gender staff member or a cross gender staff member. We will take these preferences into consideration when scheduling staff rota's; recognising the service users **rights to choice and control** about who provides their care and how it is provided. There may be times when we will not be able to meet preferences such as in an emergency situation but we will offer support by a qualified and competent staff member.
- We will **lead by a positive culture** that puts the **service user first**, where **equality, dignity, respect and rights are promoted and reflected in all aspects of the organisation.**

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