

## Draft Disability Equality Scheme Action Plan at November 2006

<p><b>Aim</b> To ensure that the local disabled community receive equality of opportunity in accessing our services and to remove discrimination from Trust functions.</p>					
<p><b>Care Trust Objective</b> To include people who use our services in our work</p>			<p><b>Standard for Better Health</b> C7e - Healthcare organisations: challenge discrimination, promote equality and respect human rights</p>		
<b>Service area</b>	<b>Issue</b>	<b>Action</b>	<b>Accountable Person</b>	<b>Timescale</b>	<b>Progress</b>
Carers	Some ABI carers will not use support groups	Carers stories to be added to the intranet and displays to be used during ABI week in March 07 to encourage carers to become known.	ABI team	March 2007	
Dentistry	Excellent facilities at some dentists – SMILES AHEAD and Castle Circus Health Centre, but a general lack of accessibility/ disability awareness in dentists.	To promote and share good practice	Dental Lead	January 2007 and ongoing	
		To ensure all Dentists are aware of their obligations under the	Equality & Diversity Lead	December 2006	

		DDA.			
		To work with dental contractors to improve disability awareness/ access	Dental Lead/ Equality & Diversity Lead	December 2006 and ongoing	
Employment	Meeting the DES monitoring requirements	Add monitoring forms as part of the grievance procedure	HR diversity lead	April 2007	
		Add monitoring forms as part of the training application process	HR diversity lead	April 2007	
	Need to meet information access needs automatically	Ensure staff with accessibility needs are registered at point of employment and pay slips/ generic information is automatically produced in large print etc.	HR diversity lead	April 2007	
	Support network needed	Establish a virtual support network for employees	Torbay Council Consultation Officer	April 2007	
Facilities and access	Disabled access toilets need room to turn a chair	Conduct a Disability Access Audit	Equality & diversity lead & Health & Safety lead	March 2007 start audit. Audit complete by August 2007	
	More access for	As above	Equality & diversity	As above	

	wheelchairs needed		lead & Health & Safety lead		
	Reception for social services at Union House is inaccessible, no intercom, can't fit a wheel chair in the lift.	Add to estates work plan for 2007/08	Equality & diversity lead/ Head of Estates	April 2007.	
GPs	Patients should be able to choose their own GP – Learning disability clients build up relationships and trust with a GP	Discuss good practice with GPs in retaining learning disability patients	Assistant Director of Primary Care/ Equality & Diversity Lead	January 2007	Discussion with practice managers group – January 07. Remaining on a GPs list is at the discretion of the GP – however they are not obliged to retain patients who move out of their catchment area. Patients also need to be clear about the ramifications of retaining a GP in relation to accessing other services such as district nurses and home visits.
	Plasma screens in GP surgeries not easy to read	Ensure ability to offer alternative form of registration in GP surgeries	Assistant Director of Primary Care/ Equality and Diversity Lead.	January 2007	Discussion with practice managers group – January 07. Meeting recorded that all surgeries offer

					alternative means of recording patients arrival.
Information	Most information is not easy to read/access	More use of pictures and symbols/ easy read format of often used documents to be promoted	Information Governance Manager	January 2007 & ongoing	
		More use of larger fonts to be promoted	Information Governance Manager	January 2007 and ongoing	
		Use readspeaker on the Trust website	Information Governance Manager	December 2006	
	Too much reliance on the internet	Using a range of formats/ communication methods to be promoted	Information Governance Manager/ PPI Lead/ Communications team	January 2007 & ongoing	
Interpretation	Lack of British Sign Language Interpreters/ Communication Support Workers	To put together a proposal for an in-house communications support worker.	Equality & Diversity Lead/ PALS Manager	November 2006	
Podiatry	Lack of receptionist inhibits blind people using the service at Midvale Road	Ensure a receptionist is provided for this service	Podiatry Lead	May 2007	

Pharmacy	Information on medication not easily understandable	Work with pharmacies to develop alternatives	SPOT, Assistant Director of Primary Care, local pharmacists Equality & Diversity Lead	Work to start in January 2007	<p>Discussion with Local Pharmaceutical committee – Torbay LPC sub group in January 2007. Established a range of options exist including reminder charts and symbols different sized bottles used. However pharmacists are reliant of the patient identifying their need.</p> <p>Action – to return to SPOT with feedback.</p> <p>Action LPC Chair to provide reminder chart example</p> <p>Action – add to 10 tips?</p>
	ABI clients don't remember that prescriptions need 48 hours notice	Work with pharmacists on a reminder system.	SPOT, Assistant Director of Primary Care, Local pharmacists Equality & Diversity Lead	Work to start in January 2007	<p>Discussion with Local Pharmaceutical committee – Torbay LPC sub group in January 2007.</p> <p>Who felt that GP's could improve this by generating repeat dispensing for 6 or 12 month prescriptions. It was felt it would be possible to remind clients</p>

					if numbers were limited, but that GP's and carers needed to identify their needs. <b>Action – take to Practice Managers.</b>
Public Health	Lack of access to exercise facilities, these are high cost and the staff don't know how to work with learning disability clients.	Discuss options with the lifestyles team	BEST team, Lifestyles Lead.	February 2007	
	There are no funds to promote independence – ' <i>we have to beg for this</i> '	Discuss with BEST and zone managers	Zone Managers/ BEST team	January 2007	
Staff Awareness	Lack of awareness of needs of carers of disabled people,	Leaflet to be developed by the ABI team, detailing the experiences of carers	Jacky Youngman/ ABI team	March 2007	
	Lack of awareness of ABI and learning disability client needs	Leaflet- a hidden disability – to be developed by the ABI team and distributed to supermarkets, GPs, police, pharmacies etc.	Jacky Youngman/ ABI team	March 2007	
		Discuss alert sticker to	Equality & diversity	April 2007	

		be added to client notes to prompt staff support.	Lead		
		Support/advocacy to be provided for disabled clients in relation to form completion	BEST team/ Equality & diversity Lead	April 2007	
		Staff training - in particular for first point of contact staff - in disability awareness to be developed. Good practice exists in Southover Medical Practice and Pharmacy.	Equality & Diversity Lead/ HR Staff Training Lead.	April 2007	
	Memory problems	Discuss establishment of a reminder system for appointments, especially GP and dentist	Assistant Director of Primary Care/ ABI Team/ Dental Lead Equality & diversity Lead	April 2007	
Staffing Requirements	Dedicated social worker needed for ABI, this team has approximately 10 referrals per month	Discuss allocation of funds for this through the LDP	Zone Managers	January 2007	
	A dedicated social	Discuss allocation of	BEST Zone	January 2007	

	worker needed for the deaf community – people are relying on interpreters for help filling in forms etc, and engagement with the deaf community is needed	funds for this through the LDP	Manager		
	More social workers for the learning disability community needed. "There is no time for proper help to be provided anymore."	Discuss allocation of funds for this through the LDP	BEST Zone Manager	January 2007	
	Support needed for disabled people – could this be provided by volunteers?	Discuss with volunteer co-ordinator/ BEST Zone Manager	Volunteer Co-ordinator	January 2007	
General	To establish continued engagement with the local disabled community	To establish a representative partnership board for people with disabilities.	Independence Development Manager	January 07	
	To engage in continued consultation.	Attendance at Torbay deaf Club	Equality & diversity Officer	February 2007	
	To ensure the DES is	To produce the Trust	Equality & Diversity	February 2007	

	accessible for all.	disability equality scheme in an easy read version for people with learning disabilities.	Officer		
	Allow staff to comment anonymously	Establish an online forum for staff to comment about disability concerns	Equality & diversity officer - Torbay Care Trust and Consultation Officer - Torbay Council.	March 2007	
	To ensure contractors are familiar with Trust policy	Ensure Contractors are provided with copies of the Trust DES	Equality & Diversity lead	January 2007	