

Equality, Diversity and Human Rights Policy

Regulatory Links

- **Health and Social Care Act 2008 (Regulated Activities) Regulations 2014**
 - Regulation 9: Person-centred care – care and treatment must be appropriate, meet needs, and reflect preferences; providers must work in partnership with the person
 - Regulation 10: Dignity and respect – people must be treated with dignity and respect at all times, including having privacy and autonomy
 - Regulation 11: Need for consent – care and treatment must only be provided with consent given by the person or by law; Mental Capacity Act 2005 must be followed where applicable
 - Regulation 12: Safe care and treatment – care must be provided safely, including assessing risks, making reasonable adjustments, and ensuring competent staff
 - Regulation 13: Safeguarding service users from abuse and improper treatment – people must be protected from abuse, neglect and improper treatment; discriminatory abuse is a recognised category of abuse
 - Regulation 17: Good governance – systems must assess, monitor and improve quality and safety, including assessing and mitigating discrimination risks
- **CQC Quality Statements**
 - Equity in access: "We make sure that everyone can access the care, support and treatment they need when they need it. We understand that some people may need extra support or adjustments to use services."
 - Equity in experiences and outcomes: "We actively monitor and address any inequalities in people's care experiences and outcomes, considering protected characteristics and any vulnerabilities."
 - Treating people as individuals: "We treat people as individuals and make sure their care, support and treatment meets their needs and preferences. We take account of their strengths, abilities, aspirations, culture and unique backgrounds and protected characteristics."
 - Safeguarding: "We work with people to understand what being safe means to them as well as with our partners on the best way to achieve this. We concentrate on improving people's lives while protecting their right to live in safety, free from bullying, harassment, abuse, discrimination, avoidable harm and neglect. We make sure we share concerns quickly and appropriately."

Scope

This policy applies to:

- All staff, volunteers, and contractors
- All community-based services provided by our organisation, including domiciliary care and supported living
- All people we support, their families, carers, and anyone who visits or interacts with our services
- All recruitment, marketing, and digital communications

No exceptions – equality and diversity apply to everyone.

This policy and procedure are provided for the regulated activity of personal care.

Equality Statement

Our organisation is committed to equal rights and the promotion of choice, person centred care and independence. This policy demonstrates our commitment to creating a positive culture of respect for all individuals. The intention is, as required by the Equality Act 2010, to identify, remove or minimise discriminatory practice in the nine named protected characteristics of age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. It is also intended to reflect the Human Rights Act 1998 to promote positive practice and value the diversity of all individuals.

Policy Statement

We believe everyone has the right to be treated fairly, with dignity and respect. Equality and diversity are not just legal requirements – they are essential to good care. People we support should feel valued and included, whatever their background or personal characteristics.

We recognise that people may have multiple protected characteristics, and we will consider how these intersect when planning and delivering care. For example, an older person from a minority ethnic background may face barriers related to both age and race. A young transgender person with a learning disability may experience multiple forms of discrimination and will need support that recognises all aspects of their identity.

We will make sure our staff understand what equality means in practice. This includes challenging discrimination, respecting cultural and religious needs, and supporting people to make choices about their care.

Human Rights and Care

Equality in care is underpinned by the Human Rights Act 1998, which sets out the fundamental rights everyone in the UK is entitled to. The following Articles are particularly relevant to the care we provide:

- **Article 3:** Freedom from torture and inhuman or degrading treatment – people we support must never experience care that degrades their dignity
- **Article 8:** Respect for private and family life – people have the right to privacy, personal relationships, and to live their life as they choose

- **Article 9:** Freedom of thought, belief and religion – people can hold and practise their beliefs freely
- **Article 14:** Protection from discrimination – all Convention rights apply equally to everyone

Our focus on human rights helps us deliver good care and meet our legal obligations. When rights appear to conflict, we will balance them carefully and record our reasoning.

Policy Detail

Understanding Protected Characteristics

Staff must know the nine protected characteristics under the Equality Act 2010:

- **Age** – protection applies to people of all ages; different treatment because of age may be lawful if it can be justified as a proportionate means of meeting a legitimate aim
- **Disability** – a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day-to-day activities; people with progressive conditions such as HIV, cancer, or multiple sclerosis are protected from the point of diagnosis
- **Sex** – being a man or a woman
- **Gender reassignment** – where a person has proposed, started, or completed a process to change their sex; this includes people who identify as non-binary or transgender. Under the Gender Recognition Act 2004, a person's acquired gender has full legal recognition and must be respected in all records and interactions.
- **Pregnancy and maternity** – protection during pregnancy and any statutory maternity leave; less favourable treatment because of breastfeeding is direct sex discrimination
- **Race** – includes nationality, ethnic origin, and national origin
- **Sexual orientation** – a person's orientation towards people of the same sex, opposite sex, or both; this includes people of all sexual orientations, including those who are questioning their orientation
- **Religion or belief** – includes religious beliefs, philosophical beliefs such as humanism or atheism, and ethical veganism. Ethical veganism (confirmed as a protected belief by employment tribunal in 2020) means a person's veganism extends beyond diet to all aspects of life, such as clothing and products. This must be respected in all care provision, not just meals.
- **Marriage and civil partnership** – protection for people who are married or in a civil partnership

Example: If a person we support is transgender, staff must respect their chosen name and pronouns in all conversations and records. If a person we support follows an ethical vegan lifestyle, we must respect this in all aspects of their care, not just diet.

Understanding Discrimination

Staff should understand the different forms of discrimination:

- **Direct discrimination** – treating someone less favourably because of a protected characteristic
- **Indirect discrimination** – a policy or practice that applies to everyone but disadvantages people with a particular protected characteristic
- **Discrimination by association** – treating someone less favourably because they associate with a person who has a protected characteristic
- **Discrimination by perception** – treating someone less favourably because you think they have a protected characteristic, even if they do not
- **Harassment** – unwanted behaviour related to a protected characteristic that violates dignity or creates a hostile environment
- **Victimisation** – treating someone badly because they have made or supported a complaint about discrimination

Preventing Discrimination

- Never treat someone unfairly because of who they are
- Avoid assumptions about people's needs or preferences
- Challenge discriminatory behaviour immediately

Examples:

- If a colleague makes a joke about someone's disability, you must challenge it and report it.
- If two people apply for a job and one is pregnant, you cannot reject them because of pregnancy.

Promoting Inclusion

- Respect cultural, religious, and personal preferences
- Provide information in formats people can understand, in line with the Accessible Information Standard
- Make reasonable adjustments for disabilities

Examples:

- If someone we support wants halal food, ensure meal preparation respects this requirement.
- If a person has hearing loss, offer written information or use communication aids.
- If someone celebrates Diwali, ask if they would like support to prepare decorations or time for prayer.

Accessibility

We are committed to ensuring our services are accessible to all. This includes:

Communication and information:

- Providing information in the person's preferred format, including easy read, large print, audio, or translated materials

- Using clear, plain English without jargon
- Supporting communication through tools such as Makaton, picture boards, or interpreters

Digital accessibility:

- Ensuring any technology we use with people we support is accessible
- Using appropriate colour schemes, text sizes, and screen readers where needed
- Providing alternatives when digital tools are not suitable for an individual
- If you notice someone struggling with technology because of sight, hearing, or dexterity issues, report this so reasonable adjustments can be made

Physical accessibility:

- Making reasonable adjustments to how we deliver care
- Ensuring any equipment we provide meets individual needs

For detailed guidance, refer to our Accessible Information Standard Policy.

Reasonable Adjustments

Under the Equality Act 2010, we have a legal duty to make reasonable adjustments for disabled people. Adjustments must be effective, practical, and remove or reduce substantial disadvantage. When making decisions about adjustments for people who lack capacity, we will follow the Mental Capacity Act 2005 and, where applicable, Deprivation of Liberty Safeguards.

Examples of reasonable adjustments:

- Allowing extra time for care tasks
- Using different communication methods
- Providing specialist equipment
- Adjusting the timing or approach of care visits

We must make reasonable adjustments when:

- We know, or could reasonably be expected to know, a person is disabled
- A person asks for adjustments
- A disabled person is at substantial disadvantage compared to non-disabled people

What is "reasonable" depends on individual circumstances, including whether the adjustment will remove the disadvantage, whether it is practical, and whether it could harm health and safety.

Information Sharing and Recording

We may need to share information about people we support with other services or providers to ensure continuity of care and to meet our legal obligations. We will only share information when there is a lawful basis for doing so, such as consent, a legal requirement, or to protect the vital interests of the person.

Before sharing personal information, staff will consider whether the person has given consent, whether there is a legal obligation to share, and whether the sharing is proportionate and necessary. Where information is shared, we will record what was shared, with whom, and the reason for sharing.

We record information about people we support in a way that is accurate, up to date, and respectful. Records must reflect the person's identity, preferences, and needs without discriminatory language or assumptions. All recording must comply with the UK General Data Protection Regulation and the Data Protection Act 2018.

Setting-Specific Guidance

The principles of equality and diversity apply to all care settings. However, the practical application may differ between community-based and residential services. The following guidance provides setting-specific examples to support staff in delivering inclusive care.

Community-Based Services

Supporting People in Their Own Homes

- Respect that you are a guest in someone's home. Ask before moving items or entering rooms.
- Support people to express their identity in their own home, such as displaying cultural items, photographs, or religious symbols.
- Ensure privacy during personal care – close doors and ask others in the household to give the person space.

Meal Preparation and Support

- Never assume someone will "make an exception" to their dietary needs.
- Whether you are preparing food or supporting the person to cook, always respect dietary requirements, including those based on religion, culture, health, or ethical belief such as veganism.
- Offer adapted equipment to promote independence rather than taking over.

Dementia Care

- Use short sentences and visual cues for communication.
- If someone forgets dietary restrictions (for example, halal), gently remind them and offer suitable alternatives.
- Respond calmly to distress: "You worked hard for many years. You're safe here now." Avoid saying "You don't work anymore."

End-of-Life Care

- Arrange faith leaders promptly if requested.
- Respect rituals such as prayer or anointing.
- Give families time for cultural or personal rituals after death.
- Ask about specific wishes – practices vary within communities, so never assume.
- Some families may wish to wash or prepare the body – always check the care plan and speak with the family before assuming what should happen.

Personal Care

- Respect gender preferences for staff during personal care. If we cannot immediately meet a preference, explain this honestly and work with the person to find an acceptable solution.
- Always ensure privacy, even when working in someone's home.
- Be aware that some people may have specific hygiene practices linked to their faith or culture, such as washing in running water or using the left hand for certain tasks.

Activities and Social Inclusion

- Support people to access community activities that reflect their interests and culture.
- Learn key phrases in someone's language or use translation tools.
- Help people challenge discrimination they may face in their community, if they wish.
- Support LGBTQ+ people to express their identity – for example, use chosen names and pronouns, respect relationships, display inclusive information.

Lone Working Situations

When working alone in someone's home, you may encounter situations where family members or others make discriminatory comments. In these situations:

- Stay calm and professional
- You do not need to agree or laugh along
- You can say something like: "I treat everyone with respect – that's part of my role"
- Report the incident to your manager as soon as possible
- Record it in your notes

Supporting People to Challenge Discrimination

People we support may experience discrimination in their community – for example, in shops, on public transport, or from neighbours. Your role is to:

- Listen and take their concerns seriously
- Ask how they would like to be supported
- Help them make a complaint if they wish
- Record the incident and discuss with your manager

Working with Families

If a family member's views conflict with the rights of the person we support (for example, trying to restrict who they can have relationships with), always prioritise the rights and wishes of the person we support. Seek guidance from your manager if you are unsure.

Residential Services

Supporting People in Residential Settings

- Display personal and cultural items in each person's room – photos, religious symbols, cultural decorations
- Respect that their room is their private space – knock and wait for permission to enter
- Support people to personalise communal areas while respecting others' needs
- Recognise that living communally requires balance – one person's cultural expression shouldn't dominate shared spaces, but equally shouldn't be suppressed

- Ensure people can practise their faith or beliefs privately in their own room if they wish

Meal Service in Residential Settings

- Ensure menus offer genuine choice for different dietary needs, not just "alternatives"
- Don't serve pork products on plates that will be used for halal meals without thorough washing
- Support people to eat at times that suit their religious practices (e.g., after sunset during Ramadan)
- Respect that some people may wish to eat separately during religious periods – this is choice, not segregation
- Never assume someone will "make an exception" – dietary requirements based on religion, culture, or belief must always be respected

Personal Care in Residential Settings

- For personal care, try to match staff gender preferences where possible
- Plan rotas to accommodate this – it's not "being difficult", it's respecting dignity
- If temporarily unable to meet preferences (for example, due to staff sickness), explain honestly and gain consent before proceeding
- Always knock and wait before entering someone's room, even if the door is open
- Ensure bathroom doors can be locked from inside to protect privacy

Activities in Residential Settings

- Ensure activity programmes reflect diverse interests and cultures
- Support people to celebrate religious festivals and cultural events
- Don't assume everyone wants to celebrate Christmas or Easter – offer alternatives
- Create spaces for different belief systems – quiet rooms for prayer, areas for meditation
- Support people to maintain connections with their cultural or faith communities outside the service
- Enable people to access faith leaders, attend places of worship, or participate in cultural events if they wish

Managing Communal Living

- When different cultural practices or beliefs meet in shared spaces, focus on mutual respect and compromise
- For example, if one person wishes to play religious music and another finds it distracting, work together to find times or spaces where both needs can be met
- Never suppress one person's cultural expression to avoid "complaints" from others – both have equal rights
- Use staff supervision and team meetings to discuss any tensions and find solutions that respect everyone

Visitors and Family

- Welcome visitors from diverse backgrounds and make them feel comfortable
- Provide information about visiting times and facilities in accessible formats and languages
- Respect different family structures – LGBTQ+ partners, extended families, chosen families all have equal visiting rights
- If cultural practices require family involvement in care (such as feeding or personal care), support this where the person we support wishes it

End-of-Life Care in Residential Settings

- Arrange faith leaders promptly if requested – keep an up-to-date contact list
- Provide a private, quiet space for family to gather if possible
- Respect rituals such as prayer, anointing, or washing of the body
- Some families may wish to stay with the person after death – allow this and provide privacy
- Be aware that funeral arrangements may need to happen quickly for some faiths – support families to make necessary arrangements promptly

Cultural and Religious Awareness

We recognise that people we support come from diverse cultural and religious backgrounds. Staff should:

- Always ask individuals about their preferences rather than making assumptions based on their background
- Understand that practices vary widely within communities
- Seek guidance from the person, their family, or community leaders when unsure
- Access additional cultural awareness resources and training as needed

We will support people to access local advocacy and community organisations where this would benefit them.

Additional resources on cultural and religious considerations are listed in the References section of this policy to support staff in understanding specific practices. However, these resources should always be used as a starting point – each person's preferences are individual.

Understanding and Avoiding Unconscious Bias

What is unconscious bias?

Unconscious bias happens when our life experiences and upbringing affect how we think about and treat people, without us realising it. It can lead to unfair decisions or treatment based on assumptions rather than facts.

Common forms of unconscious bias include:

- Thinking better of someone because they seem similar to you, or share your background or culture
- Thinking less of someone because they are different to you – for example, a different race, religion, age, or disability
- Making assumptions about what someone can or cannot do based on stereotypes
- Giving more time or attention to people you feel comfortable with

Why does it matter in care?

Unconscious bias can lead to:

- People we support not having their needs properly assessed or met
- Assumptions being made without asking the person
- Some people receiving better care than others
- Staff not recognising their own discriminatory behaviour

How to recognise and avoid unconscious bias:

- **Pause before making decisions** – Ask yourself: "Am I making assumptions about this person? What evidence do I have?"
- **Challenge your first impressions** – If you find yourself thinking "people like that usually..." stop and consider whether this is fair or accurate.
- **Ask, don't assume** – Always ask people we support about their preferences, needs, and wishes rather than assuming based on their background.
- **Reflect on your reactions** – If you feel uncomfortable with someone, ask yourself why. Is it based on who they are rather than what they have done?
- **Welcome feedback** – Be open to colleagues pointing out if they notice stereotyping in your words or actions.
- **Use care plans, not assumptions** – Base your care on what is recorded in the person's care plan, which reflects their individual preferences.

Example scenarios:

Situation	Unconscious bias	Better approach
A new person we support is from a South Asian background	Assuming they eat curry and don't drink alcohol	Ask them about their dietary preferences and record in the care plan
An older person asks about using a tablet computer	Assuming they won't be able to learn	Offer support and adapt teaching to their pace
A person we support is a young man with a learning disability	Assuming he won't be interested in cooking or personal care	Ask about his interests and what skills he wants to develop
A colleague makes a comment about someone's religion	Laughing along or staying silent	Challenge the comment calmly and report it

Managers will discuss unconscious bias in supervisions, team meetings, and training sessions. We will observe practice to ensure bias does not affect the care we provide.

Role-Specific Responsibilities

Different roles have specific responsibilities for promoting equality and diversity. The following guidance is based on CQC's approach to culturally appropriate care.

All Staff:

- Ask people questions about their needs and preferences – especially if you are unsure
- Try to understand and meet people's preferences rather than making assumptions
- Be curious about what matters to each person to help them live their fullest life
- If you are not sure whether someone's cultural or diversity needs are being met, raise this with your manager or the person's keyworker
- Remember that cultural needs change over time – for example, people with dementia may identify more strongly with the culture of their earlier years
- Complete equality and diversity training within your induction period, with refresher training every 2 years or sooner if legislation or organisational practice changes

Care Coordinators and Senior Care Workers:

- Ensure everyone's cultural, religious, and diversity needs are part of their care planning and review
- Do not make assumptions about people's needs based on generalisations about cultures or groups
- Maintain good communication with people and their families – if there are conflicting views, the person's own wishes take priority
- Use your knowledge of the local community to ensure care is relevant and appropriate
- Support less experienced staff to develop confidence in meeting diverse needs

Registered Managers:

- Build staff confidence in person-centred care, which is the foundation of culturally appropriate care
- Discuss how to meet cultural and diversity needs in team meetings and supervisions
- Act as a bridge between different cultures – for example, helping staff from one background understand and meet the needs of people from another
- Be aware of your own cultural values and how they may affect your decisions
- Ensure the overall culture of the service reflects diversity – for example, in activities offered and information displayed
- Support staff who may face discrimination from people we support or their families
- Use the diverse cultural knowledge and skills within your team positively
- Monitor equality and diversity as part of governance and quality assurance

Staff Responsibilities

- Report any concerns about discrimination
- Support people to express their identity and beliefs

Examples:

- If a person we support wants to wear religious clothing, make sure care routines allow for this.
- Support people to maintain cultural practices that are important to them.

Equal Opportunities for Staff

We are committed to ensuring all staff are treated fairly and that diversity is celebrated within our organisation.

Recruitment and selection:

- We recruit in line with safer recruitment practices and the Equality Act 2010
- All candidates receive equal opportunities regardless of their protected characteristics
- We aim to employ people who represent the diverse nature of the communities we serve
- Reasonable adjustments will be made for candidates with disabilities during the recruitment process

Employment and development:

- All staff have equal access to training, development, and promotion opportunities
- We make reasonable adjustments to support staff with disabilities
- Staff who experience discrimination, harassment, or victimisation can raise concerns through our grievance procedures
- Any discriminatory behaviour by staff or management will be treated as gross misconduct

Staff who face discrimination from others:

- We recognise that staff may sometimes face discrimination from people we support, their families, or others
- We take this seriously and will support affected staff
- Staff should report any incidents to their manager
- We will take appropriate action while balancing our duty of care to everyone involved

For full details, see our Equal Opportunities Policy and Recruitment and Selection Policy.

Preventing Harassment in the Workplace

The Worker Protection (Amendment of Equality Act 2010) Act 2023, which came into force on 26 October 2024, places a legal duty on employers to take reasonable steps to prevent sexual harassment.

We take this duty seriously and are committed to:

- Regularly reviewing and communicating our Bullying and Harassment Policy
- Risk assessing situations where harassment may be more likely to occur
- Making clear that harassment of any kind will not be tolerated
- Ensuring all harassment complaints are thoroughly investigated and appropriate action is taken

Employment tribunals can increase compensation by up to 25% where an employer is found to have breached this duty. More importantly, we want all staff to feel safe and respected at work.

If you experience or witness harassment, report it immediately to your manager or follow the procedure in our Bullying and Harassment Policy.

Public Sector Equality Duty

If we provide services through a contract with a local authority or the NHS, we must comply with relevant aspects of the Public Sector Equality Duty as set out in our contract.

Under the Equality Act 2010, public bodies must have due regard to the need to:

- **Eliminate** discrimination, harassment, victimisation, and any other conduct prohibited by the Act
- **Advance equality of opportunity** between people who share a protected characteristic and those who do not
- **Foster good relations** between people who share a protected characteristic and those who do not

What this means in practice:

- We will work with commissioners (local authorities and Integrated Care Boards) to support their equality duties
- We will provide relevant equality monitoring information when requested
- We will participate in equality impact assessments where required
- We will ensure our services do not create or reinforce disadvantage for any group

Managers should be aware of any specific equality requirements in contracts with local authorities or NHS commissioners.

Procedures

The following procedures support implementation of this policy in day-to-day practice and contractual obligations.

Day-to-Day Practice

- Treat everyone with dignity and respect. Greet people politely and use their preferred name.
- Ask about individual needs and preferences. For example: "Do you have any dietary, cultural, or religious requirements I should know about?"
- Record these in care plans and review at least every 6 months or sooner if needs change. Note important dates such as religious holidays.
- Communicate information in accessible formats, in line with the Accessible Information Standard. Ask people how they prefer to receive information.

If You See or Experience Discrimination

- Challenge the behaviour calmly and professionally. For example: "That comment isn't appropriate – we treat everyone with respect here."
- If you are working alone and feel unsafe, remove yourself from the situation if possible.
- Report it to your manager immediately (or as soon as you are able to do so safely). For serious incidents requiring immediate action, managers must be contacted same day even outside office hours via the on-call system.

- Complete an incident report within 24 hours.
- Your manager will investigate and take action within 5 working days.
- If the person we support has experienced discrimination, offer them support and ask how they would like to proceed.

Making Reasonable Adjustments

- Use interpreters or translation services if needed. Contact your line manager or registered manager to arrange interpreter or translation services when required.
- Adapt communication for sensory impairments
- Ensure physical access needs are met
- Allow extra time for appointments or care tasks if required

Handling Complaints About Discrimination

If a person we support, their family, or a colleague makes a complaint about discrimination:

- Take the complaint seriously and thank them for raising it.
- Record the details accurately.
- Pass the complaint to your manager immediately.
- The complaint will be investigated under our Complaints Policy.
- The person making the complaint will receive a response within 20 working days.

Monitoring and Review

We are committed to continuous improvement in equality and diversity. We will monitor and audit:

What	How often
Policies and procedures	At least annually
Recruitment records	Annually
Care plans (for evidence of personalised, inclusive support)	Ongoing as part of supervision and spot checks
Staff awareness (spot checks during observations)	Monthly
Feedback from people we support	Quarterly
Feedback from families and other stakeholders	Annually
Complaints related to discrimination	Ongoing, with quarterly analysis
Training completion and competency assessments	Ongoing
Marketing and digital communications (for non-discriminatory content)	Annually

Data from monitoring will be analysed to identify themes or trends. Where issues are identified, an improvement plan will be developed. Patterns of discrimination or complaints will be reported to senior management and acted upon.

All equality monitoring data will be stored securely in compliance with the Data Protection Act 2018 (UK GDPR) and our Data Protection Policy.

References and Further Reading

Legislation

- Equality Act 2010
- Human Rights Act 1998
- Care Act 2014
- Mental Capacity Act 2005 and Deprivation of Liberty Safeguards (DoLS) (Note: The Liberty Protection Safeguards (LPS) will replace DoLS when implemented. Until then, DoLS remains in force.)
- Worker Protection (Amendment of Equality Act 2010) Act 2023
- Gender Recognition Act 2004
- Data Protection Act 2018 (UK GDPR)

Standards and Guidance

- Accessible Information Standard 2016 - <https://www.england.nhs.uk/ourwork/accessibleinfo/>
- CQC Single Assessment Framework – Equity in Access, Equity in Experiences and Outcomes - <https://www.cqc.org.uk/guidance-providers/single-assessment-framework>
- CQC Guidance on Equality and Diversity - <https://www.cqc.org.uk/guidance-providers/regulations-enforcement/regulation-10-dignity-respect>
- CQC Guidance on Culturally Appropriate Care (2021) - <https://www.cqc.org.uk/guidance-providers/adult-social-care/culturally-appropriate-care>
- Equality and Human Rights Commission Codes of Practice - <https://www.equalityhumanrights.com/en/advice-and-guidance/equality-act-codes-practice>
- Public Sector Equality Duty Guidance - <https://www.equalityhumanrights.com/en/advice-and-guidance/public-sector-equality-duty-guidance>

Training Resources

- Skills for Care: Equality and Diversity Resources - <https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/Equality-and-diversity.aspx>
- Skills for Care: Confident with Difference (training resource for managers) - <https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Managing-a-workforce/Confident-with-difference.aspx>
- SCIE: Equality, Diversity and Human Rights - <https://www.scie.org.uk/equality-diversity>
- SCIE: Cultural and Religious Needs of People with Dementia - <https://www.scie.org.uk/dementia/living-with-dementia/culture-religion/>
- Devon County Council Diversity Guide - <https://www.devon.gov.uk/equality/>
- Royal College of Nursing: A Guide to Cultural and Spiritual Awareness - <https://www.rcn.org.uk/Professional-Development/publications/rcn-cultural-awareness-in-nursing-and-health-care-uk-pub-006-437>

Related Organisational Policies

- Accessible Information Standard Policy
- Bullying and Harassment Policy
- Dignity and Respect Policy
- Safeguarding Adults Policy
- Recruitment and Selection Policy
- Equal Opportunities Policy
- Complaints Policy
- Grievance Policy
- Disciplinary Policy
- Whistleblowing Policy