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**Orrell Ward, Royal Albert Edward Infirmary - Equality Engagement**

The Equality Delivery System (EDS) is a framework which was created by the Department of Health to help NHS Organisations to make improvements on equality, diversity and inclusion. To improve the services they provide for their local communities, consider health inequalities in their local area and provide better working environments free of discrimination.

**WWL want you, our service users and local community to have a say on our equality and inclusion work for Orrell Ward. We want to:**

* **Show you what we currently provide and what we are working on**
* **Ask you “are we getting it right for everyone / people from all protected characteristics?”**
* **Tell us how well you think we are doing - Score us on the following questions**
* **Help us decide what we need to do next**

**When patients use the service, do they feel safe?**

(free from harm)

D **Can all patients (who need to) access the service?**

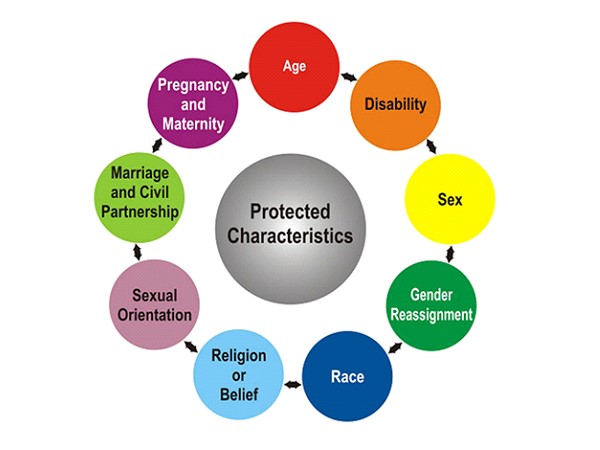
**Are individual patient’s health needs being met?**

(receiving good care)

**Are patients reporting positive experiences?** take

A group of people with a circle arrow

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**Orrell Ward – What we provide**

Orrell Ward is a short stay General Surgical Unit at the Royal Albert Edward Infirmary.

Orrell Ward has 16 beds consisting of a 10 bedded bay (depending on the needs of the service, this can be male or female); two side wards, one of which is en-suite.

A hallway with doors and signs

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A door with pictures on the wall

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| **Evidence 1: Can all patients (who need to) access to the service?** |

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| **Protected Characteristic** | **Evidence on how each group can access this service** |
| **Sex**  (Male / Female) | **Single sex toilet and washing facilities available.** |
| **Transgender / Gender**  **Re-assignment** | **Guidance available for staff on supporting trans and non-binary patients.** |
| **Age**  **(18 years+)** | **Children aged 16 and 17 years are identified by safeguarding alert.**  **Parents/Carers of patients aged 16 to 18 years are able to stay overnight** (bed provided) |
| **Race or Ethnicity** | **Access to interpreter and translation services.**  We have full access to interpreter and translation services for patient’s parents/relatives/carers from different ethnicities who do not speak English as their first language.  WWL provides access to the following interpreter and translation services:   * Face to Face and telephone interpreters * British Sign Language Interpreter (face to face and video remote on demand)   **Special dietary requirements catered for on the ward.**  **Access to multi faith theatre gowns.**  **Access to Chaplaincy and Spiritual Care Team. Prayer Room available in site.** |
| **Disability:**  Hearing Impairment | **Access to British Sign Language Interpreters**  (face to face and video remote)  **Portable hearing loop on ward.**  **Provision of additional support available**  (recorded within individual care plan when admitted to ward). |
| **Disability:**  Visual Impairment | **Information / correspondence can be provided in braille, large print, audio on request.**  **Provision of additional support available.**  (recorded within individual care plan when admitted to ward). |
| **Physical Disability** | **Toilet and bathroom provisions accommodate disabled patients.**  **Provisions in place to accommodate patients who are physically disabled.** Hoist / beds / air mattress available as required. New beds implemented during 2023/24.  **Provision of additional support available**  (recorded within individual care plan when admitted to ward). |
| **Learning Disability** | **Access to Learning Disability Liaison Team**  **Carer support available.**  **Patient information can be obtained in easy read format / large print**.  **Pictorial information available which has been adapted for surgical patients.** |
| **Mental Health Need** | **Carers welcomed during patients stay. Provision of additional support available.**  **Access to RAID Team.**  **Staff trained receive least restrictive training.** |
| **Sexual Orientation** | **Ward actively promotes LGBTQIA+ Events** |
| **Religion / Belief (please specify)** | **Access to Chaplaincy and Spiritual Care Team. Prayer Room available in site.**  **Access to interpreter and translation services.**  **Special dietary requirements catered for.** |
| **Marriage & Civil Partnership** | **Ward actively promotes LGBTQIA+ Events** |
| **Pregnancy & Maternity** | **Individualised Care Plans** |
| **Carer Status** | **Access to Wigan Council’s Carer Support Team.**  **Carers Folder on Orrell Ward.** |

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| **Evidence 2: Are all individual Patients health needs being met?** (having needs met in a way that works for them) |
| **Personalised Individual Care Plans**  **All patients have a personalised individual care plan**.  If a need/adjustment in relation to a patient’s protected characteristic is required, then this is considered when the patient is admitted onto Orrell Ward.  All needs / care plans are reviewed every shift (day and night). |
| **Daily ‘Check in’ Walk Round with patients**  In response to a patient complaint about lack of communication on Orrell Ward, Nursing staff now check in daily with patients (after doctor ward rounds), to see if their needs are being met / if they understand what is happening relation to their condition / treatment. |
| **Equality Impact Assessment**  **An Equality Impact Assessment is undertaken on Orrell Ward every 3 years. Last Assessment undertaken July 2024.** We use this assessment to identify potential impacts, both positive and negative across all 9 protected characteristics, and look at how we could avoid disadvantage or further improve the delivery of our services.  To view a copy of our equality impact assessment please e-mail [EDI@wwl.nhs.uk](mailto:EDI@wwl.nhs.uk) |
| **Open Visiting (24 hours) for families / carers of patients at end of life** |

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| **Evidence 3: Are patients free from harm when they use the service?** (feel safe / there are procedures in place to ensure safety) |
| **Trust Risk Management Policy**  **All serious incidents / complaints are investigated, and lessons learnt embedded within Trust practice.**  All staff working on Orrell Ward have a role in identifying risk and ensuring children and adults are protected from harm. |
| **Personalised Individual Care Plans**  **All patients have a personalised individual care plan**.  If a need/adjustment in relation to a patient’s protected characteristic is required, then this is considered when the patient is admitted onto Orrell Ward.  All needs / care plans are reviewed every shift (day and night). |
| **Daily ‘Check in’ Walk Round with patients**  In response to a patient complaint about lack of communication on Orrell Ward, Nursing staff now check in daily with patients (after doctor ward rounds), to see if their needs are being met / if they understand what is happening relation to their condition / treatment. Pressure sores / falls etc monitored. |
| **Links with Safeguarding Team** |
| **Links with Independent Domestic violence Advisor (IDVA) Nurses**  Orrell Ward Staff have received awareness training on domestic violence and know how to refer to IDVA Nurses. |
| **Lessons Learned from Incidents embedded within every day activity**  **Recent Example:**  Following a recent controlled medication error, refresher staff training was delivered / weekly audits are undertaken and interruptions minimised. Medicine Management Policy refreshed with staff. |

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| **Evidence: Patients report positive experiences of the service** |
| **Patient feedback**  The Trust collects and obtains feedback from patients through its PALS processes and patient surveys which are reported to the Trust Board of Directors  (Family & Friends; Patient Care; Picker National In-Patient & Out-Patient Surveys). |
| **FFT Results**  The Friends and Family Test (FFT) is an important feedback tool that supports the fundamental principle that people who use NHS services, should have the opportunity to provide feedback on their experience.  The FFT asks people about their experience of services they have used and offers a range of responses.  Feedback received from 326 patients during October 2023 and October 2024   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **Orrell Ward** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  | **Star Rating** | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **Positive** | | | | | | |  |  |  | **Negative** | | | | |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  | | |  | |  |  |  | | |  |  | |  | |  |  |  |  |  |  |  | **95.09%** | | | | | | | | |  | **1.23%** | | | | | | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   **Positive:** 95% **Neutral:** 4% **Negative:**1%   |  |  |  | | --- | --- | --- | | **Eligible Patients** | **Total Response** | **Response Rate** | | **1012** | **326** | **32.2%** |   **Sample of some of the positive feedback received:**  “I enjoyed their company.  “Everything was very clean. 5 star”  , put every patient first”.  “Excellent hardworking staff from the second I came in, every staff member every staff member has been kind and caring and dedicated to their job, put every patient first”. put every patient first”.  “Every employee was friendly and welcoming. Nothing was too much trouble. A fantastic team of professionals both day and night staff. What would we do if we didn't have these professionals to support us when in need? - The hospital is spotlessly clean and the food to send you on your recovery is exceptional. I cannot think of any way to improve except for a nicer bread for the toast, so no negatives, I think you have got it right”.  y patient first”.  “I cannot fault my treatment from arrival and departure - the staff on both day and night shift went above and beyond, plus the medical team were exceptional. Everything was highly professional and first class.”  y patient first”. |
| **Monthly In-Patient Surveys -**  Engaging with patients enables us to understand and improve the experience of patients across all protected characteristics.  From November 2023 equality monitoring across all 9 protected characteristics are now included in all WWL In-Patient surveys.  For 6 months continually, 100% of patients who were questioned felt they had been **well cared for on Orrell Ward.** |

**Stakeholders Scores Table (See Scoring Guide below)**

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| **Outcome** | **Score** | **Comments** |
| **Can all patients (who need to) access the service?** Have equal access. |  |  |
| **When patients use the service, are they free from harm?** (feel safe / procedures in place to ensure safety) |  |  |
| **Are individual patient’s health needs being met?**  (having needs met in a way that works for them) |  |  |
| **Do patients report positive experiences?** |  |  |

**Scoring Guide**

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| **Underdeveloped** | **Developing** |
| **SCORE 0**  **Sad face outline outline**  **People from all protected groups**  **Fare poorly compared to people**  **overall / No evidence** | **SCORE 1**  **Neutral face outline with solid fill**  **People from some protected groups**  **Fare as well as people**  **overall** |
| **Achieving** | **Excelling** |
| **SCORE 2**  **Smiling face outline with solid fill**  **People from most protected groups Fare as well as people**  **overall** | **SCORE 3**  **Winking face outline with solid fill**  **People from all protected**  **groups Fare as well as people**  **overall** |