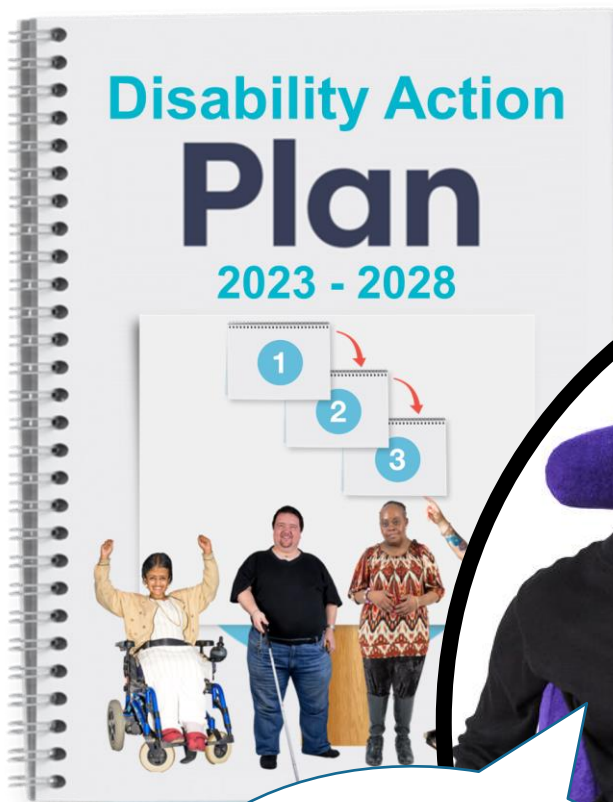


Consultation feedback

What you said about our Disability Action plan to treat everyone fairly.



**What we
liked**

**What we think
could make
plans better**

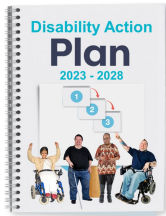


Introduction



5 Health and Social Care Trusts and the Northern Ireland Ambulance Service asked people what they thought about their disability action plan.

This is called a **consultation**.



The **Disability Action Plan** says what Trusts will do to help people with a disability.



People had almost 17 weeks to tell us what they thought about our plans.



We told over 1000 groups about our consultation.

We put information about the consultation on all Trust websites.



People could tell us what they thought

- in writing - online, email or by post
- over the phone or
- face to face.



We also had 2 events to listen to what people thought.

Feedback



We got feedback from 12 people.

We also got feedback from our 2 events.



The Trust Boards have looked at what people said and made some changes to their plans.



Updated plans can be found on all Trust websites.



Section 75 groups

In this document we will talk about Section 75 groups.

These groups are listed in a law called the Northern Ireland Act.

They include people who

- are different ages
- have different religious beliefs
- have different politics
- are married, divorced or single
- fancy and love different people
- are from different countries, speak different languages or look different
- are men or women
- do and do not have disabilities
- do and do not care for others.

What you said

Disability Action Plan

1. Improve ways of thinking about people with a disability



We said we will work with others to share information about **advocacy services**.

Advocacy services help you speak up for what you want and make things happen.



Trust websites will give information about

- ✓ how to get involved
- ✓ how to contact advocacy and support services.



You said

This is a good idea. How will it be kept up to date?
Will it have services outside the Trust?



If different advocacy services are on offer in different trust areas what will you do?



You need to tell people about this using social media, posters and leaflets.



We said people who have a disability need to be seen. We will treat people with a disability fairly. We will make sure they have the same chances as everyone else.

You said



This is good.
1 in 4 people have a disability.
This includes Trust staff and people they support.



We said we will use pictures of people with a disability using our services.



You said

Use pictures of Trust staff with disabilities.
This would help show that disabled people give services as well as use them.



We said we will celebrate special days for people with a disability.

A calendar of disability events will be made.

- ✓ We will tell staff about these events.
- ✓ We will put them on Trust social media and websites.

You said

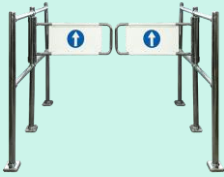


This is a good idea.

Ask and work with others to decide what events should be celebrated.



We said we will talk about how people with a disability have difficulty doing some things because of **barriers**.



Barriers stop people from doing things.

- Barriers can be physical.
For example, no accessible toilets.
- Barriers can be caused by the way people see others.

For example, thinking a person with a disability cannot do something.



You said

This is a good idea.

Trust websites and social media should

- use pictures that show good experiences of disabled people getting Trust services
- and advertise disability related events.



You should think about using photos of people with disabilities people cannot see.



We said we will tell everyone about Sign Language Interaction our **sign language service**.

This is a free sign language service available in the health service in Northern Ireland.



You said

This is a good idea.

Staff need to know that booking an interpreter for an appointment is their job.

They need to tell service users this has been done.



There needs to be better access to Sign Video in hospitals.
For example, using computers, phones and Wi-Fi.



Use other ways to confirm appointments.
For example, text or email.
This should be in the plan.



We said we will ask people with a disability to work with us tell us what services should look like.
This is called **co-production**.



You said

Involve people with disabilities early on when changing or plan services.



Voluntary groups should always be worked with.

Disability steering groups already include members from the community and voluntary sector.



Co-production needs to be accessible for people who work and are deaf.

Groups are often held during working hours.
This stops a lot of people having a say about how to make things better.



Disability champions help people with disabilities to be treated fairly. They could have lived experience or work with a different groups of disabled people.

Disability champions could help get the voices of disabled people heard in co-production.



We said we will make a Plain English and Easy Read copy of our Disability Action Plan.



A signed copy of the Disability Action Plan will be made.



You said

This is a good idea.



We said the Disability Action Plan will be shared with staff. We will also send the Disability Action Plan to people and groups we work with.



You said

This is a good idea.



We said Trust policies need to be up to date and helpful.

We will work with **Occupational Health staff**. They will help support staff who have a disability so they can do their jobs.



Help and support for disabled staff to stay in the workplace and do their job well is a good idea.



Not every staff member will want to tell people that they have a disability.



A support group for staff and by staff who are deaf/Deaf would be helpful.



We said we will train staff on disability.

We will make sure training has in it

- ✓ what staff should do
- ✓ what the law says
- ✓ and changes that can be made so services and our workplace can be used by everyone.



You said

This is a good idea.

It will help staff work well with disabled people.



Training should show

- different types of disability and
- the importance of disabled staff skills and views.



Training for people working in different areas in the Trust might be helpful.

For example, showing staff how to support a disabled person within their department.



Oliver McGowan training should be put into the plan.

This training designed to educate healthcare professionals about learning disabilities and autism.



We said we will make staff training on disability with the help of people who have a disability.



You said

This is a good idea.

Are the lived experiences of people with physical, intellectual and hidden disabilities and their families in the Disability Equality Training Resource?



Are people with a disability involved in the design and delivery of training?

They should be involved in all parts of training.



Staff should do deaf awareness training to help with better communication.



We said we will give people who have a disability more chances and help to get a job in health and social care.



You said

This is a good idea.

It is important that people are not less likely to get a job or placement if they say they have a disability.



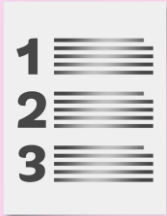
Disabled people should help decide who gets Trust jobs or placements.



Reasonable adjustments are needed for people applying to work for the Trusts.
AND after they get a job.



People who have done work experience at the Trust using sign language said it was excellent.



The Trust said

We will think about what you have said when we make our list of advocacy and support services.

We will make sure it is coproduced with representative organisations.



We will use pictures of disabled staff.



We are looking into setting up a disabled staff network.



We will coproduce the calendar of events to celebrate special days for disabled people.



We will support the idea that people are disabled by barriers in society, not by their bodies.



We are working to tell people about getting SignVideo in hospitals.



We will keep coproducing all disability equality training information and handouts. This includes deaf awareness training.



Trusts are looking into using the Oliver McGowan training.



We want to support people with disabilities to have a better chance of working with us.



We want disabled staff to be well supported and do well in all the different jobs we have to offer.



We will keep working with disability organisations to organise work experience placements.
This will help disabled people get a job with us.

2. Helping people with a disability be involved in their communities



The right to be treated fairly

We said we will work to make information about the law in Plain English and Easy read.



You said

Documents should be in other languages, plain English and Easy Read.

Easy Reads should be co-produced.



We said we wanted to be better at sharing jobs that people with a disability could do.



You said

How will you make sure disability organisations know about Health and Social Care jobs.



We said we will work to get a **disability positive accreditation award**.

Disability positive accreditation award is for employers that employ, support and celebrate staff with a disability.



You said

This is a good idea. It is important to think about

- job descriptions
- reasonable adjustments
- ring fencing jobs
- and how work hours might affect benefits.



We said we will

- make it easier to use trust buildings
- and ask people who have a disability to help us plan new buildings and services.



You said

This is a good idea.

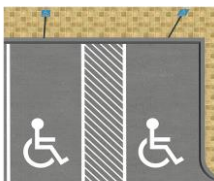
Finding out what Trust buildings have in place to support disabled people would be a good start.



Put Changing Places toilets in all hospitals in Northern Ireland.

Changing Places toilets are big bathrooms with special equipment like a changing bench and a hoist. They are for people who need more help than regular accessible toilets.

Increase the number of accessible toilets in Trust buildings.

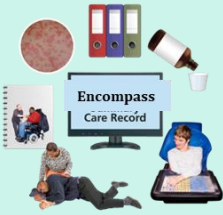


More disabled parking spaces would help. For example, in Royal Belfast Hospital for Sick Children.



Make sure Trust work areas are accessible for people with disabilities.

Encompass is a new care record system on Trust computers. It has important information about your health and care.



We said we will

- make sure your communication support needs are on your **encompass** care record
- get people with a disability to help plan **encompass**.



You said

encompass is a good idea.
It should let service users add information about the support they need and flag these to staff.



A sign language representative should be part of the design group for this system.



Staff training and equality screening on encompass is very important.



We said we will work with the community to offer more work experience placements for people who have a disability.



You said

This is a good idea.

The Trusts are big employers.
They should have targets for employing disabled people in the plan.



The Trust said

Our final plan will also be in Easy Read.
People with a learning disability will help make the easy read.



We will look into Changing Places.
New buildings will have everything in them that is needed by the law.



We will follow the law and make reasonable adjustments to work areas for disabled staff.



An action has now been included in the Equality Action and this includes young carers.



AccessAble will help make getting around Trust buildings better.



We will look into the Disability Positive Accreditation Scheme.

General Comments



- It would be helpful to tell us
- how well the Trust had done with the last Disability Action Plan
 - and what it had learnt.



- Actions in the Plan should be
- sorted by importance
 - clear and
 - focused on results.



The plan has made good use of what is known and what has been learnt.

Is there a need for local actions for each Trust?



Explaining the language used in the plan could be helpful.



The plan looks at more than it needed too. It might be better to focus on the 2 disability duties.



Put the United Nation Convention on the Rights of Persons with Disabilities (UNCRPD) guide for staff into the plan.



Information shared at consultation events should be accessible to the deaf community.

Good communication support should be provided.



There is not enough social care support.
This effects the lives of disabled people.
This needs to be in the plan.



Female service users with disabilities should only
be given personal care by females.



Departments should work together more within
Trusts.



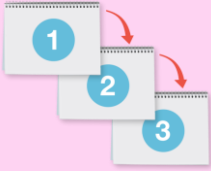
It would be helpful for there to be a person in each
Trust that can signpost people to services.



Not all people have smart phones.
This needs to be thought about when thinking about
accessible communication.



Documents should be accessible to all.



The Trust said

The new plan now says how far we have come since 2018-2023.



We now describe the language used throughout the plan.



We have put the United Nation Convention on the Rights of Persons with Disabilities (UNCRPD) guide for staff in our plan.



We want to work with disabled people so they can access hospitals and Trust services.



We want to work with disabled people to make sure all communication is accessible.



We know there are challenges within health and social care. Some of these are too big for us to look at.

Actions in our plan make sure what we are doing is following the law.

Checks on how we do and making changes to plans



We will keep our plans up to date.
We will add to them and change them as needed over the next 5 years.



How well we do to make the plan happen will be shown in a yearly Section 75 Progress Report.

This report will be put on the Trust websites.



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