

NHS Greater Glasgow and Clyde
Equality Impact Assessment Tool For Frontline Patient Services

It is essential to follow the EQIA Guidance in completing this form

Name of Current Service/Service Development/Service Redesign:

NHS Greater Glasgow and Clyde Catering Services for In Patients.

Please tick box to indicate if this is a : **Current Service** **Service Development** **Service Redesign**

Brief description of the above: (Please include if this is part of a Board-wide service or is locally determined).

Catering Services have 12 production sites which provides meals for 27 sites, averaging 6,000 meals per meal time.

Who is the lead reviewer and where based?

Site Facilities Manager, Glasgow Royal Infirmary.

Please list the staff groupings of all those involved in carrying out this EQIA

(when non-NHS staff are involved please record their organisation or reason for inclusion):

Site Facilities Manager, Glasgow Royal Infirmary; Patient Representative; Catering Manager, Southern General Hospital; Catering Manager, Leverndale Hospital; Catering Assistant; Catering Manager, Royal Alexander Hospital; Dietician; Practice Development Co-ordinator; Inequalities Lead; Equality and Diversity Assistant.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	Not applicable	No negative impact identified.
Ethnicity	A translated Halal Menu is available in 6 different languages.	Not available in all sites. Meals are not provided on the basis of ethnicity only on the basis of religion. (For example, the Halal Menu is based on a South Asian diet).
Disability	Texture modified diets are available for people with swallowing problems. Some areas have access to utensils for people with disabilities. Pictorial menus are only available in Lightburn Hospital.	There is unequal access to these utensils. This is currently being reviewed. Menu cards need to be 'disability friendly' – they are not available in large print or in any other formats.
Sexual Orientation	Not applicable	No negative impact identified.
Religion and belief	<p>Kosher meals are available upon request. (14 meal choices) which have been approved by the Beth Din. Passover meals are available. Meals are served in the container that they were heated in and presented to the patient unopened. Disposable cutlery is also provided.</p> <p>Halal meals are available upon request. (8 meal choices). Meals are served in the container that they were heated in and presented to the patient unopened.</p> <p>The Southern General Hospital also provides Halal sandwiches.</p> <p>Focus groups have been conducted from different</p>	<p>Kosher starters and sweets are not available.</p> <p>Starters and sweets are only available from the standard menu. Composite meals for Asian diet only come with rice, and not bread or naan.</p> <p>Texture modified meals for Muslim and Jewish patients are not available. (The Catering departments have been unable to source these). When this situation arises this is</p>

	<p>religious groups and work is on going to develop menus from the specific consultations. A wider South Asian vegetarian menu is currently being looked at.</p> <p>A vegetarian/vegan option is available at every meal time for Hindu or Sikh patients.</p> <p>Vegetarian and vegan meals are available.</p> <p>The Catering Departments try to take cognisance of religious festivals.</p> <p>The Catering Departments have access to the local Religions and Cultures Manuals.</p>	<p>explained to the patient and their permission is sought to puree the meal.</p>
<p>Age (Children/Young People/Older People)</p>	<p>A paediatric menu is available for children at Yorkhill and in the children's ward at the Royal Alexandra and Southern General Hospitals.</p> <p>There is a pilot of light bites menu for people with smaller appetites.</p> <p>The Malnutrition Universal Screening Tool helps to identify those patients at risk of malnutrition and gives management guidelines on appropriate care.</p>	<p>No negative impact identified.</p>
<p>Social Class/ Socio-Economic Status</p>	<p>No negative impact identified.</p>	<p>No negative impact identified.</p>

<p>Additional marginalisation</p>	<p>The Malnutrition Universal Screening Tool helps to identify those patients at risk of malnutrition and gives management guidelines on appropriate care.</p> <p>Red mats have been introduced to highlight patients who may need assistance with feeding or who's nutritional intake has to be monitored.</p>	<p>A number of people have literacy problems, so the written menu would not be of use to them.</p> <p>Concern that this draws attention to the patient.</p>
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Actions

	<p>Date for completion</p>	<p>Who is responsible?(initials)</p>
<p>Specific Actions</p> <p>Consider appropriateness of alternative menu card versions from a disability perspective in association with the existing review and menu cycle development/trials being undertaken at Gartnavel General Hospital, and from a future Board transfer perspective.</p> <p>Circulate catering guidance to all wards and departments.</p> <p>Circulate Halal menu to all wards and departments.</p> <p>Consider introducing an Asian menu.</p> <p>Contact supplier regarding the possibility of have bread as an option with Halal meals rather than rice.</p> <p>Review the provision of Kosher starters and sweets.</p> <p>Consider developing menus in various formats for those that cannot read, e.g. pictorial menus</p>	<p>Following consideration of trials evaluation early '09</p> <p>Dec '08 and ongoing</p> <p>March '09</p> <p>March '09</p> <p>March '09</p> <p>March '09</p> <p>To be agreed following outcome of point 1.</p>	<p>DM</p> <p>DM</p> <p>DM</p> <p>DM</p> <p>DM</p> <p>DM</p>

Ongoing 6 Monthly Review **Please write your 6 monthly EQIA review date:**

September 2009

Lead Reviewer: **Name:** **David MacDonald**
Sign Off: **Job Title:** **Facilities Manager**
 Signature
 Date: **9th March 2009**

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

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