

**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:**

Domestic Services, Clyde, Facilities Directorate.

**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).**

The role of Domestic Services is to provide a clean, pleasant environment for patients, staff and visitors using efficient and effective cleaning methods. The service must comply with the NHS Scotland National Cleaning Specification.

This includes hospital wards, departments, clinics and health centres throughout Renfrewshire and Inverclyde.

This covers: Dykebar Hospital; Inverclyde Royal Hospital; Ravenscraig Hospital; Royal Alexandra Hospital and Blythswood House.

Domestic services are staffed by a Hotel Services Manager; Assistant Hotel Services Manager; Domestic Managers; Assistant Domestic Manager; Domestic Supervisor and Domestic Assistants.

The National Education and Training framework for Domestic Services has been established to ensure that good cleaning practice is carried out across NHS Scotland. It provides a set of guidelines for all Domestic Assistants and similar roles to provide a consistent quality and standard of service as well as a unified approach to the prevention and control of infection.

**Who is the lead reviewer and where based?**

Michael Reagan, Assistant Hotel Services Manager, Dykebar Hospital.

**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):**

Assistant Hotel Services Manager; Assistant Domestic Services Manager, Inverclyde Royal Hospital; Assistant Domestic Services Manager, Royal Alexandra Hospital; Domestic Supervisor, Inverclyde Royal Hospital; Equality and Diversity Advisor and Equality and Diversity Assistant.

## Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
All	<ul style="list-style-type: none"> <li>• The Domestic Assistant’s workbook has a section on customer service. This section states that ‘It is important to be aware of their rights (patients) to confidentiality, privacy, religious and cultural beliefs and how these might affect the way in which you help to care for them and their environment’ (Page 21). Staff are asked to demonstrate the following:               <ul style="list-style-type: none"> <li>❖ ‘Show consideration for the needs of patients when carrying out domestic service tasks’.</li> <li>❖ Explain the need for sensitivity to patients who demonstrate behaviour that may be caused by their illness or medicines or treatment.</li> <li>❖ Explain the importance of complying with NHS Scotland and local policy relating to Equality and Diversity and to the Disability Discrimination Act.</li> </ul> </li> <li>• All staff are Disclosure Checked.</li> <li>• Equality and Diversity is covered in the Domestic Services Training programme.</li> <li>• All supervisors have attended Equality and Diversity Training. Examples were offered to demonstrate that practice had been changed since attending training.</li> <li>• Domestic staff are given an orientation before starting in a new ward or department.</li> <li>• Domestic staff undertake violence and aggression reduction training.</li> <li>• Domestic staff will check with the nursing staff before commencing their duties regarding any</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>

	<p>issues that they need to be aware of e.g. infection control.</p> <ul style="list-style-type: none"> <li>• Staff have recently conducted a patient satisfaction survey. (The results are pending).</li> <li>• As part of the recruitment process, each interview panel has two members of staff. The interview panel do not have access to the equal opportunities monitoring form.</li> </ul>	
<b>Gender</b>	<ul style="list-style-type: none"> <li>• Staff are aware that some patients may have issues with members of the opposite sex cleaning their room. There are internal processes in place to deal with these situations.</li> <li>• From a staff perspective, gender data is recorded in the equal opportunities form and analysed by the Human Resource Department.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Ethnicity</b>	<ul style="list-style-type: none"> <li>• From a staff perspective, ethnicity data is recorded in the equal opportunities form and analysed by the Human Resource Department.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Disability</b>	<ul style="list-style-type: none"> <li>• Staff are aware of some of the difficulties that people with disabilities may face. For example, for patients with mobility aids these should be in close proximity to the bed.</li> <li>• Staff are aware that assistance dogs are allowed into hospital premises, and there are protocols in place for this.</li> <li>• For patients who are deaf, staff are aware of the importance of making the patient aware of their presence and explain what they are doing.</li> <li>• Staff are aware that patients may demonstrate behaviour that is a result of their illness, medicine or treatment.</li> <li>• Staff are aware that some patients may have learning disabilities and that these patients may</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>

	<p>need an explanation of what staff are doing.</p> <ul style="list-style-type: none"> <li>• From a staff perspective, disability data is recorded in the equal opportunities form and analysed by the Human Resource Department.</li> </ul>	
<b>Sexual Orientation</b>	<ul style="list-style-type: none"> <li>• Staff are aware of the importance of using appropriate terminology.</li> <li>• From a staff perspective, sexual orientation is recorded in the equal opportunities form and analysed by the Human Resource Department.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Religion and belief</b>	<ul style="list-style-type: none"> <li>• Staff are aware of how to signpost patients to the Chaplaincy Departments.</li> <li>• Staff are aware of cultural issues from both a patient and staff perspective. The service could accommodate particular religious needs, for example a staff member who wears a Hijab (head scarf worn by Muslim women) or long sleeved overalls if required (as long as it complies with infection control policies).</li> </ul>	<ul style="list-style-type: none"> <li>• Check if the service has access to a Religions and Cultures Manual.</li> </ul>
<b>Age (Children/Young People/Older People)</b>	<ul style="list-style-type: none"> <li>• All staff are in the process of attending Child Protection Training.</li> <li>• Staff are aware of how to communicate with people of different ages.</li> <li>• Staff are aware of the importance of health and safety issues. For example, keeping cleaning materials out of reach of children in paediatric wards; or older patients with dementia.</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>
<b>Social Class/Socio-Economic Status</b>	<ul style="list-style-type: none"> <li>• If asked, staff could signpost patients to cashier's office for reimbursement of travelling expenses.</li> <li>• NHS Greater Glasgow and Clyde has produced a booklet about staff benefits. (This has not been distributed yet).</li> </ul>	<ul style="list-style-type: none"> <li>• No negative impact identified.</li> </ul>

<b>Additional marginalisation</b>	<ul style="list-style-type: none"> <li>Staff are aware that some patients may have addictions. In these circumstances, health and safety policies and procedures are followed at all times to maintain a safe environment for patients.</li> </ul>	<ul style="list-style-type: none"> <li>No negative impact identified.</li> </ul>
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<b>Actions</b>	<b>Date for completion</b>	<b>Who is responsible?(initials)</b>
<b>Cross Cutting Actions</b>		
<b>Specific Actions</b> Ensure that the Service has access to a Religions and Cultures manual.	30/09/10	M. Regan

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

31/03/2011
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**Lead Reviewer:**    **Name:** Michael Regan  
**Sign Off:**         **Job Title:** Assistant Hotel Services Manager  
                              **Signature:** Michael Regan  
                              **Date:** 20/09/10

Please email copy of the completed EQIA form to [irene.mackenzie@ggc.scot.nhs.uk](mailto:irene.mackenzie@ggc.scot.nhs.uk)

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