

NHS Greater Glasgow and Clyde

Equality Impact Assessment Tool For Frontline Services

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

Name of Current Service/Service Development/Service Redesign:

Older Adults Community Mental Health Team (OACMHT) - Renfrewshire CHP

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 Older Adults Community Mental Health Team (OACMHT) is an integrated health and social care service which is locally determined and established to provide a quality, comprehensive mental health service for people aged 65 years and over living within the area of Renfrewshire CHP. This service also supports people who cannot engage with mainstream home support for reasons of their mental illness. The OACMHT is currently based at Abbey Mill Business Centre in Paisley.

Generally the service is provided in the service users own home, with the exceptions of mental health group work and the variety of settings listed on the following page.

The team is multi-disciplinary /agency and co-located in Paisley. This also includes Intensive Domiciliary Support Staff (IDSS) as an integral part of the team. Initial contact with service user is by letter and/or telephone call.

Further information on the OACMHT can be found on the Renfrewshire CHP Website www.chps.org.uk/renfrewshire under the section - **Services Provided**

Service Details

Service Provision

The service is provided within the following locations:

- Service users' place of residence
- Nursing care establishments
- Residential care establishments
- Day centres
- Extra care housing/ Sheltered housing
- Admission / Assessment / Acute wards
- Abbey Mill Business Centre
- Mental Health Group work is provided in community settings

The OACMHT provides its service 5 days a week between 09.00 – 17.00hrs

Intensive Domiciliary Support Service (IDSS) service is available, 365 days / year : 08.00 – 20.00hrs

Local Information used to complete EQIA

The EQIA group considered various sources of local information; These included:

- Information collected within the Single Shared Assessment (SSA)
- General feedback from suggestions / complaints and client stories / experiences. This information informed a critique of the existing processes and procedures to determine gaps and good practice within the service
- Positive feedback obtained from the Public Partnership Forum

Who is the lead reviewer and where based?

John Quinn – Team Leader- OACMHT- Mile End Mill, Abbey Mill Business Centre, Paisley

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):

The working group was composed of representatives from health and social care within the team, with guidance from the Equality and Diversity Team; These included

Community Psychiatric Nurse (CPN) - OACMHT
Social Worker - OACMHT
Pharmacist – OACMHT
Information Officer- Equality and Diversity Team

Additional support was provided by OACMHT Administration colleagues

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none">• Gender is recorded within the single shared assessment document (SSA).• Gender matching is highlighted in assessment process and requests for gender matching are	<ul style="list-style-type: none">• Data on gender is available but not currently disaggregated or analysed.• Fewer men attend the mental health support groups

	<p>considered and currently achieved.</p> <ul style="list-style-type: none"> • IDSS service requests are considered and currently achieved. • The Adult Support and Protection Act (ASPA) is used in relation to any form of abuse (including Gender Based Violence) and the team respond to issues including suspicion, or reports of actual violence. • Staff have received training under the Adult Support and Protection Act. This training is mandatory. • The team have received Equality and Diversity information through drama workshops, information sessions and training. • An OACMHT information leaflet is currently under development and is being impact assessed. OACMHT leaflet prepared in collaboration with team members, service users and equality and diversity team. Leaflet given to all service users on initial visit. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<ul style="list-style-type: none"> • All staff undergo training in relation to their responsibilities in line with ASPA. There currently remains a need to identify which level of training practitioners need to access • Communication is not sufficiently targeted to meet the needs of different groups.
<p>Ethnicity</p>	<ul style="list-style-type: none"> • Ethnicity is recorded within the single shared assessment document. • Initial screening takes into account any cultural issues re-service users. OACMH staff have 	<ul style="list-style-type: none"> • Data on ethnicity is available but not currently disaggregated or analysed. • There is a training gap around cultural awareness. For example staff involved in the

	<p>access to cultural based information to help support assessment and intervention.</p> <ul style="list-style-type: none"> • OACMHT staff have direct access to language support/interpreting/advocacy services through social work information services. • OACMHT staff have access to translated information for dissemination to service users. • The team have received Equality and Diversity information through drama workshops, information sessions and training. • An OACMHT information leaflet is currently under development and is being impact assessed. OACMHT leaflet prepared in collaboration with team members, service users and equality and diversity team. Leaflet given to all service users on initial visit. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<p>management of mental health may benefit from training regarding presentation of and approach to issues within other cultures/ethnicities</p> <ul style="list-style-type: none"> • Gaps identified in training in relation to equalities and inequalities agenda because of the scope of the subject. • Communication is not sufficiently targeted to meet the needs of different groups.
<p>Disability</p>	<ul style="list-style-type: none"> • Any disabilities are highlighted within the Single Shared Assessment document • An electronic amplifier is available for use during visits. • Adapted vehicles are available for transporting clients to group work venues • Abbey Mill Business Centre is wheelchair accessible. 	<ul style="list-style-type: none"> • Data on disability is available but not currently disaggregated or analysed. • There is no loop system available on premises, • No information currently available in large print/ different formats. • There is lack of clarity surrounding availability of transport for wheelchair users

	<ul style="list-style-type: none"> • There is an accessible toilet for disabled people on the ground floor of the OACMHT office building. • The building has appropriate signage. • Designated disabled bays are available • Guide dogs are welcome • Staff have access to British Sign Language (BSL) interpreting services and a member of OACMHT staff is trained in BSL. • OACMHT staff have access to services within the sensory impairment team • Advocacy service for clients / carers is available. • Flexible appointment times can be arranged. • The team have received Equality and Diversity information through drama workshops, information sessions and training. • An OACMHT information leaflet is currently under development and is being impact assessed. OACMHT leaflet prepared in collaboration with team members, service users and equality and diversity team. Leaflet given to all service users on initial visit. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<ul style="list-style-type: none"> • Some service users refuse to wear hearing aids. • Communication is not sufficiently targeted to meet the needs of different groups.
Sexual Orientation	<ul style="list-style-type: none"> • Staff are sensitive to service users sexual orientation during the assessment and 	<ul style="list-style-type: none"> • Sexual Orientation is not routinely discussed as part of intervention process.

	<p>intervention process.</p> <ul style="list-style-type: none"> • In addition, during the care process, patient often disclose information relating to sexual orientation • The team have received Equality and Diversity information through drama workshops, information sessions and training. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<ul style="list-style-type: none"> • Sexual Orientation is not a specific component of the referral criteria. • Gaps identified in training in relation to equalities and inequalities agenda because of the scope of the subject.
<p>Religion and Belief</p>	<ul style="list-style-type: none"> • Religion/ Belief is included as part of the Single Shared Assessment. • Religious requirements are included in the assessment process. If appropriate and with service user consent, information is shared with other service providers. This may include issues such as dietary needs, personal hygiene, and religious practices. • Flexible appointment times can be arranged to suit religious requirements. • The team have received Equality and Diversity information through drama workshops, information sessions and training. • An OACMHT information leaflet is currently under development and is being impact assessed prior to final approval and circulation. The OACMHT leaflet prepared in collaboration with team members, service users and equality and 	<ul style="list-style-type: none"> • Data on religion/ belief is available but not currently disaggregated or analysed. • The OACMHT do not have current information on differing religious, cultural and festival events. • Gaps identified in training in relation to equalities and inequalities agenda because of the scope of the subject.

	<p>diversity team. Leaflet is given to all service users on initial visit.</p> <ul style="list-style-type: none"> • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	
Age (Children/Young People/Older People)	<ul style="list-style-type: none"> • Service is provided to older people (65+) • OACMHT are part of a network which supports inter-generational practice between younger and older people. • The team have received Equality and Diversity information through drama workshops, information sessions and training. • An OACMHT information leaflet is currently under development and is being impact assessed. OACMHT leaflet prepared in collaboration with team members, service users and equality and diversity team. Leaflet given to all service users on initial visit. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<ul style="list-style-type: none"> • Data on age is available but not currently disaggregated or analysed. • Gaps identified in training in relation to equalities and inequalities agenda because of the scope of the subject.
Social Class/ Socio-Economic Status	<ul style="list-style-type: none"> • OACMHT staff offer advice on all financial and welfare issues. • Practitioners would seek to maximise income of all service users regardless of social class / 	<ul style="list-style-type: none"> • Gaps identified in training in relation to equalities and inequalities agenda because of the scope of the subject. • Communication is not sufficiently targeted to

	<p>status.</p> <ul style="list-style-type: none"> • The team have received Equality and Diversity information through drama workshops, information sessions and training. • An OACMHT information leaflet is currently under development and is being impact assessed. OACMHT leaflet prepared in collaboration with team members, service users and equality and diversity team. Leaflet given to all service users on initial visit. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<p>meet the needs of different groups.</p>
<p>Additional Marginalisation</p>	<ul style="list-style-type: none"> • The service would seek to address needs relating to older adults with complex mental health needs who are/become homeless. • The service tackles discrimination through a number of processes including Incident Reporting Form (IR1), complaints and discussions with team members. 	<ul style="list-style-type: none"> • Gap identified around identifying and addressing Mental health needs of older adults with complex mental health needs who are/become homeless.

<u>Actions</u>	Date for completion	Who is responsible?(initials)
<p><u>Cross Cutting Actions</u></p> <ul style="list-style-type: none"> • Data from Single Shared Assessment requires to be analysed and disaggregated by diversity strand to ensure service provision reflects local community demographics and also help inform the service of future priorities. • Ensure that service information leaflet is available in different formats and that communication is effective for all who come into contact with service. • Ensure service information available to public online. • Ensure all staff attend appropriate Adult Protection training. • Access the Learning and Education Calendar to identify areas of training for OACMHT. 	<p>Dec 09</p> <p>July 09</p> <p>July 09</p> <p>July 09</p> <p>Ongoing</p>	<p>JQ will direct and co-ordinate all aspects of work in collaboration with team colleagues –</p> <p>MM</p> <p>EA</p> <p>DC</p> <p>FA</p> <p>SW</p>
<p><u>Specific Actions</u></p> <ul style="list-style-type: none"> • Need to explore access in relation to gender imbalance at mental health support groups • Access/Purchase calendar of religious events. • Clarify position on access to wheelchairs / suitable transport for groups and at short notice. • Explore how needs of homeless people can be identified and addressed within the service provided by OACMHT, establishing policy/procedure where identified. • Identify opportunities for training in Cultural awareness/ Visual Impairment awareness and arrange training when available. 	<p>Oct 09</p> <p>May 09</p> <p>May 09</p> <p>Dec 09</p> <p>Ongoing</p>	<p>JQ will direct and co-ordinate all aspects of work in collaboration with team colleagues –</p> <p>MM</p> <p>EA</p> <p>DC</p>

<u>Actions</u>	Date for completion	Who is responsible?(initials)
<ul style="list-style-type: none"> Explore training available relating to approach to mental health within other cultural and religious groups and arrange training when available. 	Ongoing	

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

January 17th 2010

Lead Reviewer: Name: John Quinn
 Sign Off: Job Title: Team Leader
 Signature:
 Date:

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

Irene Mackenzie, Corporate Information and Development Manager, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141-201-4970.