DEVELOPING INCLUSIVE PRACTICE FOR PEOPLE WITH DISABILITIES

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Background

• Barts Health NHS Trust created on 1 April 2012, brings together three legacy Trusts to become a group of five hospitals as one of the largest Trust’s in the country.

• The Trust provides both acute and community based healthcare services across four core London Boroughs, serving approximately 2.5 million patients from east London and beyond each year.

• Has a workforce of approximately 16,000 and recognises the need to improve the experience of staff and patients with disabilities.

• Staff Diversity Network with 3 subgroups of which BartsAbility is one

• According to 2016 NHS Staff Survey results, 923 staff state they have a disability, (approximately c6% of total workforce and c15% of respondents) however only 272 state they have a disability on ESR (c2% of total workforce)

• Placed under special measures in 2015

• Recently inspected by CQC

• CEO-led Equality & Inclusion Board
BartsAbility

• **#BartsAbility** is a staff led initiative which aims is to improve the experiences of employees with a disability.

• At the centre of the initiative is the Staff Diversity Network - Disability Subgroup which aims to promote a culture where disability is seen as an *asset*, staff are open about their disability and work to ensure that everyone is able to bring their authentic self to work.
Method

• Using the Listening into Action (LiA) approach to empower staff to identify and lead improvement.

• Conducting a series of four LiA ‘Big Conversations’ across the sites Sponsorship by Director Workforce Development

• Trust wide conversations which provided an opportunity to identify issues which affect people with a disability and enabled staff to share experiences, highlight areas for improvement and suggest solutions.
Our Journey so far

June 2013
Establish Staff Diversity Networks

May 2016
WDES Engagement Event

Autumn 2016
#BartsAbility Focus on Disability as an Asset

Winter 2016
Four Listening into Action ‘Big Conversations’

May/June 2016 Revised Trust Equality Objectives

2017 - Three LiA work streams:
- Disability Passport
- Dyslexia Staff Group
- Access All Areas: Improving access to Trust meeting rooms and venues
Harnessing the power of Diversity and staff voice to drive transformational change

LiA Big and Team Conversations

- Widespread engagement - c.170 staff came to LiA Big and Team conversations
- Featured stories of Staff and Patients with lived experience of disability
- Highlighted wide range of issues - access challenges, Dyslexia support inconsistent, culture where the needs of disabled employees not always taken into account, lack of appreciation of Disability as an Asset

I feel like things are finally being heard

Inspiring..... Empowered – feel confident about having a disability and knowing that staff with disabilities have a voice
Three #BartsAbility workstreams

• **Barts Health Disability Passport** - Tool to facilitate supportive and constructive conversations about *reasonable adjustments* between employee and manager

• **‘Access all Areas’**- Ensuring room booking systems offer comprehensive and consistent access information at point of booking; campaign to encourage positive behaviours/habits around room/event booking practice, linked to Trust values

• **The Dyslexia Staff group**- Establishment of support and advocacy group for staff living with Dyslexia
What has worked well.....

- Leadership buy-in, Executive Sponsorship and support
- Commitment and willingness of subgroup members and of individuals to tell their stories
- Resolving staff problems e.g. doors …
- Communication, Communication, Communication!
- Organisational recognition that the Equality and Inclusion agenda is integral to broader cultural change
… and the Challenges

• Subgroup members - getting release time to attend meetings

• **Sustainability** - having the time and resource to build individual/organisational capability

• Keeping up the **momentum** and reaching **new audiences**

• Practices, processes and behaviours
#BartsAbility: other related achievements

- *DisabledGo* re-commissioned to complete access audit of sites
- Team members undertaking a variety of professional/personal development opportunities with some sitting on national disability strategic groups such as national strategic development group for Workforce Disability Equality Standard
- Apprenticeship Scheme for local people with a Disability - **Barts Ability Star Award**
- Hosting NHS Employers Disability Summit, 2018
- Corporate and community recognition
- Taking part in piloting WDES
Next steps

• Site-management teams driving improvements locally
• Site WDES reporting
• Refreshed relationship with DisabledGo and related/relevant stakeholders
• Embedding learning into Talent Management programme
• Developing engagement framework in line with refreshed NHS Equality Delivery System (EDS2)
Lessons learnt

• Leadership buy-in
• Link to corporate objectives
• Staff Engagement & Involvement
• Having a framework for engagement to enable adequate ‘reach’
• Value of staff networks
• Nothing ‘about me without me’
• Collaborative working
• Communication
Conclusion

This case study shows the potential of staff-led initiatives to drive change and improvement.

It also demonstrates how embracing & valuing diversity can directly impact organisational performance.
Any Questions please?

Thank you!!

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