Equality, Diversity & Human Rights Policy

Blackstone Care is committed to promoting equality, diversity, and human rights in all aspects of its operations. We recognise that everyone has the right to be treated with dignity and respect, regardless of their gender, age, race, ethnicity, religion, sexual orientation, disability, or any other characteristic.

To ensure that we promote equality, diversity, and human rights, we have established the following policy:

1. We will provide a safe, inclusive, and supportive environment for all our service users and staff.
2. We will not tolerate any form of discrimination, harassment, or victimisation to all.
3. We will ensure that our services are accessible and appropriate for all service users, regardless of their background or circumstances.
4. We will recruit, train, and promote staff based on their skills, qualifications, and experience, and without discrimination.
5. We will work with external organisations, community groups, and other stakeholders to promote equality, diversity, and human rights.
6. We will monitor and review our policies and practices regularly to ensure that they are effective in promoting equality, diversity, and human rights.
7. We will provide training and support to our staff to ensure that they understand and implement this policy.
8. All staff will be trained to understand and respect personal, cultural, social and religious needs of service users.

The Blackstone Care Policy for Equality, Diversity, and Human Rights complies with the Equality Act 2010. This act prohibits discrimination against individuals based on their age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

To ensure that our staff understands and respects the personal, cultural, social, and religious needs of people needing care, we provide them with training and support. Our training programs include information on various cultures, religions, and social norms to promote cultural awareness and sensitivity and our carers will understand how these factors will relate to service users care needs. We also provide training on how to communicate effectively with people from different backgrounds, how to adapt care plans to meet specific cultural or religious needs, and how to offer appropriate support while respecting individual preferences and beliefs. This training is reviewed on a regular basis to ensure its validity and continued relevance, we gain 360 feedback which is fed into this process. Additionally, we encourage our staff to ask questions and seek guidance from our management team, service users, and family representatives when they encounter situations that they are unsure of, this allows the carer to take into account the way the service is delivered to the end user.

At Blackstone Care we strive to ensure that our staff is equipped with the knowledge and skills needed to provide person-centered care that is respectful and sensitive to the individual's personal, cultural, social, and religious needs, this is recorded in the care folder by asking the appropriate questions at the initial assessment.

Once we obtain full details these are recorded in the care folder a copy is left in the property, a copy is held in a locked filing cupboard, and a copy is digitally recorded on our bespoke CRM system in line with GDPR guidelines. Regular checks and updates are made to all versions of the care folder based on the ever changing needs of the end user. This will be approved by the end user, the families, and the registered manager.

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We would only share information with other services or providers concerning people's personal, cultural, social, and religious needs when it is necessary to ensure that the individual receives appropriate and effective care. In consultation with the families and the Service User we may include sharing information about the individual's cultural or religious beliefs, dietary requirements, language preferences, and other related factors that may impact their care.

It is important to obtain the individual's consent before sharing their personal information with other services or providers. The individual should be informed about the purpose of sharing the information and how it will be used. The information should be shared only with those who have a legitimate need to know, and it should be kept confidential.

In addition, we will ensure that any information shared is accurate, up-to-date, and relevant to the individual's care needs and in line with GDPR guidelines. It is important to constantly review and update the information to ensure that it remains current and reflects the individual's changing needs and preferences.

We are committed to ensuring that our technology is accessible and user-friendly for people with disabilities. We understand that people with disabilities face unique challenges when using technology, and we want to ensure that our technology does not pose additional barriers.

To achieve this, we have taken several steps to make our technology easy to use for people with disabilities. We have designed our technology to be compatible with assistive technologies such as Next Generation Text (NGT), screen readers, text-to-speech software, and alternative telephone and digital input options. This means that people with disabilities can use our technology in a way that is most comfortable and convenient for them.

In addition, we have made sure that our website and mobile applications are designed with accessibility in mind. We have included features such as high contrast, adjustable font sizes, and alternative text for images to ensure that people with visual impairments can use our technology. We have also made sure that our technology is easy to navigate and use for people with mobility impairments.

To ensure that our staff understands how to use our technology in a way that is accessible for people with disabilities, we have provided training and support. This training includes information on how to use assistive technologies and how to adapt our technology to meet the needs of people with disabilities.

We are committed to making reasonable adjustments to ensure that people with disabilities can access and use our services. We will work with our service users to identify their specific needs and requirements and provide training and support to our staff to ensure that they understand how to provide services in an accessible and inclusive way. We will regularly review our policies and practices to ensure that they promote accessibility and inclusivity for people with disabilities.

Overall, we are committed to making our technology easy to use for people with disabilities and to providing a service that is inclusive and accessible to all.

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Created and authorised By:	Alfredo Alexander & Simon Smith

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