

PLEASANT HOME HEALTH CARE LTD

Procedures Manual

Title: EQUAL OPPORTUNITIES

1.0 Scope

1.1 The Equal Opportunities Policy and Equalities Action Plan.

2.0 Aims and Values

2.1 To ensure that potential equalities issues, relating to Service Users and Home Care staff, are identified and solutions sought.

2.2 To ensure that an Equalities Action Plan is created and maintained in the home.

2.3 To ensure that Home Care staff and Service Users are able to take part in and influence the review of equalities issues.

3.0 Contents

6.0 General Procedure.

8.0 Recruitment.

4.0 Referenced Documents

DC-018 Equal Opportunities Monitoring Form.

DC-019 Equalities Action Plan.

QP-01 Equal Opportunities Policy.

CI-02 Equalities Action Planning Procedure.

5.0 Responsibilities

5.1 Management and all Home Care Staff.

Procedure No: MA-04		Manual Section No: 4
Issue No: 1	Revision No: 1	Page 1 of 2
Issue Date:	Authorised By:	

This is the procedure to be followed

6.0 GENERAL PROCEDURE

- 6.1 The achievement and maintenance of equality is essential for Service Users and Home Care staff for a domiciliary care service.
- 6.2 The manager is responsible for monitoring the service to ensure that Service Users and Home Care staff are being afforded the same opportunities and service to ensure that they are being treated equally.
- 6.3 All Service Users and staff should be made aware of the Equal Opportunities Policy, QP-01, and the equality areas that have been identified for improvement.
- 6.4 The manager should take reasonable steps to ensure that in respect of equalities issues staff and Service Users are listened to and action taken to address the issues raised wherever possible.
- 6.5 The manager should ensure that equalities issues are a standing agenda item for all staff meetings and that the minutes reflect discussion of the issues raised.
- 6.6 Where the manager identifies inequality or an area where improvements can be made that may be relevant to either staff or Service Users, the manager will list these on the Equalities Action Plan, DC-019 and refer to the Equalities Action Planning procedure, CI-02 for guidance.

7.0 STAFF RECRUITMENT

- 7.1 As part of the recruitment process the manager should ensure that each applicant receives an Equal Opportunities Monitoring Form, DC-018.
- 7.2 Applicants should be asked to complete this form (which is totally voluntary), and the answers should be used to gauge:
 - The suitability and effectiveness of the recruitment advertising in respect of minority groups.
 - The ethnic mix of applicants in relation to the local area.
 - The impact of recruitment advertising on different age ranges.
 - The balance of gender/race/culture in recruitment.

Procedure No: MA-04		Manual Section No: 4
Issue No: 1	Revision No: 1	Page 2 of 2
Issue Date:	Authorised By:	