

EIA FRONT SHEET

Name of the policy or service being assessed: DOMESTIC SERVICES

Directorate FACILITIES

Date Impact Assessment completed January 2007

Is this a policy or service? Policy Service

Is this a new or existing policy or service? New Existing

Areas Impact Assessed

Race Disability Gender
 Religion Sexual Orientation Age

Names and roles of the people carrying out the Impact Assessment:

Patrick McIntyre Facilities Manager

Maureen Keating Domestic Services Manager

Lyn Lawrence Facilities Project Manager

Service Manager	
Signature	
Date	

KEY QUESTIONS

To be used in conjunction with training course materials delivered by Rajwant Bains

What is the function of the Service/~~Policy~~?

*To provide clean and safe environment for all patients, staff and visitors, where cleanliness and hygiene are of a high standard, to ensure patients who are vulnerable to infections are not put at risk.
To remove all clinical and domestic waste in a safe and correct manner ready for disposal by the Portering Service.
To provide where required a food service to patients in wards at Frenchay.*

What are the outcomes of the service?

*The Domestic Service is and integral part of the hospital, providing a safe and clean environment in accordance with National Standards for patients, staff and visitors. High dependency areas such as Theatres, Intensive Care and Renal Units require a high level of cleanliness and hygiene due to these patients being at high risk to infection.
Where a food service is given it is served at the correct temperature and in the correct way following food hygiene training.*

What is the profile of service users in relation to the outcomes?

All areas in the trust including clinical, non-clinical and specialist areas such as Theatres, Intensive Care and the Mental Health area, along with some outside Services Level Agreements such as clinics and the University of Bristol

Are there any identified inequalities in access or outcomes between different groups?
Are any of these justified?

The service understands the different needs of cultures and have made changes to ensure that these needs are taken into account with: -

- *Cultural festivals taken into account when rotas are completed*
- *Allocation of prayer time where appropriate*
- *Information on available area dedicated for prayer*
- *Uniforms are such that there is a choice to cover majority of needs.*
- *Headdress is allowed for those required to keep head covered.*
- *Those cultures unable to carry out duties which include certain types of foods are allocated other duties*
- *The same applies to those who are unable to clean certain areas such as toilets.*

All literature is written in English and to change this would be a financial pressure on the service. However the members of staff are required to be able to speak and understand English, due to the nature of the service and the health and safety issues

attached to the use of chemicals and those patients who are not allowed food for example prior to surgery.

How does this picture fit with the National picture?

Similar to the national picture.

Where and how do different groups engage with the service?

The facilities staff is able to attend the ethnic minorities meeting if they wish. No other groups engage with the service at present. However managers met with different service users on a regular basis during the course of carrying out their duties.

What recent consultations or complaints have there been?

No consultations have take place and there have been no complaints received regarding cultural, disability or gender issues.

What are the gaps in our information?

There does not seem to be any gaps in the information, a festival poster with information on each festival is displayed in the Domestic Services office on the Frenchay site. The staff uniform seems to be tailored for acceptability of different cultures, and the manager shows an understanding with regard to staff unable to carry out certain duties.

What further research/analysis is necessary, who do we need to involve?
(There must be service user consultation.)

It would be helpful if the manager could attend the quarterly Modern Matron meetings, and questionnaires/ surveys regarding the service were to be introduced with the service users and the staff, to include a part on cultural needs.

What are the future monitoring arrangements

Future monitoring to include

- *Trust Staff Surveys*
- *Appraisals*
- *Feed back from supervisors*
- *Complaints*
- *Meetings*
- *Questioner/surveys for service users and staff.*

CONCLUSIONS AND RECOMMENDATIONS

Does the policy comply with equalities legislation i.e. eliminate unlawful discrimination, promote equality of opportunity and promote good relations between people of different racial groups?

Does it deliver equal access and equal outcomes?

yes

no

What are the main areas requiring further attention?

Summary of recommendations for improvement

- *Questionnaires/surveys issued to service users and staff*
- *Attend quarterly modern matrons meetings*

How will the results of the EIA feed into the performance planning process?

- *Results will be made known to the Director of Facilities*

ACTION PLAN DOMESTIC SERVICES

Recommendation	Key Activity	Milestones	Manager responsible	Date Achieved
Questionnaires /surveys for users and staff		Meetings to discuss questions to be asked in questionnaires/survey Decide on frequency of issue.	Issue questionnaires/surveys, analyse and act on results.	March 07
Arrange to attend modern matron meetings	Contact modern matron to inquire if acceptable to attend at end of meeting		Attend meetings	March 07 and on going