



Hertfordshire Partnership 
University NHS Foundation Trust

Equality, Diversity & Culture

**Information for all HPFT staff on
supporting people from different
cultural backgrounds**

Introduction

HPFT believes that everyone should be entitled to fair and equal services that take account of individual needs and backgrounds. It is important to recognise that we provide services to diverse communities and the Trust is committed to ensuring that no service user or carer is treated less favourably because of any protected characteristics (age, disability, ethnicity, belief, gender, gender identity, sexual orientation, marriage & civil partnership) as defined by the Equality Act 2010.

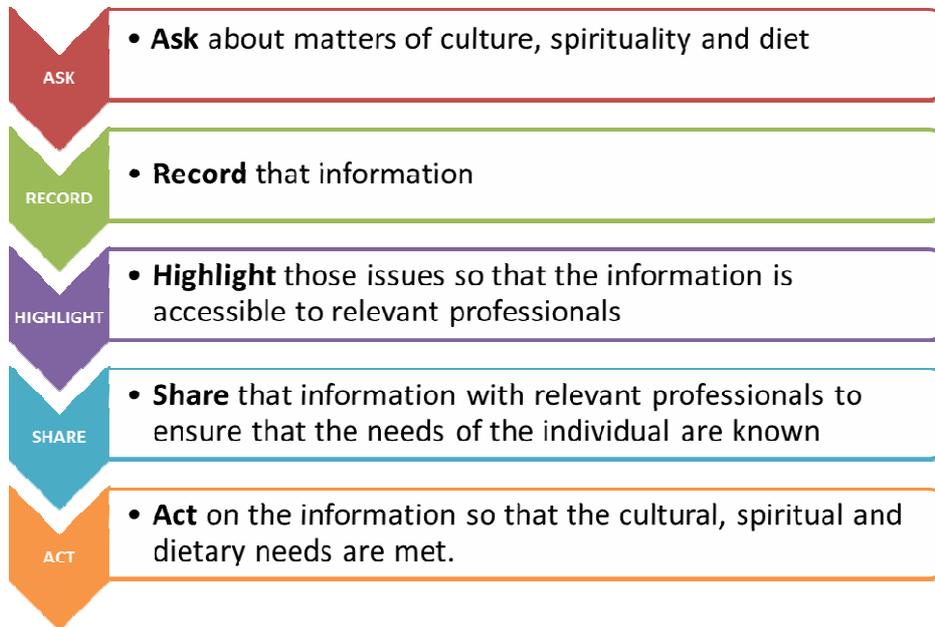
How to use this information

The information in this booklet is intended to raise staff awareness of the diversity of our service users and carers to ensure equal access to our services in relation to specific cultural needs that may need to be considered and discussed with service users and carer.

Operationally this means that where it is relevant and practicable to do so always ask the individual about their; cultural, spiritual, dietary and other relevant needs, assumptions should not be made and everyone using HPFT services should be provided with the opportunity to have this discussion with a staff member.

Taking a stepwise approach

The five steps identified in the NHS Accessible Information Standard, that staff will be following, are consistent with the type of steps that would be relevant to ensuring that equality, diversity and cultural matters are considered and integrated into service planning and delivery in HPFT. This is outlined on the following page.



Remember...

This Equality, Diversity and Culture Card is provided as a guide to ensure that the individual needs of every service user are always considered. People using our service come from a variety of cultural, religious and spiritual backgrounds that may influence the way that they relate to our services. To ensure that we are inclusive we must respect those differences whilst ensuring that we operate in ways that are safe and do not compromise the wellbeing of the individual.

This information should be used to develop a discussion with service users and carers rather than to make assumptions about what is needed. Staff should observe the Trust values at all times when doing this.

On the following pages we have provided some information to help you in having these discussion. This should also help you in understanding more about the people the Trust supports.

Question	Answer
The service user is unable to convey any information about their cultural/spiritual/dietary needs and there are no known family members to consult. What should I do?	Check on available record to identify any information that you may be able to obtain concerning the service user cultural and spiritual identity and contact the Inclusion and Engagement Team for further guidance.
The last information I have been able to find is over 12 months old concerning the service user?	Review information and bring it up to date by engaging with the service user/carer/responsible adult.
What about personal care? Are there specific things that might be needed?	Hair and skin care are important in every culture and it is important that the processes for caring for different types of hair and skin are observed. There should be appropriate discussion to ensure that proper hair and skincare procedures are followed. Do check to ensure that oils and other products are appropriate for the skin and similarly for different hair types.
What about other things such as music?	Music plays an important role in different cultures and can be a valuable source of comfort for some service users particularly in a residential setting. Service users from different faith backgrounds often appreciate access to music that is reflective of their faith and beliefs; those of no particular faith may still have an interest in music that is reflective of their cultural background.

For further information and support on any of the topics included in this document, contact: equality@hpft.nhs.uk

If you are working with someone that requires spiritual care services (including chaplaincy) please contact spiritual.care@hpft.nhs.uk