

Sharing the Learning – Implementing the Equality Delivery System for the NHS – EDS/EDS2

Your details
Organisation: Derbyshire Healthcare NHS Foundation Trust
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What are your organisation's Equality Objectives? If published, please include the web link: http://www.derbyshirehealthcareft.nhs.uk/about-us/equality-diversity/eds/

Title/Theme of Case Study:	
EDS Goal 1.2 : Better health outcomes for all - Services for the Roma Community (Slovakian, Czech, Latvian & Polish)	
Which EDS Goal does your case study relate to? <i>Please tick all that apply</i>	Which protected characteristic(s) are covered by your case study? <i>Please tick all that apply</i>
<input checked="" type="checkbox"/> Better health outcomes <input type="checkbox"/> Improved patient access and experience <input type="checkbox"/> A representative and supported workforce <input type="checkbox"/> Inclusive leadership	<input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Gender reassignment <input type="checkbox"/> Marriage and civil partnership <input type="checkbox"/> Pregnancy and maternity <input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Religion or belief <input checked="" type="checkbox"/> Sex <input type="checkbox"/> Sexual orientation
Background information about EDS activity in your organisation:	
<i>Include a brief summary of how EDS/EDS2 is implemented in your organisation, including positives and challenges, e.g. joint grading with local interests etc.</i>	
http://www.derbyshirehealthcareft.nhs.uk/about-us/equality-diversity/eds/	

What are you proud of and how has this benefited patients and/or staff?

Include outcomes for patients, communities or staff as a result of using EDS/EDS2.

The Roma family: Supported with agency paperwork, hospital letters, disability forms, benefit forms, council, etc.; Appointment made for Mother for prosthesis fit-ting; Children stated to access health appointments; Confidence, empowerment and engagement from family; Trust in services; Better health outcomes for family and community; Community starting to support itself

The team: Gain trust from the family; Good relationship established; Mother and daughter came to Sue's team to report on 'good news' regarding breast cancer and pregnancy; Able to establish disability issues and provide support; Pride in service, team and role

How was this achieved?

Include any challenges or barriers to overcome, any partnership working or creative and innovative approaches.

This is an example case study of the support provided by the team:

A family came into the country (Derby) around 2010. This extended family consists of parents (mother and father aged around 40 years old) with 5 children. The children included 2 teenagers with partners, and from these there are 3 grandchildren. Although the family were known to some services/agencies, DHCFT had been aware of the family since April 2013.

This came about, from the local school being concerned about one of the children's dental health. The school approached the parents with no effect, and concerns of 'neglect' were raised. This case was discussed by the various child protection agencies, and was then referred to the team at Pear Tree Clinic.

It was a challenge to gain the trust of the family, and it took a few social visits to get into the house and understand the needs of the family. However, having shown the family that the team were there to help and support by general social needs the team were able to establish health issues where they could provide a service:

The mother was recovering from breast cancer with depression

Mastectomy had been a result

The son's partner (girl 17 yrs old) was pregnant with severe renal problems and a hearing impairment

2 year old son assessed as severely hearing impaired

- The team at Pear Tree Clinic currently have a case load of over 300 children with complex need and are expecting this to increase during 2014.

Roma Community families are strongly Christian or Catholic.

Early December 2013 Sue and Marek supported a cancer awareness raising event in Derby for the Roma community. 15 people attended, and it was pleasing to see that the family attended, along with a member of the Roma Community church. They took an active part; this family contributed to the event and shared their experiences, including the work of DCHFT.

As well as being directed from the local GP's, our service is generally recommended through 'word of mouth,' within the community.

Top tips:

What learning could other organisations take from your example above?

- Listen to the community
- Don't let them down, do what you promised
- Build a good relationship and gain trust
- Our support can uncover other issues (e.g. domestic violence and trafficking)