

## Healthy Relations for a Healthy Future 2: Good Relations Bulletin



Volume 13 – November 2020

Hello

I am delighted to welcome you to this special edition of our Good Relations bulletin – one that focuses on Good Relations Week 2020 which took place 14 – 21 September 2020.



Belfast Trust collaborated with the Community Relations Council NI by getting involved in their virtual showcase of online events to celebrate 30 years of peace building and cultural diversity.

We are committed to working with partners across the community to continue our exemplar Good Relations work to ensure that we deliver our services and create a working environment which welcomes everyone regardless of their race, religious belief and political opinion.

Our efforts and determination to promote good relations and to go beyond legal compliance were formally recognised when Veronica McEneaney (former member of the Planning and Equality Team) was highly commended for her work around Good Relations. Veronica's work helped us to be the first Trust in NI to develop a Good Relations Strategy and to be regarded as leaders in this area.



Finally, I was honoured to be asked to judge a children's art competition to celebrate Good Relations Week. I was literally blown away by the artistic flair and creativity that all the young people showed and the images really did demonstrate that Good Relations is all about trying to work together as a community so that everyone can live the best possible life.

I hope you enjoy reading this edition of our Good Relations Bulletin.

Director of Performance, Planning and Informatics

## Belfast Trust celebrates Good Relations Week

In line with our [Healthy Relations for a Healthy Future Strategy 2](#), Belfast Trust planned a programme of celebrations around the theme of 'Celebrating our Journey and Embracing our Future'. 2020 is a significant year for Good Relations as Northern Ireland celebrated 30 years of outstanding community relations work.

Belfast Trust celebrated Good Relations Week by organising the following:

- Virtual group discussion with BAME Carer Group
- Young people's artwork competition to look at what good relations means to them
- BAME staff stories told online
- Dissemination of our Good Relations factsheet and NINES infographic
- BHSCT Staff orchestra performing "Over the Rainbow" online.

We participated in an online engagement event regarding our new HSC Regional Good Relations Statement

Good Relations is about having shared spaces that include and welcome everyone, especially people who have different religious beliefs, political opinions or people from different racial groups. It is also about making sure we do not tolerate any racism, discrimination, or sectarianism.

BHSCT has a **legal duty** to promote Good Relations between persons of different religious beliefs, racial group and political opinion

NINES is a Nurse Led service which provides health care advice and health assessments to adults and children claiming Asylum in Northern Ireland.

The feedback they have received from service users has been overwhelmingly positive: "Great team, made me smile even though I was anxious", "I am really happy with this team, out of all the medical places this one is the best".

For more information please visit: [Family Support NI](#)

## Planning and Equality team member wins Good Relations Award

As an Equality Manager, Veronica McEneaney was nominated by her line manager, Orla Barron, for a Community Relations Council award to recognise her work in progressing Good Relations on behalf of Belfast HSC Trust.

The nomination recognised that Veronica had worked diligently since 2013 to promote Good Relations in Belfast Trust and to mainstream it in our Corporate agenda. As part of the Planning and Equality Team, Veronica developed, consulted on and implemented two Good Relations strategies spanning all Trust functions. Community engagement and co-production were instrumental in the success of the work Veronica did.

The nomination was successful and Veronica was highly commended in respect of her work. It was a fitting and well deserved award and very timely in that Veronica retired earlier this year. Since her award, Veronica was interviewed on NVTV and this can be viewed here. [NVTV interview](#)

Belfast Trust and notably the Planning and Equality Team commend Veronica on her award and wish her a long and healthy retirement, enjoying time with her family and 2 young grandchildren.



Equality Manager Veronica McEneaney proudly shows her award to Equality Lead Orla Barron



## New HSC Good Relations Statement Engagement

During Good Relations week 2020, a regional online engagement event was organised to develop a regionally consistent Good Relations statement for HSC organisations across Northern Ireland.

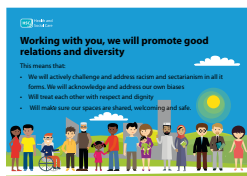
Participants included equality representatives from all HSC Trusts, a Community Relations Council Board member, Local Council representatives, Patient and Client Council, Business Services Organisation, Equality Commission NI, Public Health Agency, Trade Unions and interested employees from across the HSC sector.

The virtual event was formally opened by Peter Day, Director of Engagement for the Community Relations Council.



In developing the Good Relations statement our overarching aim is to have a visible, accessible and unequivocal statement displayed in all health and social care facilities to promote positive relations between persons of different religious belief, political opinion and/or racial group. In our discussions we acknowledged that our statement must be clear that this commitment applies equally to our service users, patients, carers, visitors and our staff.

A lively discussion around five variations of a potential HSC Good Relations statement (which had been produced following previous engagement with key stakeholders) was held online. The five proposals included:



Following the engagement an outcome report is being drafted and the final HSC sector Good Relations statement will be launched in the near future.



## Expressing Good Relations through Art: Children's Competition

In keeping with the theme of celebrating our past and embracing our future, as well as being mindful of our current Arts and Health Strategy we launched an art competition for young people to celebrate Good Relations Week 2020. We asked young people to draw a piece of work that displays **what good relations means to them**. Entries could be in any art form, made from any material and could even include words, poems or writings.



The Director of Performance, Planning and Informatics Charlene Stoops, and Arts in Health Co Ordinator Paula McHugh undertook the unenviable task of judging the art pieces, and commented that they were

of exceptionally high standard and showed a diverse range of skill and interpretation.



### First Place for First Class Artwork

Well done to Cathy Gavin who was awarded first prize. The judges felt Cathy's artwork was strong in its message and used a broad range of wonderful colours effectively. We would like to thank all of the entrants for their interest and participation! All entrants received a reward of vouchers and the opportunity to have their work displayed in an online gallery.

To view the beautiful and imaginative entries go to Belfast Trust Good Relations Art Competition for GRW 2020. [Art Competition](#)

## Good Relations – Did you know??

In **2012** the Trust's 1<sup>st</sup> Good Relations Statement and Good Relations Strategy was launched.

BHSCT is now implementing their **2nd** Good Relations Strategy 2017-2022

**509** Equality Screenings have been created in the last 5 years (April 2015-20)

Since **2013** BHSCT has been creating the '**Healthy Relations for a Healthy Future: Good Relations Bulletin**' to showcase the Good Relations work undertaken.

**12** bulletins have been published.

Since 2015 this has been **biannually**.

BHSCT will be engaging in and celebrating Good Relations Week for the **8<sup>th</sup>** consecutive year in September 2020.

Since 2013 **13,334** staff have attended training on **Equality and Good Relations**



## Celebrating the Past

The theme of this year's Good Relations Week centred on "Celebrating our Journey and Embracing our Future".

Part of Belfast Trusts Good Relations journey has been producing Good Relations Bulletins since 2013. Our bulletins have been instrumental in highlighting the incredible efforts and work we do across the Trust and with our community partners to create a shared space which is welcoming and inclusive for both staff and service users.

To view our previous bulletins, please follow this link: [Good Relations Bulletins](#)





## BHSCT Staff Orchestra “Over the Rainbow” tribute

Little did the Belfast Trust Staff Orchestra know when it formed in 2016 as part of Culture Night for a one off performance, that it would go on to deliver over 20 performances across hospitals and community venues reaching over 3000 patients, service users, staff and the general public.

During Good Relations Week 2020 the Orchestra played “Over the Rainbow” to celebrate the magic of diversity and interconnectedness through music.

To listen go to [BHSCT Orchestra Over the Rainbow GRW 2020](#)



## Listening to our Ethnic Minority Carers in Belfast

During Good Relations Week 2020, carers from ethnic minority backgrounds shared their experiences of living and working in Northern Ireland. Some shared their experiences in words, and one carer shared with us over video her experience of caring for her parents as an ethnic minority carer in Belfast.

Feedback was largely positive, and in general people thought that Belfast Trust staff and Belfast as a whole are welcoming and supportive. A few suggestions were made regarding how to improve the quality of life and care for ethnic minorities living in Belfast; such as educating local people on different cultures and lifestyles to better understand how to provide a higher quality of care, and encouraging those of ethnic minority backgrounds to become more socially integrated into community and society.

To listen to one carer go to [Belfast BAME carer GRW 2020](#)

"I feel positive toward the Belfast Trust services and am supported as a carer"

"As a minority living in Belfast, I feel safe and not unwelcome"

"I am Chinese and living in Belfast. I personally think it is safe and welcoming"

"I have lived in Belfast since 2012. For the past 8 years, I feel like I am at home. Most of the staff are friendly and helpful".

### BAME Staff encouraged to join Staff Network

The BAME Staff Network has been established to provide support and advice for BAME staff, and aims to ensure that their views and needs are heard. In addition, it is hoped that the network becomes a platform to help with the Trust commitment to have a safe and positive working environment for Black, Asian and Minority Ethnic (BAME) staff and to eliminate racial discrimination.

If you are interested in joining the BAME Staff Group please register your interest with HR staff at [HREquality@belfasttrust.hscni.net](mailto:HREquality@belfasttrust.hscni.net)

## Belfast Trust BAME Staff share their experience during Good Relations Week 2020

To mark Good Relations Week 2020 we organised a webinar with some of our BAME staff to discuss the challenges and positive experiences they have encountered in their roles and why they chose to live and work in Belfast.



Acute nurses working across nephrology, cardiology and general medicine talked to HR manager Martin McGrath about their experiences working and living in Belfast.

Staff stated that their experiences had been positive, that the Trust is supportive of their career development and also noted their thanks to other Trust staff for their support and guidance during recruitment particularly when they were living abroad. Although there have been challenges in terms of language barriers and leaving family behind, the staff remain confident that they will continue to be supported by the Trust. [BAME Staff Interview](#)

As an employee, you should feel welcome, respected, and included in your work environment – where sectarianism and racism is not tolerated.

## Chaplaincy Service: New Website and Online Training



Recognising that The Trust recognise that spiritual care is an integral aspect of health and social care Belfast Trust has a vibrant Chaplaincy Service. The Service seeks to address the spiritual needs of patients, their families and all service users as part of the normative care provided throughout the Trust. Holistic care includes care for the physical, social, psychological and spiritual dimensions of the person and ALL Trust staff have an important role to play.

A New Multi-faith/Beliefs **E-Learning package** for staff is now available. The training is facilitated by the Chaplaincy Department and it has been approved by other Faith/Belief representatives. The training is excellent and includes:

- Introduction to Pastoral/Religious/Spiritual care
- Support for Hindu patients
- Humanist/Non-religious pastoral support
- Support for Jewish patients
- Support for Muslim patients
- Support for Jehovah's Witness patients.



The Chaplains' Association also set up a new website which includes a wide range of Christian and multi-faith/belief resources.

To learn about the e-learning training and other helpful links go to <https://ni-chaplains.online/> or the Facebook Page [ni-chaplains-for patients, staff and families](#).

# Unconscious Bias

## What does it mean?

It is natural to place other people you meet (staff, service users, carers, visitors) into a “category” and make assumptions about them. We often do this without thinking, unconsciously – and that is fine, that is human nature.

However, our assumptions are often based on stereotypes which are formed through negative prejudices. The question is – what do we do with that? If it influences your behaviour or attitude then it is potentially discrimination eg. When a person is recruited or promoted because they fit in or their face suits.

So, our challenge to you is . . . Are you conscious of your unconscious bias?

The next time you meet a person from the Travelling Community, a Transgender person, a male Carer, a person with Down’s Syndrome or a Muslim woman, (whether he/she/they are a patient, service user, work colleague or visitor) – take a minute to think about what assumptions you have made about this person and how this might be influencing your expectations, your chat, your actions and your attitudes.

Evidence shows we are more likely to attribute positive characteristics to those similar to us.

This could lead to a less inclusive culture – one that does not value diversity.

If left unchecked unconscious bias within healthcare organisations can impact the culture and quality of patient care. eg. the quality of relationships and decisions may be poorer.

The Equality Commission NI found that hidden bias elicited by physical difference has an impact on the employment of ethnic minority and migrant workers



If you have any comments or require this bulletin in alternative formats please contact  
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