

POLICY

Equality, Diversity and Human Rights (EDHR) Policy and Procedures

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Your Heart Limited is trading as YourHeartScan.co.uk

1. Policy Statement

YourHeartScan.co.uk is committed to promoting equality, diversity and human rights (EDHR) and recognises its legal duties under the Equality Act 2010 and The Human Rights Act 1998.

YourHeartScan.co.uk is committed to creating a culture in which equality and diversity are promoted actively and unlawful discrimination is not tolerated. YourHeartScan.co.uk recognises that the experiences and needs of every individual are unique and strives to respect and value the diversity of its Employees and team members.

Employees

Employees of YourHeartScan.co.uk have a right to be treated fairly. They will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Employees can expect to be treated with dignity and respect.

Employees

YourHeartScan.co.uk Employees can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Employees have a right to be treated fairly in recruitment and career progression.

As an equal opportunities employer, YourHeartScan.co.uk will promote equality with due regard to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The management of Equality and Diversity is important to YourHeartScan.co.uk as it will help to:

- ensure that the services we provide are accessible to all people
- actively promote equality
- deliver person-centred care
- ensure team members, and Employees are free from unlawful discrimination
- develop services which best meets the needs of our diverse communities
- eliminate from our services, policies and decision making, any adverse impact on the promotion of equality and inclusion for our Employees and team member
- promote the reputation of the business

2. Scope

This policy and the procedures apply to all team members, contractors, agency and temporary workers, suppliers, Employees and carers, and anyone else with whom we come in to contact with during the course of our work.

3. Definitions

Equality - Equality is not about treating everyone the same. It recognises that:

- everyone has individual needs and the right to have those needs respected
- inequality exists and that unlawful discrimination needs to be tackled
- company services and employment should be accessible to all
- it is about treating people fairly where everyone can participate and have the opportunity to fulfil their potential

Diversity - Diversity is about respecting and valuing individual difference. It recognises that:

- a diverse approach aims to recognise, value and manage differences to enable all Employees and team members to contribute and realise their full potential

- diversity challenges us to recognise and value all sorts of differences in order to make the company a better working environment and to ensure that we provide an excellent service for all Employees

Inclusion - is about embracing people regardless of their characteristics and ensuring equality of opportunity and removal of discrimination.

4. Procedures

No individual will be less favourably treated, either directly or indirectly, as a result of their:

- Age
- Disability
- Gender
- Gender reassignment
- Race
- Religion or belief
- Sexual orientation
- Marriage and civil partnership
- Pregnancy and maternity

These are known as protected characteristics in the Equality Act 2010.

Discrimination on the basis of work pattern (part-time working, fixed term contract, flexible working) which is justifiable, will also not be tolerated.

All employees will be encouraged to develop their skills and fulfil their potential and to take advantage of training, development and progression opportunities. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability alone.

5. Reasonable Adjustments

YourHeartScan.co.uk will make the following reasonable adjustments to ensure that Service users

with a disability can access and use services on an equal basis to others:

- offer longer appointment times to those who require it
- offer appointments with carers present
- ensure appointments are available at different times of the day, so if a patient has a need that makes a certain time of day easier for them, this can be accommodated
- supply information in simple ways with pictures to support where necessary

- provide accessible parking
- allow assistance dogs on the premises
- provide interpretation services
- additional individualised adjustments will be made when identified from an individualised patient consultation, adjustments will be made in accordance with the CQC disability guidance ([GP mythbuster 67: Reasonable adjustments for disabled people | Care Quality Commission \(cqc.org.uk\)](#))
- ensure the property meets the required regulations of The CQC Regulation 15, Premises and equipment (This will include catering for patients needs when accessing and exiting the property and using the amenities within the practice) [Regulation 15: Premises and equipment | Care Quality Commission \(cqc.org.uk\)](#)

YourHeartScan.co.uk will make every reasonable effort to meet people's preferences.

6. Accessible Information Standard

YourHeartScan.co.uk recognises the needs of people who are deaf, blind, or deafblind, or who have a learning disability and will provide material in alternative formats as required.

7. Use of technology

YourHeartScan.co.uk 's telephone system is user friendly and easy to use.

YourHeartScan.co.uk 's online/digital services are easy to use because they facilitate online booking, incorporate accessible communication and have clear instructions.

Devices are portable and the telephone software integrates with patient records easily accessible.

Employees will be advised on adjusting their individual technology to meet their individual needs as per their technology provider for example changing the screen / sound format on their tablet/phone, setting voice recognition or setting the device to read aloud - [Accessibility for older people on phones, tablets and computers | Age UK](#),

8. Prohibited Conduct

YourHeartScan.co.uk will actively eliminate and avoid unlawful discrimination, including direct discrimination, indirect discrimination, associative discrimination, perceptive discrimination,

harassment, victimisation, disability-related less favourable treatment, failure to comply with a duty to make reasonable adjustments and social exclusion.

Direct discrimination - means treating someone less favourably compared to others because they have certain protected characteristics or:

- because they are thought to have a protected characteristic (perception) and
- are associated with someone who has a protected characteristic (association)

Indirect Discrimination - can occur when you have a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.

Harassment - unwanted conduct affecting the dignity of men and women in the workplace. It may be related to any personal characteristic of the individual and may be persistent or an isolated incident. The key is that the actions or comments are viewed as unwanted conduct that violates people's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. It is difficult to categorise all forms of harassment, but examples of some more easily recognisable forms of harassment are covered in more detail in the Bullying and Harassment Policy and Procedure.

Victimisation - happens when a person is treated less favourably because they complain about discrimination, or they witness it and give evidence about it.

Due Regard - The Equality Act 2010 requires us to pay 'Due Regard', when considering the effects on different groups protected from discrimination (protected characteristics).

No form of intimidation, bullying or harassment will be tolerated. If you believe that you may have suffered discrimination because of any of the above protected characteristics, you should consider the appropriateness and feasibility of attempted informal resolution by discussion in the first instance with your line manager or another colleague in a relevant position of seniority. You may decide in the alternative to raise the matter through the Bullying and Harassment or Grievance Policy and Procedure.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the appropriate procedure. YourHeartScan.co.uk will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably as a result. However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under the Disciplinary Policy and Procedure.

A person found to have breached this policy may be subject to disciplinary action under the Disciplinary Policy and Procedure. Team members may also be personally liable for any acts of discrimination prohibited by this policy that they commit, meaning that they can be sued by the victim.

9. Monitoring

This policy will be monitored as part of the monthly leadership meeting and on an individual 1:1 basis with team members.

10. Related Policies and Procedures

This policy and procedure should be inherent in every other policy and procedure within YourHeartScan.co.uk

- Bullying and Harassment Policy and Procedure
- Disciplinary Policy and Procedure
- Grievance Policy and Procedure

Legislation and Guidance

Relevant Legislation

- Equality Act 2010
- The Human Rights Act 1988

Guidance

- ACAS resources: <https://www.acas.org.uk/search?keys=equality+and+diversity>
- Accessible Information Standard <https://www.england.nhs.uk/ourwork/accessibleinfo/>
- <https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-67-reasonable-adjustments-disabled-people>
- [Regulation 15: Premises and equipment | Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk/regulation-15-premises-and-equipment)
- [Guidance for service providers | Equality and Human Rights Commission \(equalityhumanrights.com\)](https://www.equalityhumanrights.com/guidance-for-service-providers)

11. Compliance

Safe	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
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Well-led	W2: Does the governance framework ensure that responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.
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12. Summary of Review

Version	1
Last amended	August 2023
Reason for Review	Annual
Were changes made?	No
Summary of changes	No content change.
Target audience	Staff
Next Review Date	August 2024