



Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Adult Mental Health Services

RAISING THE STANDARD

Race Equality Action Plan for
Adult Mental Health Services in Wales

October 2006



Raising the Standard – the revised National Service Framework and Action Plan for adult mental health services in Wales.

Race Equality Action Plan

Introduction

'Raising the Standard', the revised National Service Framework for adult mental health services in Wales contains a Key Action committing the Welsh Assembly Government to developing a race equality action plan for mental health services in Wales by March 2006. The Key Action is detailed as follows:

Key Action 12a In keeping with the Welsh Assembly Government Race Equality Scheme for health and social care mental health services are to support people from all ethnic groups to live healthy and independent lives and work to eliminate unlawful discrimination and promote good relations in NHS and social care settings.	
Performance Target	By March 2006 the Welsh Assembly Government will develop a race equality action plan for mental health services in Wales.
Monitoring Information	The publication of a mental health Race Equality Action Plan. Collection of data as identified in the Race Equality Action Plan. Presence of cultural issues within assessment and care planning processes under Care Programme Approach (CPA)/Unified Assessment Process (UAP).

Background and Rationale

This Key Action follows on from the publication of the Welsh Assembly Government's Health and Social Care Race Equality Action Plan. This Action Plan follows on from Section 9 of the overarching Welsh Assembly Government Race Equality Scheme (launched on March 21st 2005, covering the period 2005-2008) and sets out the specific actions that will be taken to further promote race equality in Assembly Health and Social Care Policy (see Reading and Contacts list).

The Health and Social Care Race Equality Action Plan includes a summary of ratings arising from the Department's policy areas and associated functions in terms of relevance to the Race Relations Amendment Act 2000 General Duty. The General Duty requires public authorities to give due regard to the need to:

- eliminate unlawful racial discrimination
- promote equality of opportunity
- promote good relations between persons of different racial groups

Mental Health is given a High rating classification, requiring early action.

In addition to the Plans referred to above, this Race Equality Action Plan draws on the Recommendations from the David 'Rocky' Bennett Inquiry, the Mental Health Act Commission's report 'Expression of Choice' and the Department of Health document Delivering Race Equality in Mental Healthcare (see Reading and Contacts list).

The 'Count Me In Census - Results of a national census of inpatients in mental health hospitals and facilities in England in Wales' was published in December 2005. The UK-wide headline findings reveal the following –

- Overall, 79% of mental health inpatients were White British, 9% were Black (including Caribbean, African and others) or of White-Black mixed ethnicity, 3% were from other White groups, 3% were South Asian, 2% were Irish and 5% were of other ethnic groups including Chinese
- Black African and Caribbean people are three times more likely to be admitted to hospital and are 44% more likely to be detained under the Mental Health Act
- Men from White British groups were less likely than average to be placed in seclusion. Men from the Black Caribbean, Black African, Other Black and Indian groups were about 50% more likely than average
- Overall, 8% of inpatients had experienced one or more incidents of control and restraint. The rate was 29% higher than the average for Black Caribbean men.

However whilst the picture in Wales is less bleak there is still the need for further action.

The Wales specific analysis of the 'Count Me In' Census showed that 92.7% of mental health inpatients were White British, 2.1% White Irish, 1.9% White Other and 3.3% were from other minority ethnic groups. The 2001 Census of population showed that in Wales 2.1% of the population have non-White ethnic backgrounds.

The Census results in Wales also showed that mental health inpatients are less likely to have a recorded injury, be restrained, be in seclusion, be detained or be on CPA when compared with the population of mental health inpatients in total across England and Wales. Welsh patients are more likely to have been referred by Social Services or the police to mental health services when compared with the population of mental health inpatients in total across England and Wales. The Wales figures in respect of referrals from GPs or the courts were not significantly different from the England and Wales figures.

It is clear from the evidence set out above and from that provided in the reading list that the General Duty to promote race equality in the design and delivery of mental health services is of paramount importance, in order to reduce the health inequalities experienced by some ethnic groups.

Race Impact Assessment

No Race Impact Assessment has been carried out as the initial RIA screening process revealed that evidence already available determined the need to produce this Plan.

Social Care Settings and the Criminal Justice System

In recognition of the wider social determinants affecting mental health, **NHS Trusts and LHBs are required to work with Local Authorities and voluntary sector partners in meeting several of the Key Actions set out in 'Raising the Standard'**. Therefore, this Plan is being circulated to Local Authorities in order that through the relevant cross-boundary groups such as the Local Authority Directors of Adult Services, CMHT's, supported housing teams and Local Mental Health Strategic Planning Partnerships, the appropriate joined-up action can be taken.

In the provision of mental health services, organisations also work with the Criminal Justice System. While the Assembly is unable to influence the work priorities of the Criminal Justice System, it is expected that organisations will ensure that the responsibilities placed on them through this race equality action plan are fully communicated to the staff they work with in the Criminal Justice services.

Disability and Gender Monitoring

Organisations will wish to be aware that the requirement to produce Disability Equality Schemes comes into force on 5th December 2006 and the requirement to produce Gender Equality Schemes comes into force on 1st April 2007.

Action Plan

The overall aim for this Action Plan is for there to be improved equality of access equality of treatment and equality of outcomes in the provision of adult mental health services for the different minority ethnic groups in Wales in Wales.

The overarching objective for this Plan is for:

NHS Trusts and LHBs to prepare Race Equality Action Plans for adult mental health services in their areas by September 2007.

These adult mental health Action Plans are to be specific subsets linked to organisations' existing Race Equality Schemes and Action Plans.

It is very likely that the following headline Actions are contained in organisations' existing Race Equality Schemes and Action Plans. The Assembly needs to see how organisations' plan to meet these Actions in the adult mental health context, through the specific following Actions below each headline. If organisations are not covering the headline Actions through their overarching Race Equality Schemes and Action Plans then they will need to do so for adult mental health services.

Plans detailing how to meet the following Actions are to be submitted to the Assembly for review by the close of September 2007. NHS Trusts, LHBs and the relevant Local Authority teams are to schedule a 6-week consultation period following completion of their draft Plan, before submission to the Assembly, and revise accordingly. Organisations have a legal duty to ensure they consult with the different minority ethnic groups in Wales. Therefore, arrangements should seek to reach the different minority ethnic groups in Wales who are actual or potential users of mental health services in their area.

Healthcare Inspectorate Wales will be monitoring progress and compliance with NHS Trusts and LHBs Race Equality Schemes and Action Plans and will be doing so with these linked adult mental health Plans. This monitoring is in addition to monitoring of Race Equality Schemes undertaken by the Commission for Racial Equality.

The following Plan sets out a series of specific and timed Actions to be achieved to meet the overarching objective.

The headline Actions are:

- 1. Developing the evidence base – inpatient and community based patient monitoring**

In order for appropriate services to be developed for the different minority ethnic groups in Wales, it is crucial that NHS Trusts, LHBs, Local Authorities and their inpatient and community based services are fully informed as to the ethnic make-up of mental health service users in their area.

2. Designing appropriate and responsive services including conducting Race Impact Assessments on all new major policies and procedures (where relevant)

The revised National Service Framework for adult mental health services in Wales 'Raising the Standard' contains 44 Key Actions. Each of the Actions pertaining to NHS Trusts, LHBs and Local Authorities are to be race impact assessed prior to policy implementation. 'Policy' means strategies, service development/improvement plans or outline business cases.

3. Training and Recruitment

In order that the promotion of race equality is fully mainstreamed into mental health service delivery, appropriate training and awareness programmes need to be undertaken by staff. Staff need to have a full understanding of ethnic and cultural diversity of the individuals who are using their mental health services in order to ensure that they can deliver culturally competent health services. In recruiting staff, every effort must be made to appoint an ethnically diverse and representative workforce, especially where data collection reveals a significant number of inpatients and community based service users from particular ethnic backgrounds.

4. Delivery of services

Actions 1 – 3 outlined above should assist NHS Trusts, LHBs and Local Authorities deliver services that are appropriate to the different minority ethnic groups in Wales.

5. Performance management, monitoring and audit

To ensure that services consistently meet the diverse needs of the different minority ethnic groups in Wales in an area, it is vital that policies and procedures are subject to regular review and monitoring to identify and address any impact.

The Action Plan follows the Reading and Contacts list below

Reading and Contacts List

- Welsh Assembly Government: 'Raising the Standard' – the revised National Service Framework for adult mental health services in Wales
<http://www.wales.gov.uk/subihealth/content/reports/raising-standard-e.pdf>
- Welsh Assembly Government: Race Equality Scheme
<http://www.wales.gov.uk/themesraceequality/>
- Welsh Assembly Government: Health and Social Care Department Race Equality Action Plan (please contact Sarah.Austin@wales.gsi.gov.uk for a copy)
- Mental Health Act Commission: Count Me In Census 2005
http://www.healthcarecommission.org.uk/NationalFindings/NationalThemedReports/MentalHealth/MentalHealthReports/fs/en?CONTENT_ID=4013944&chk=AhKek4 (please contact Sarah.Austin@wales.gsi.gov.uk for a copy of the Wales-specific analysis)
- Mental Health Act Commission: Expressions of Choice
<http://www.mhac.org.uk/Pages/publications.html>
- Department of Health/Norfolk, Suffolk and Cambridgeshire Strategic Health Authority: Independent Inquiry into the death of David 'Rocky' Bennett
<http://66.102.9.104/search?q=cache:-X5QRsESb4EJ:image.guardian.co.uk/sys-files/Society/documents/2004/02/12/Bennett.pdf+independent+inquiry+into+the+death+of+david+bennett&hl=en>
- Department of Health: Delivering Race Equality in Mental Healthcare
http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4100773&chk=grJd1N
- Department of Health: Inside Outside – Improving Mental Health Services for Black and Minority Ethnic Communities in England
http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4084558&chk=aAPu15
- Joanne Bennett (2006) : Achieving Race Equality through Training: a Review of Approaches in the UK – the Journal of Mental Health Workforce Development (1)1, 5-11
- Commission for Racial Equality: Race Impact Assessment Guidance and Toolkit
<http://www.cre.gov.uk/duty/reia/index.html>
- NHS Centre for Equalities and Human Rights Equality Impact Assessment Toolkit: <http://www.wales.nhs.uk/sites3/page.cfm?orgid=256&pid=15210>
- NHS Centre for Equalities and Human Rights CD Rom 'Delivering Culturally Competent Health Services':
<http://www.wales.nhs.uk/sites3/page.cfm?orgid=256&pid=15210>
- BE4 Study (commissioned by the Welsh Assembly Government): Improving the quality of access to information and appropriate treatment in mental health and social care to Black and Minority Ethnic people in Cardiff
<http://www.be4researchproject.org.uk/>
- National Institute for Clinical Excellence (NICE): Guidelines on the Use of Restraint and Control <http://www.nice.org.uk/page.aspx?o=29570>

- NHS Knowledge and Skills Framework:
http://www.dh.gov.uk/PublicationsAndStatistics/Publications/PublicationsPolicyAndGuidance/PublicationsPolicyAndGuidanceArticle/fs/en?CONTENT_ID=4090843&chk=dyrb/a
- Expert Patients Programme:
http://www.expertpatients.nhs.uk/about_whatpatient.shtml
- Health Challenge Wales:
<http://new.wales.gov.uk/topics/health/improvement/hcw/?lang=en>
- Kings Fund: BME Access Work Programme
http://www.kingsfund.org.uk/health_topics/bme_access_work.html
- Tai Pawb: Black and Minority Ethnic Housing Organisation for Wales:
<http://www.taipawb.org.uk/>
- Awetu: <http://www.awetu.org.uk>. Awetu can also provide a Table of Resources listing a range of BME organisations that could be useful to make links with
- Mind Cymru: <http://www.mind.org.uk/>
- 4Winds:
http://www.cvmhdp.org.uk/content/public/online_directory/default.asp?id=110&action=edit
- MEWN: <http://www.webcell.co.uk/Final%20Dev/defaultcontent.htm>
- SOVA: <http://www.sova.org.uk/projects.php?value=010>
- Welsh Refugee Council
Phoenix House
389 Newport Road
Cardiff
CF24 1TP
Tel - 02920 489800
Fax - 02920 432980
- Anita Wiseman
Communication Manager
Mental Welfare Commission for Scotland
Floor K Argyle House
3 Lady Lawson St
Edinburgh
EH3 9SH
Tel - 0131 222 6111
Fax - 0131 222 6112
- Hafal: <http://www.hafal.org/>
- Wales Equality and Diversity in Health and Social Care Research and Support Service: <http://www.wales.nhs.uk/sites3/home.cfm?orgid=580>
- The NHS Wales Patient Equality Monitoring Project
<http://www.wales.nhs.uk/equality> or <http://howis.wales.nhs.uk/equality> can offer support to organizations in terms of:
 - training NHS Wales mental health practitioners in the swift and sensitive collection of ethnic origin (and other equality) information
 - facilitating where possible Information, Management and Technology systems to talk to one another so that results can be extracted and be published on an all-Wales basis

- coding arrangements for ethnicity data values and collecting/extrapolating 'two ticks' (national identity and ethnic origin) data via the Data Set Change Notice (2006) AJ(W)

NHS Wales Patient Equality Monitoring Project
c/o NHS Wales Centre for Equality and Human Rights
Innovation House
Bridgend Road
Llanharan
CF72 9RP
Tel - 01443 233333
Fax - 01443 233334

Headline Action 1

Developing the evidence base – inpatient and community patient monitoring

In order for appropriate services to be developed for the different minority ethnic groups in Wales, it is crucial that NHS Trusts, LHBs, Local Authorities and their inpatient and community based services are fully informed as to the ethnic make-up of mental health service users in their area.

The Assembly recognises that NHS Trusts, LHBs and Local Authorities may be using the pre-2001 Census categories. However, this is an opportunity for the Service to update their systems (IT and manual) in line with the revised categories.

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>1.1. Design of data collection form using the 2001 Census ethnicity categories (and in line with the Assembly Race Equality Scheme)</p> <p>A good practice example form is attached to this Plan, using the 17 Census Categories and containing 22 Categories and Codes overall</p> <p>An electronic version can be made available on request</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>Improved information on the ethnicity of all mental health service users – inpatient and community – to help inform the development of appropriate services for all ethnic groups</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, working in partnership with Local Authority Directors of Adult Services</p>	<p>December 2007</p>

Key Actions	Progress to Date This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
1.2. Undertake collection of ethnicity data on all mental health inpatient service users		Improved information on the ethnicity of all mental health service users – inpatient and community – to help inform the development of appropriate services for all ethnic groups	NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services	March 2008
1.3. Undertake collection of ethnicity data on all community based mental health service users		Improved information on the ethnicity of all mental health service users – inpatient and community – to help inform the development of appropriate services for all ethnic groups	NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services and voluntary sector partners	June 2008 All of the above to be ongoing. See Section 5. below

Headline Action 2

Designing appropriate and responsive services including conducting Race Impact Assessments on all new major policies and procedures (where relevant)

The revised National Service Framework for adult mental health services in Wales *Raising the Standard* contains 44 Key Actions. Each of the Actions pertaining to NHS Trusts, LHBs and Local Authorities are to be race impact assessed prior to policy implementation.

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>2.2. Conduct Race Impact Assessments, using the Commission for Racial Equality Guidance and Toolkit (see reading list), or the NHS Centre for Equalities and Human Rights generic Equality Impact Assessment Toolkit on all Key Actions/major policies (as defined in point 2, page 5) contained within <i>Raising the Standard</i> relevant to NHS Trusts, LHBs, CMHT's and Local Authority supported housing staff</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>For all policies to have race issues fully mainstreamed into their design</p>	<p>NHS Trusts and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services, Local Authority supported housing staff and</p>	<p>To be completed to meet the dates given in the <i>Raising the Standard</i> Action Plan</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>		Local Mental Health Strategic Planning Partnerships	
<p>2.3. Develop a written policy that sets out how to deal with racist abuse in mental health inpatient and community settings. The policy must be disseminated to all mental health staff and be displayed prominently in all public areas under their control. A written record must be kept of all incidents that should include actions, responses and monitoring arrangements to identify any patterns and trends that may require further action</p>		<p>For all staff to be fully equipped, able and confident to deal with racist abuse.</p>	<p>NHS Trusts and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services, and voluntary sector partners</p>	<p>March 2008</p>
<p>2.4. Ensure every CPA care plan contains a mandatory requirement to include service users ethnic origin and any specific cultural and religious needs</p>		<p>For staff to be fully aware of the cultural needs of patients and how they may impact on the delivery of their healthcare and for patients to receive</p>	<p>NHS Trusts and LHB Chief Executives, In-patient Managers, CMHT</p>	<p>March 2008 and ongoing.</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>healthcare that is responsive and sensitive to their cultural needs</p>	<p>Managers, CPA Coordinators working in partnership with Local Authority Directors of Adult Services</p>	

Headline Action 3

Training and Recruitment

In order that the promotion of race equality is fully mainstreamed into mental health service delivery, appropriate training and awareness programmes need to be undertaken by staff. Staff need to have a full understanding of the ethnic and cultural diversity of the individuals who are using their mental health services in order to ensure that they can deliver culturally competent health services.

In recruiting staff, every effort must be made to appoint an ethnically diverse and representative workforce, especially where data collection reveals a significant number of inpatients and community based service users from particular racial backgrounds.

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>3.1. All people (managers and clinical staff, senior and junior staff) who work in all mental health settings to receive training around the General Duty to promote race equality and in cultural awareness and sensitivity. This should include training on how to assess the effects of racism on service users mental well-being</p> <p>3.2 All people (managers and clinical staff, senior and junior staff) who work in all mental health settings to receive training in how to tackle, report and</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>For all staff to have fully up to date and relevant knowledge of racial, cultural and religious issues to help them deal with patients as appropriately and sensitively as possible and to be confident in doing so</p> <p>For all staff to fully understand how debilitating the effects of direct and indirect racism</p>	<p>For 3.1 and 3.2 NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners, Local Mental Health Strategic Planning Partnerships</p>	<p>September 2008 and ongoing</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>record racist incidents</p> <p>For example, in terms of training in cultural awareness, staff could use the NHS Centre for Equalities and Human Rights CD Rom 'Delivering Culturally Competent Health Services' (see reading list). This can be used in the workplace. Also, staff could be enrolled on to the modular Integrating Trans-cultural Healthcare into Professional Practice training course at the University of Glamorgan. This course contains Core Cultural Competencies</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>direct and indirect racism are and to be fully equipped to understand how it affects others</p>	<p>Partnerships working in partnership with Local Authority Directors of Adult Services</p>	
<p>3.3. Related to the above and in light of the Assembly HSSC Review of Standard 2 of the NSF, ensure that all staff involved in care planning are trained to recognise the cultural and religious needs of some ethnic groups and to know where to seek advice on how to respond to such needs</p>		<p>For all staff to have fully up to date and relevant knowledge of racial, cultural and religious issues to help them deal with patients as appropriately and sensitively as possible and to be confident in doing so</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners</p>	<p>September 2008 and ongoing</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>		<p>working in partnership with Local Authority Directors of Adult Services</p>	
<p>3.4. Provide training to all relevant staff in restraint and control, following NICE Guidelines (see reading list).</p>		<p>For all staff to be confident is using restraint and control techniques</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers and CMHT Managers</p>	<p>September 2008 and ongoing</p>
<p>3.5. Establish mechanisms to recruit, retain and promote staff from different ethnic backgrounds</p> <p>For example, develop a befriending/mentoring scheme, making use of the minority ethnic voluntary sector and other voluntary sector partners, i.e. Awetu or using other positive action strategies</p>		<p>For there to be a mental health workforce that is as far as possible representative of the ethnic makeup of patients, in recognition that many patients prefer to respond to people from their own communities</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers and CMHT Managers</p>	<p>July 2008 and ongoing</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>3.6. Related to the above and in light of the Assembly Health and Social Services Committee Standard 2 Review, establish mechanisms for service users from minority ethnic backgrounds to be involved in the recruitment of mental health staff, by making links with the minority ethnic voluntary sector</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>Involving minority ethnic service users will help organisations gain a fuller appreciation of the staff and services they need</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners working in partnership with Local Authority Directors of Adult Services</p>	<p>August 2008 and ongoing</p>
<p>3.7. All relevant staff to be have access to and be trained in working with interpreters/translators, to ensure information regarding patients needs is fully communicated (see 4.3 in Delivery of Services below). This should include the development of a clear policy on language and communication services</p>		<p>For all staff to be fully equipped and confident in working with translators (and patients) and that patients are able to communicate their particular needs and understand their treatment and care</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners</p>	<p>June 2008 and ongoing</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>The Mental Welfare Commission for Scotland has produced a toolkit 'Working with an interpreter' for people who need to use or provide interpreting or translation services in mental health settings (see reading list)</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>		<p>working in partnership with Local Authority Directors of Adult Services</p>	
<p>3.8. Establish links with the Black Service User Movement in Wales, facilitated by Awetu and other organisations such as MIND Cymru, 4Winds and MEWN Cymru (see contacts list). Service users can help advise on training</p>		<p>Involving Awetu and other organisations will help organisations gain a fuller appreciation of the services they need</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners working in partnership with Local Authority Directors of Adult Services</p>	<p>September 2007</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
<p>3.9 Ensure that links are made with established health programmes such as the Experts Patients Programme and Health Challenge Wales (see contacts list)</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>Linking with other national and local health programmes will help organisations develop a more joined-up approach to delivering culturally competent healthcare</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners working in partnership with Local Authority Directors of Adult Services</p>	<p>September 2007</p>

Headline Action 4

Delivery of Services

Actions 1 – 3 outlined above should assist NHS Trusts, LHBs and Local Authorities deliver services that are appropriate to the different minority ethnic groups in Wales.

Key Actions	Progress to Date This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
4.1. Ensure that all policies and procedures relating to the delivery of inpatient and community based mental health services are made accessible to all service users and their carers		For all service users and carers are fully informed as to the services and standards they can expect	NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services	March 2008 and ongoing
4.2. Ensure that that all relevant information for service users (i.e. service users rights under the Mental Health Act) is made available in a range of languages and formats		For all service users to be fully informed of their rights and other relevant information in their chosen languages or other mediums and for all staff to be aware of	For 4.2 and 4.2a NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers working in	June 2008 and ongoing

Key Actions	Progress to Date This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
4.2a. Communications needs and preferences must be recorded in all service user records		these preferences	partnership with Local Authority Directors of Adult Services	
4.3. Translation/Interpreter services to be made routinely available		For all service users to be fully enabled to communicate their needs as and when they choose to staff	NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services	June 2008 and ongoing
4.4. Advocacy support to be made routinely available		For all service users to be fully enabled to communicate their needs as realistically achievable to staff	NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners working in partnership	June 2008 and ongoing

Key Actions	Progress to Date This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
			with Local Authority Directors of Adult Services	
4.5. In consultation with services users, ensure that inpatient environments can make culturally sensitive facilities available, i.e. with regard to décor (advice on culturally sensitive design can be sought from Tai Pawb –Wales’ specialist Black and Minority Ethnic housing organisation – see contacts list)		For all inpatient service users to feel comfortable in their surroundings in order to help facilitate their recovery	NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, Local Mental Health Strategic Planning Partnerships working in partnership with Local Authority Directors of Adult Services	September 2008
4.6. Ensure that all staff are fully familiar with their NHS Trusts, LHBs and Local Authorities overarching Race Equality Schemes/Action Plans and the RRA 2000 General Duty		For all staff to be fully conversant with their guiding policies and to facilitate the mainstreaming of race	NHS Trust and LHB Chief Executives, In-patient Managers and CMHT	December 2007 and ongoing

Key Actions	Progress to Date This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2	Expected Outcomes	Lead Responsibility	Initial Policy Completion Date
		issues into their everyday functions so that such issues are not viewed as an 'add-on'	Managers	

Headline Action 5

Performance management, monitoring and audit

To ensure that services consistently meet the diverse needs of the different minority ethnic groups in Wales in an area, it is vital that policies and procedures are subject to regular review and monitoring to identify and address any impact.

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Completion Date
<p>5.1. Ensure that the adult mental health Race Equality Action Plan is included as a standing agenda item at 6-monthly NHS Trusts and LHB Board meeting and at each quarterly CMHT staff meeting. (Local Authority Adult Services Directors should use their equivalent meetings). NHS Trusts, LHB Boards, Adult Services Directors and CMHT Managers must demonstrate their commitment to meeting the RRA 2000 General Duty</p> <p>In light of the forthcoming Duties to promote disability and Gender equality, organisations may wish to</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>For all senior staff to consistently demonstrate leadership in handling adult mental health race issues</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners working in partnership with Local Authority Directors of Adult Services</p>	<p>September 2007 and ongoing</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Completion Date
<p>consider developing an Equalities Action Plan for Board/meeting reporting purposes, which covers a range of equality strands</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>			
<p>5.2. Introduce Evaluation Plans for reporting progress in implementing each adult mental health race equality action contained in each organisations' Plan, according to the Board and managers meetings schedules as above</p>		<p>For all senior staff to record progress in achieving the actions set out in their adult mental health Race Equality Actions Plans</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers (to feed into Trust Evaluation Plans) working in partnership with Local Authority Directors of Adult Services and voluntary sector partners</p>	<p>September 2007</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Completion Date
<p>5.3. An Annual Report, which brings together the progress achieved in the Evaluation Plans, to be submitted to the Assembly via the NHS Regional Offices</p> <p>These are to be submitted on an annual basis and on clearance by the Boards to the NHS Regional Offices and published by each NHS Trust and LHB.</p> <p>Organisations may wish to submit their report as part of their report on progress with their Race Equality Scheme Action Plan</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>For all senior staff to record progress in achieving the actions set out in their adult mental health Race Equality Actions Plans</p>	<p>NHS Trust and LHB Chief Executives and working in partnership with Local Authority Directors of Adult Services</p>	<p>September 2008 and ongoing</p>
<p>5.4. Ensure that ethnicity data collection is undertaken on a 6-monthly basis and that good records are kept. Monitoring and analysis arrangements need to be established</p>		<p>For there to be regular, up to date reports providing good quality ethnicity data to help inform improved and more equitable future service development</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers</p>	<p>From the dates given in Section 1. above</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Completion Date
	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>		<p>working in partnership with Local Authority Directors of Adult Services</p>	
<p>5.5. Ensure records are kept of all inpatient settings' use of restraint and control</p>		<p>To help determine if further training for staff is required if there is any disparity in treatment of different racial groups</p>	<p>NHS Trust and LHB Chief Executives and In-patient Managers</p>	<p>September 2008 and ongoing</p>
<p>5.6. Ensure that all staff training on cultural awareness and diversity is reviewed and updated on an annual basis</p>		<p>For all staff to be kept up to date and fully conversant with racial, cultural and religious issues to maintain the provision of good quality care to services users</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers working in partnership with Local Authority Directors of Adult Services</p>	<p>September 2007 and ongoing</p>

Key Actions	Progress to Date	Expected Outcomes	Lead Responsibility	Completion Date
<p>5.7. Ensure that all staff have race awareness included as a measure in their staff reporting systems/development review process</p> <p>The NHS Knowledge and Skills Framework contains equality and diversity competencies at different levels (see reading list)</p>	<p>This Section is to be completed according to the timeline for completing the Evaluation Plans sought in Headline Action 5.2</p>	<p>For managers to have a record of their staff's training and knowledge in adult mental health race issues in order to identify any gaps</p>	<p>NHS Trust and LHB Chief Executives, In-patient Managers, CMHT Managers, voluntary sector partners working in partnership with Local Authority Directors of Adult Services</p>	<p>September 2007 and ongoing</p>