Who we are and what we do

We are **Healthcare Improvement Scotland**. We support the NHS to make health and care better in Scotland.

We make sure the

- care people get is safe and is right for each person
- health and care services are good quality and safe

Making things equal

We want to make things in health and care as **equal** as we can for everyone. This means treating everyone in a good and fair way.

We are working together to be as fair as we can. We are doing this in all our work.

We are finding out as much as we can about how to be good and fair. For example, we want to find the best ways to be good and fair to

- older people
- disabled people
We are asking groups and organisations to tell us what they think about health and care.

We will tell you more about the things we find out on our website.

We will keep a check on how things are going in our work to be good and fair.

**Work we have been doing**

We wrote a *scheme* to say what we are doing to treat everyone in a good and fair way. A *scheme* is like a plan.

The law has changed on what we have to do.

Now we have to say what we have done to make a difference and how our work has helped people to be treated in a good and fair way. We call these things *equality outcomes*.

**How we found things out**

We had to find out a lot of information before we could write our *equality outcomes*. We did this by
• talking to other groups – for example we talked to disabled groups. This helped us write our scheme

• looking at reports other groups had written about treating people in a good and fair way

• going to hear what other groups to do with health and care are doing

• talking to staff and managers about treating people in a good and fair way

The things we found out helped us write this booklet.

Our four equality outcomes – things we found out about treating people in an equal way

We found out four main things about treating people as equals. This means treating them in a good and fair when they get health and care.

We followed the law to do with this work. We looked at what the Equality and Human Rights Commission Scotland are doing. They are in charge of making sure everyone is treated in a good and fair way.

The things we found out will be part of all our work and all our plans.
Outcome 1

We want to make sure health and care staff treat older people who are very confused in an equal way.

Older people can get very confused. This can sometimes be called delirium. It can mean that some people have to stay in hospital for a longer time. We want to change this.

People with delirium can be treated in a different way by staff. We want to work with staff so they treat older people in a good and fair way.

We want all older people to be treated in the right way. We will help staff to do this.

We will

- talk to patients, carers and families
- set up a staff group so they know the best way to treat older people with delirium
- test out new ways to treat older people with care and respect
- run training so that staff learn how to treat people in a good and fair way
### Outcome 2

**Make sure people with mental health conditions are kept safe and do not get hurt.**

Some people with mental health conditions have to be kept safe in certain ways. This is called being **restrained**.

This might happen using

- equipment like a strap or handcuffs
- medicine
- other ways like keeping people quiet by using a threat

**Restraining** people is not always the best way to do things or to keep people safe.

We know that people with mental health conditions and staff that work with them need to be kept safe.

We want

- people with mental health conditions to be treated in a good and fair way – they might not need to be **restrained** if other ways to keep them safe work better
- staff who work with these kind of patients know the best way to take care of them
We will work with staff and patients to make things better so that everyone is kept safe and deals with things in the right way.

We will

- have less need for people to be restrained
- train staff so they know more about people from different cultures and their rights
- ask people with mental health conditions and their carers to help us write a new care plan
- give support to managers when things are changing

Outcome 3

Everyone who works for us should be treated in a good and fair way and without any fear.

Some people might be bullied at work. People can say or do mean things to them which make them feel unhappy. We want to stop this happening at Healthcare Improvement Scotland.

We asked our staff about bullying and being treated in a bad way. We found that some people did not want to tell us this was happening to
them. We want to change this. We want all our staff to be treated well at work.

We will

- make sure all new staff go to training about how to treat people in a good and fair way so that bullying can stop

- send staff to group meetings so they know how to spot bullying when it happens and how to tell us about this

- have people staff can contact who can help them in things to do with bullying

- look at all the information we have about bullying that has happened at work so we can learn from this

- ask staff what they think about working for us – we will do this twice a year – so we can check on how much bullying is happening
Outcome 4

Working together with more young people

We want to work with more young people who are aged from 16 to 30. We want to be better at this. We are looking at ways we can get more young people to work together with us.

We know we need to change the way we do things with young people.

We will look at new ways they can take part. For example, we might help them to get training so they can work with us.

We will talk to young people to find out what they want and how they would like to work with us.

We will

- write a report about the things we find out
- write an action plan – an action plan says what we are going to do to make things happen
- hold meetings and events
- test out new ways to work with young people
- help staff to feel good about working with young people
• check we are doing our work well and that more young people are taking part

**Making the outcomes happen**

We do not know if we can make everything happen in our outcomes. Some things are not part of what we do. We will work with the NHS to make all our outcomes happen. We need support from the NHS to make things work.

**Thank you to**

Raincharm for the words
www.raincharm.co.uk

Photosymbols for the pictures
www.photosymbols.com