

NHS Greater Glasgow and Clyde
Equality Impact Assessment Tool for Frontline Patient Services

It is essential to follow the EQIA Guidance in completing this form

Name of Current Service/Service Development/Service Redesign:

**Crisis Resolution Team - East Dunbartonshire Community Health Partnership
Juen 2011**

Please tick box to indicate if this is a: Current Service Service Development Service Redesign

Brief description of the above: (Please include if this is part of a Board-wide service or is locally determined).

The Crisis Resolution Team is a multi-disciplinary team which operates from Kirkintilloch Health and Care Centre and offers support to people who are experiencing a mental health crisis with the aim of providing an alternative to hospital admission and/or facilitating early discharge from hospital.
The service operates from Monday to Friday 9am – 8pm and can only be accessed by people aged 18 – 65 between these hours. From 6pm – 8pm and at weekends the service is then accessible from 18 years plus, including those over 65 years of age. However, Older Peoples mental health teams can also be accessed at weekends for those known to their service.
The Crisis resolution team works closely with the Adult and Older Peoples Community Mental Health Teams, Primary Care Mental Health Team, Mental Health Inpatient Units. The team also accept referrals from a number of agencies including GP's, SW, Police, self referral (if known to psychiatric services), liaison psychiatry, addiction services and perinatal services.

Who is the lead reviewer and where based?

EQIA led by Fran McBride Head Occupational Therapist Kirkintilloch Health and Care Centre, 10 Saramago Street, Kirkintilloch

Lead reviewer Mark Richards, Head of Mental Health and Partnerships, East Dunbartonshire CHP, Stobhill Hospital, 133 Balornock Road, Glasgow, G21 3UW

Please list the staff groupings of all those involved in carrying out this EQIA
 (when non-NHS staff are involved please record their organisation or reason for inclusion):

Paul Devlin, Crisis Team Lead
 Emma Moug, Senior Crisis Practitioner

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
	<ul style="list-style-type: none"> • Equality and Diversity information is collected on PIMS • Following referral and discharge to/from the service a letter is written to the G.P. • The service uses Arial 12 formatting in written communications with clients and alters this to meet specific needs where appropriate 	<ul style="list-style-type: none"> • The service does not capture full equalities information at the point of contact. There is a need to ensure that equality and diversity information is being collected consistently • Non attendances can be tracked on PIMS although this information has not been analysed. • Data sets need to be further explored to ensure correct information is being captured.
Gender	<ul style="list-style-type: none"> • Gender matching is accommodated, where appropriate. • Flexibility offered in time and location of appointments. • Staff are aware of the transgender policy and its impact. • Clinicians are sensitive in asking and responding to gender based violence issues. • Staff are aware of and adhere to GG&C Gender 	<ul style="list-style-type: none"> • Gender data is collected on PIMS but unable to access breakdown of this information for analysis • There is a need to explore the different pathways into the service between men and women. • Facilities do not promote privacy around sharing of confidential information i.e. soundproofing of rooms/KHCC

	<ul style="list-style-type: none"> • Based Violence policy. 	
Ethnicity	<p>3.1% of the population of East Dunbartonshire are from a minority ethnic community which is above the Scottish average. Within East Dunbartonshire, there are a high percentage of Indian people, mostly of Hindu background.</p> <ul style="list-style-type: none"> • G.Ps record preferred language on referral. The service can arrange interpreters through the NHSGGC Interpreting Policy. • Clinical staff are aware of process for accessing interpreters and will lengthen appointment times if interpreters are being used. • Support and advice on more complex issues, particularly for asylum seekers and refugees, is sought from the Compass Team. • Clinical staff can access some translatable information on request. • Ethnicity is recorded as part of the initial assessment on the Core Data Sheet. • Clinical staff issue self help information, some of which is available in different languages on request. 	<ul style="list-style-type: none"> • The travelling community has been identified as a hard to reach group and there is a need to ensure G.Ps who provide services to these groups are able to access Mental Health Service. • Staff may also require further information/ literature on travelling communities and mental health issues • A service leaflet has been developed outlining the service but is awaiting ratification at CHP • Staff may require refresher training in awareness of and assessment of needs for specific cultural groups. • Ethnicity is not routinely gathered on PIMS system.
Disability	<p>The Crisis Resolution Team visit most service users in their own home. Service users may also be seen within the Kirkintilloch Health and Care Centre.</p>	<ul style="list-style-type: none"> • Information on disability not routinely gathered or analysed • Further information is required around the

	<ul style="list-style-type: none"> • The service is aware of Disability legislation and understands that Mental Health problems can fall into this category and that patients are protected under this legislation. • Kirkintilloch Health and Care Centre has a portable loop system. • Additional issues regarding physical access are identified at the point of referral. • Referrers indicate on the referral form whether staff require communication support and/or have a Disability. • Flexibility offered in time and location of appointments to accommodate specific needs. • Staff have attended Deaf Blind training. • There are some clinical staff within EDCHP who are accessible for signing with patients. • There is a toilet for those with a disability within Kirkintilloch Health and Care Centre • Interpreters can be booked for people with communication needs, either through Deaf Connections or Deaf Blind Scotland. • Counselling rooms are available on the ground floor of Kirkintilloch Health and Care Centre with disabled access for those who require it. • Staff are aware of and refer onto services offering support for those with specific needs associated to a particular disability. • Staff have completed disability Awareness training. 	<p>Disability legislation particularly around understanding the impact of the mental health condition on an individual's health.</p> <ul style="list-style-type: none"> • There is no system in place at reception for people who are Deaf Blind. • East Dunbartonshire Kirkintilloch Health and Care Centre has an open reception area making it difficult for some patients to discuss private issues around appointments • Although interview/counselling rooms are available, there are known privacy/dignity issues, due to soundproofing. • There is a toilet for those with a disability within Kirkintilloch Health and Care Centre; however access is limited at specific times of the week as used by other clinical teams. • Gap in information and signposting for service users attending the centre. • Although the clinic is accessible to guide dogs, Deaf Blind Scotland has advised on areas which could be improved, this includes automatic door entry system to the centre. • No visual aids within KHCC. • We have an employee trained in Sign language level 1 in the team.
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<p>Sexual Orientation</p>	<ul style="list-style-type: none"> • Clinicians are aware of and deal sensitively with issues that may be highlighted around gender based violence for all forms of relationships. • All staff treat service users with respect, sensitivity and dignity • Clinicians are sensitive to the mental health issues that can occur around sexual orientation. Staff are aware of and signpost to organisations that offer support for those who have specific needs around sexual orientation. • Clinicians have an awareness of and signpost to organisations that offer support for those who have specific needs around sexual orientation 	<ul style="list-style-type: none"> • At present information on sexual orientation is not routinely collected at initial assessment. • Staff require further training/ information around sexual orientation
<p>Religion and belief</p>	<ul style="list-style-type: none"> • Information on religious beliefs asked and recorded on core data sheets • Flexibility of times and appointment can be made to accommodate service users in order to accommodate religious beliefs. • Staff have access to a resource pack with information on organisations, religions, including festivals and events. • Staff are aware of treatment issues, e.g. medication associated with particular religious groups. • Staff are aware of and link in with relevant religious groups offering supporting to service users. 	<ul style="list-style-type: none"> • Information on religious beliefs collated but not analysed • Staff require training on understanding of beliefs and cultural issues and how they impact on mental health.

<p>Age (Children/Young People/Older People)</p>	<p>17.5% of the population of East Dunbartonshire are 65 years of age or over which is above the Scottish average, 63% are young and middle aged (16 – 44). In the last twelve months,</p> <ul style="list-style-type: none"> • Flexibility offered in time and location of appointments • Woodlands Resource Centre provides a service to people who are 65 years and above with a severe and enduring mental health problem Mon – Fri, 9am – 9pm. • Service links in with Older Peoples Services within the CHP for out of hours service where appropriate • A supportive transfer of care is arranged for those service users moving from Adult Mental Health Services into Older Peoples mental health services. • Service information and healthy Reading Materials are available in GP surgeries, libraries and a variety of other public places. • Service offers flexibility in venue for appointments, accommodating all age groups. • KHCC offers generic space suitable for all age groups. 	<ul style="list-style-type: none"> • There is a need to investigate referral rates in relation to age across all age groups • No web based information for access by different age groups • A service information leaflet has been developed but awaiting approval at CHP therefore not in use.
<p>Social Class/ Socio-Economic Status</p>	<p>62.5% of the population of East Dunbartonshire are of working age.</p> <ul style="list-style-type: none"> • Flexibility is offered in time and location of 	

	<p>appointments.</p> <ul style="list-style-type: none"> • Staff have an awareness of current socio economic challenges and its impact on mental health service users • Service users have direct access to a Social Work Assistant within the team. • Employment support offered by CMHT OT service and also external agencies. • Staff are aware of and signpost service users to organisations offering welfare support i.e. CAB/Welfare rights, housing. • Staff are aware of and refer to both East Dunbartonshire and Greater Glasgow & Clyde NHS Homeless services when required. • 	
Additional marginalisation	<ul style="list-style-type: none"> • Referrals for staff members received to the team are triaged and managed sensitively with staff/carers having the option of being seen in another area to provide dignity/privacy. 	

Actions	Date for completion	Who is responsible?(initials)
Cross Cutting Actions		
<u>Data analysis</u>		

<ul style="list-style-type: none"> From data analysis explore the pathways into the service for specific groups i.e. gender, ethnicity, disability, all age group categories <p><u>Training</u></p> <ul style="list-style-type: none"> Identify staff who may require training in of Cultural and religious, Disability and Sexual orientation awareness 	October 2011	PD
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Ongoing 6 Monthly Review Please write your 6 monthly EQIA review date: January 2012

Lead Reviewer: Name: Mark Richards
Sign Off: Job Title: Head of Mental Health
 Signature
 Date:10/10/2011

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

Irene Mackenzie, Corporate Information and Development Manager, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141-201-4970.