

Equality, Diversity and Human Rights for a Domiciliary Care Service (England) Policy

Please note that all policies are templates and should be amended to fit your requirements.

Introduction

We are a domiciliary care service which carries out the regulated activity of personal care. The Health and Social Care Act 2008 defines personal care as:

(a) physical assistance given to a person in connection with --

(i) eating or drinking (including the maintenance of established parenteral nutrition),

(ii) toileting (including in relation to the process of menstruation),

(iii) washing or bathing, (iv) dressing,

(v) oral care, or

(vi) the care of skin, hair and nails

or

(b) the prompting, together with supervision, of a person, in relation to the performance of any of

the (above) activities where that person is unable to make a decision for themselves without such prompting and supervision.

There might be other support needs that we have agreed to meet such as with mobility, medicines, help with managing devices and physical activity which also require a person's written consent.

Policy Aim and Scope

Our Equality, Diversity and Human Rights Policy shows how we as a domiciliary care service meet our legal obligations and provide inclusive care that respects people's rights in our provision of personal care.

Our care service is fully committed to the principles and values of equality, diversity, social inclusion and protection of human rights in the provision of all aspects of personal care as described above.

We aim through this policy to communicate this commitment to everyone who uses our service and who help us to deliver it.

We apply the policy to all of the people who use our service, namely to people who are self-funding and people for whom the local authority arranges their care.

The policy should always be referred to wherever there are differences of views based on lack of understanding or prejudice about diversity, equality and human rights.

The care service shows its commitment to equality, diversity and protection of human rights in its statement of purpose and all information produced for the being supported. This enables us to provide responsive services to meet people's diverse needs for care and support.

We show the same commitment to equality, diversity and protection of human rights in our staff recruitment, deployment and human resources policies. (See [Related Policies](#).)

In line with the CQC's policy specification for an Equality, Diversity and Human Rights Policy this policy explains the following.

Reasonable adjustments

- How we make reasonable adjustments so that people with a disability can access and use our service on an equal basis to others — see section on Equality Act 2010. Our approach to equality and human rights and how we practice equality and diversity and protect human rights.
- How we make reasonable adjustments for people using our service to make easy use of our technology (including telephone systems and digital services) as above.

Understanding and respecting people's needs

- How our staff understand and respect the personal, cultural, social and religious needs of people who use our service.
- How these needs relate to their care needs — as above.
- How staff take these needs into account when delivering services — as above.

Record keeping, information sharing and management

- How and when we might share information about someone who uses our service with other services or providers — see relevant section.
- How we record information about people who use our service — see relevant section.

Addressing unacceptable behaviour

- How we address bullying and harassment — see relevant section.

Legal requirements

- How we meet the requirements of the following.
- The Accessible Information Standard — see relevant section.
- The Equality Act 2010 — see relevant section.
- Human Rights Act 1998 - see relevant section

- The UK General Data Protection Regulation (GDPR) and The Data Protection Act 2018 — see respective sections under Legal Requirements.

Governance and Accountability

The Nominated Individual (NI) is accountable on behalf of the service provider for the effective implementation and oversight of this policy.

The registered manager is responsible for implementing, monitoring and reviewing the policy, including carrying out equality impact assessments.

We expect all staff to understand and apply the policy, including all recording and reporting procedures which are described in it.

We keep records of any potential or evident breaches of the policy, and of how we address, investigate and act on our findings, including how we inform the relevant authorities (eg safeguarding, the CQC or the Equality and Human Rights Commission).

How We Understand and Respect People's Needs

Our commitment to equality, diversity and human rights guarantees that everyone receiving a service from us will have their needs comprehensively addressed and they will be treated without discrimination.

This is regardless of an individual's ethnic background, language, culture, faith, gender, age, sexual orientation or any other aspect that could result in their being socially stigmatised and discriminated against purely because they have such characteristics, or who could be vulnerable to acts of hate crime as a result.

We follow the same principles when assessing and meeting the needs of people who lack decision-making capacity by treating them with respect, developing person-centred care and treatment and by following all mental capacity act best interests' assessment and decision-making procedures.

In implementing its equality, diversity and human rights policy, the care service does not accept that there can be any hierarchy of protected characteristics, but aims to celebrate all individual differences, regardless of being caused by ethnic backgrounds, religion, sexual or gender diversity.

The care service will treat everyone equally. It recognises that treating people unequally can result in their losing their dignity, respect, self-esteem and self-worth and ability to make choices, and is in breach of their human rights.

The care service does not assume that equality, diversity and inclusion principles and policies apply only to staff treatment of people using the service. People using our service must also respect the ethnicity, culture, religion, gender and any disabilities of staff and not discriminate against them on any of these grounds when expressing their views and preferences.

We make clear that any form of racist and similar discriminatory behaviour from any source is always unacceptable.

We take the same approach in our external contractual relationships.

Assessment Procedures

1. When we receive an enquiry or referral to provide a service we will enquire if a

person has any protected characteristics under the Equality Act 2010, which we should consider in our needs assessment, or which might have already received consideration from a Care Act 2014 needs assessment.

2. We will consider along with an associated risk assessment how we can respond to needs relating to a person's protected characteristics that might require our service to make reasonable adjustments to provide safe and effective care.
3. From our assessment and understanding of a person's needs we consider that we will need to make reasonable adjustments in the care plan to meet their needs because their protected characteristics require us to explore with the person how to make these adjustments.
4. We do this proactively in the form of an "active offer" and to which requires a person's consent or receive the consent required through a mental capacity best interests decision-making process.
5. We carefully record all decisions on how we will meet needs based on a person's protected characteristics and include them in the care plan — which will be subject to review and change along with other aspects of the care provision.
6. We will make clear that if a person feels at any time that a person or their informal carers consider that we are not making the agreed required adjustments, for example by not providing the appropriate cultural care or because they feel unfairly treated because of their sexual orientation, they should inform us immediately so that we can promptly address the concerns.
7. People always have recourse to our complaints procedure if they are not satisfied with our response.

How We Make Reasonable Adjustments

As a domiciliary care service we are effectively making "reasonable adjustments" for all the people who receive our care and support in that most have protected characteristics by virtue of their age and disabilities which give rise to their care and support needs, as well as on the other grounds.

The adjustments we make help to promote people's independence and to enable them to lead their own lives as equal citizens and to enjoy their human rights. In line with this idea that we are continually making "reasonable adjustments" this domiciliary care service will:

- never refuse anyone requiring its care and support on discriminatory grounds, eg because of their ethnicity, sexual orientation, religion and other relevant protective characteristics as described by the Equality Act 2010 and human rights laws when they meet all other admission criteria
- never provide inferior or substandard services because of a person's ethnicity, sexual orientation or any grounds on which discrimination can occur
- always assess proactively if we need to make additional "reasonable adjustments" in line with the Equality Act 2010 for any person receiving care who has protected characteristics in addition to their other assessed care and support needs
- always address a person's communication needs which arise through their sensory, cognitive, neurological and other impairments; and act in line with

our separate policy on achieving the [Accessible Information Standard](#)

- act decisively if anyone receiving our services experiences offensive or abusive treatment directed against their ethnicity, religion or sexual orientation, whether gay, lesbian, bisexual, transgender or preferred gender
- work out with each person using our service what they want and need, and how they will be provided with the required service; this will be influenced by the person's gender, sexual orientation, culture, personal choices and other characteristics, and it should not be assumed everyone wants the same thing
- encourage people receiving our care and staff to relate to one another on the basis of equality and respect for individual differences and chosen lifestyle, including anyone who defines themselves in terms of the LGBTQ+ spectrum
- develop an attitude of self-awareness among the staff and people using the service to report, challenge or complain about any form of discriminatory behaviour, which they might experience; including offensive or abusive language directed against a person's disability, ethnicity, preferred gender, sexual orientation or religion
- make people using our service and staff continuously aware of the procedures for dealing with complaints and allegations of discriminatory or oppressive language or behaviour, which includes our safeguarding policies
- address promptly and properly all reports, complaints, allegations and incidents of abuse that breach our approach to equality, diversity and protection of human rights
- develop non-discriminatory recording practices that reflect and are consistent with equality principles through the careful use of language and terms, in which staff will be trained and expected to use
- protect everyone from bullying, harassment, avoidable harm and abuse that may breach their human rights, including that which is associated with a person's race and ethnicity, culture and religion, sexual orientation and preferred gender, physical and neurological disabilities and sensory impairments.

How We Practise Equality and Diversity and Protect Human Rights

This care service expresses its commitment to equality, diversity and inclusion by:

- respecting people's ethnic, cultural, religious practices and individual sexual identities and reassuring the people receiving care that their diverse backgrounds and individual preferences enhance the quality of experience of the service
- accepting people who use their services as individuals, not as cases or stereotypes, and making reasonable adjustments which if we did not make would result in their being treated unequally and unfairly, including in the use of communication and digital aids and equipment
- adapting and using equipment and devices that people can competently use and are always accessible to them when they need them
- where we use digital devices for care recording, having protocols for people being supported to contribute to the records and to have access to them —

care staff should make an active offer to share their record keeping and make them available on request

- involving people who use the service to express their individuality and to follow their preferred lifestyle irrespective of any LGBTQ+ status, also helping them to celebrate events, anniversaries or festivals which are important to them as individuals and in relation to their sexual orientation or gender identity
- only sharing sensitive information with third parties with a person's consent and with regards to our policy on confidentiality, line with data protection requirements
- showing positive leadership and having management and human resources practices that actively demonstrate a commitment to equality, diversity and the protection of human rights
- developing an ethos throughout the care service that reflects these values and principles and expecting all staff to work to equality, diversity and human rights principles and policies and to behave at all times in non-discriminatory ways
- having a code of conduct that makes any form of discriminatory behaviour unacceptable which applies to staff and people receiving care. This is rigorously observed and monitored accordingly
- providing training, supervision and support to enable staff to carry out care in line with our expectations on equality, diversity and human rights
- addressing rigorously and fully in line with the service's complaints procedure, any complaint which a person using the service or someone acting on their behalf might make about the behaviour of another or others that is causing them offence because it potentially breaches the service's policy on equality, diversity and human rights
- addressing any acts of abuse or hate crime towards an individual because of their ethnicity, religion or LGBTQ2+ spectrum characteristics through the service's safeguarding policy and procedures, involving and co-operating with the local safeguarding authority as required
- encouraging people who are vulnerable or at risk from experiencing abuse because of their ethnicity, religion, gender, sexual orientation and LGBTQ2+ spectrum identities to obtain support through local or national support groups and organisations and advocacy schemes
- carrying out regular assessments of the impact of our approach (Equality impact assessment) and policies on equality, diversity and human rights on people who use the service and our service provision generally.

Record Keeping, Information Sharing and Management

We instruct and train our staff to record the care they provide using non-judgmental and non-discriminatory, inclusive language using people's preferred nouns and pronouns, which we agree to use in advance of care delivery.

We train and expect our staff to apply the following recording practices which reflect the principles of equality, diversity, inclusion and human rights.

People have a right to see what is written about them. Therefore care staff who contribute to a person's records must learn that their recording should be:

- understandable — every reader should be able to understand what has been recorded
- relevant to purpose — recording should always be to the point
- clear and concise — keep the record as simple as possible
- accurate and factual — stick to the evidence
- checkable — it should be possible to verify what has taken place from the record
- inoffensive — it should not cause offence to anyone reading the report
- not based on stereotypes or generalisations that label people — the record should be about the person.

We recognise the importance of keeping information about a person's protected characteristics confidential and not sharing it without their permission unless there are valid reasons for doing so.

We have rigorous policies on:

- [Confidentiality of Information](#)
- [Access to Records](#)
- [Sharing Information with other Professionals and Agencies.](#)

All of these policies reflect our commitment to equality and human rights.

Addressing Unacceptable Behaviour

We have zero tolerance of anyone who abuses another person because of their protected characteristics including using offensive language and hate speech, bullying and harassment, physical and emotional abuse and discriminatory behaviour.

Our policy applies to people using the service who abuse our staff in any of these ways and to staff who might treat the people they are looking after in any of these ways.

Our domiciliary care service aims to develop an open culture where people treat one another as equals and everyone know their rights to speak up and report unacceptable behaviour which we then address through our complaints or safeguarding procedures depending on the specific incident or situation.

Abuse of people using the service

We will address promptly through these procedures any report of abuse or unacceptable behaviour by our staff that shows or suggests we are not treating them in line with this equality, diversity and human rights policy.

We have a wide range of policies and procedures to address the different forms of unacceptable behaviour that might breach this equality, diversity and human rights policy.

They include:

- Safeguarding People Receiving Care from Bullying, Harassment, Exploitation and Other Forms of Social Abuse Policy — includes but is not limited to abuse of people because of their protected characteristics
- [Behaviours that Challenge, Violence and Aggression](#) Policy — when directed at people made vulnerable as a result of their protected characteristics
- [Management of Antisocial Behaviour](#) Policy — when directed against people with protected characteristics
- [Anti-slavery](#) Policy — to prevent our staff being exposed to forms of exploitation that breach their human rights
- [Speaking Up/Whistleblowing](#) Policy — describing our expectations of our staff to act in response of any concerns about people's treatment.

Abuse of staff with protected characteristics

In respect of unacceptable behaviour shown to staff with protected characteristics, particularly but not limited to racist behaviour or because of sexual orientation.

A summary of our procedures is as follows.

- Staff should report to management any incident in which they or colleagues have been subject to disrespectful or abusive behaviour from people using the service or third parties.
- They should also record the incident with full factual information in terms of what was said or done and with as much supporting evidence as possible.
- Managers will discuss the harm caused by and risks of further harm to those subject to such behaviour and decide how to act.
- Persistent abuse of staff by people using the service could amount to a breach of contract and we will then discuss the implications with the person and service commissioners if involved.
- We always enter into constructive discussions to avoid recurrence but would not hesitate to terminate the contract if resolution is unlikely.

What we say to the people receiving our care

This is what we give to the people using our care when they start our service and we include in our written information. We provide it in different formats as needed. We will also amend the information as necessary.

Your rights and our commitments

We believe everyone deserves care that respects who they are. Here's what you can expect from us.

- We treat everyone fairly regardless of age, sex, disability, race, religion or gender identity.
- You can ask for a carer of a specific biological sex for personal care.
- We'll make adjustments to meet your needs — whether that's communication support, mobility aids or flexible visits.

- We respect your culture, religion and personal preferences.
- We keep your information safe and only share it when necessary for your care.
- If you ever feel disrespected or unsafe, please speak up — we'll listen and act.

Legal Requirements

This domiciliary care service fully understands its legal responsibilities under the:

- Human Rights Act 1998
- Equality Act 2010 and the
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014 which underpin commitment to equality, diversity and protection of human rights.

Human Rights Act 1998

We understand that The Human Rights Act 1998 (HRA) incorporates the rights from the European Convention on Human Rights (ECHR) into UK law. It came into force in October 2000, allowing individuals to enforce their rights directly in UK courts rather than having to go to Strasbourg. The UK Equality and Human Rights Commission is the main body to interpret the HRA and provide guidance on its application.

The key articles relevant to the running of a domiciliary care service are as follows.

- 2. Right to Life: as expressed in our duty to safeguard vulnerable people, carry out risk assessments and act to ensure their safety.
- 3. Freedom from torture, inhuman or degrading treatment: as expressed in our maintaining dignity in providing care and through our safeguarding and avoiding or minimising restraint policies.
- 5. Right to Liberty and Security: which requires us to seek authorisation if we consider a person receiving our care is being deprived of their liberty, to have best interest decisions based on the five principles of the Mental Capacity Act 2005 and clear documentation.
- 6. Right to a fair trial: which in our domiciliary care context means our having a transparent complaints procedure and facilitating access to advocacy and legal support.
- 8. Respect for private and family life: requiring us to comply with rules about confidentiality of information, accessing and using people's homes and respecting people's views and wishes in planning their care.
- Freedom of thought, belief and religion: by our providing culturally appropriate care and support, respecting religious and dietary needs where relevant.
- Freedom of Expression: as a domiciliary care service we do not inhibit people's opinions and views, and we encourage our staff to speak out on all care concerns.
- 14. Protection from Discrimination: we always respect people's identity and individuality and encourage inclusive practices throughout our care service and activities using staff training and supervision to reinforce our commitment to equality, diversity and human rights.

Our care practice is fully in line with the HRA. Examples of how we comply with it in line with our roles and responsibilities as a domiciliary care service.

- Actively obtaining people's feedback to make improvements to our service.
- Always treating people with dignity and respect and expecting people to treat our staff likewise.
- Discussing and agreeing with changes we want to make to a person's care arrangements.
- Facilitating access to an advocate if they are unable to express themselves.
- Facilitating fair access to statutory and specialist services.
- Having a clear and fair service agreement and care plan to which people give their consent.
- Having comprehensive safeguarding procedures based on thorough risk assessment.
- Identifying how people want to be addressed.
- Making reasonable adjustments that support equal, inclusive relationships.
- Respecting people's cultural, language and religious views, beliefs and needs.
- Respecting people's independence without imposing unnecessary or unjust restrictions on their freedom of movement.
- Respecting people's needs for privacy in and consideration of their accommodation.
- Respecting people's right to choose their own GP and dentist.
- Respecting people's rights to manage their own money and financial affairs.
- Supporting people to choose what they want to eat or drink and where they want to eat or drink it.
- Supporting people to exercise their right to vote.
- Supporting people to mix with the local community.
- Supporting people to take positive risks after assessment of them.
- Treating everyone as individuals.
- Using inclusive non-discriminatory language in our communications.

Equality Act 2010

The care service understands that

- the Equality Act 2010 applies to both the treatment of our employees and of people using our service
- all protected characteristics apply to both age, disability, gender reassignment, marriage/civil partnerships, pregnancy/maternity, race, religion/belief, sex, sexual orientation.

The Equality Act 2010 underlines all our staffing policies so that we achieve fair recruitment and promotion, anti-harassment, victimisation, equal pay and terms and conditions of employment. We make reasonable adjustments for any staff with one or more protected characteristics.

In respect of people using our service we will never refuse care based on a person's race, religion or any other protected characteristic. For staff reasonable adjustments might include:

- organising their care visiting schedules to enable them to work effectively and without over burdening colleagues
- building some flexibility into their hours of work and shifts to make it possible for them to carry out their duties
- allowing for any medication regimen which they need to follow
- providing special equipment and devices which help them to carry out their duties
- modifying instructions, procedures or reference manuals
- providing training, mentoring, extra supervision or other form of support.

For people being supported at home reasonable adjustments include:

- rearranging furniture to allow greater mobility
- installing grab rails and portable ramps
- using hoists for moving and transferring
- flexible visiting times including duration of calls so that the care goes at the person's own pace
- using easy-to-read formats and methods of communication which achieve the Accessible Information Standard
- adapting methods of communication in line with the person's abilities and needs
- respecting dietary and religious requirements so that visiting does not interfere with these and scheduling visits around them
- using preferred names and pronouns
- matching staff by preferred gender or sex
- having individual emergency protocols.

Health and Social Care Act 2008 (Regulated Activities) Regulations 2014

We refer in particular to the following.

- Regulation 9: Person-centred Care — requires service providers to ensure that the care and treatment of people using services must be appropriate, must meet their needs, and must reflect their preferences.
- Regulation 10: Dignity and Respect — requires that people using services

must always be treated with dignity and respect, including respect for personal preferences, lifestyle choices, diversity and culture.

- Regulation 14: Meeting Nutritional and Hydration Needs — requires service providers (where involved in the provision of food and drink) to ensure that the nutritional and hydration needs of the people using services are met, including the meeting of any reasonable requirements of a person for food and hydration arising from the person's preferences or their religious or cultural background.
- Regulation 15: Premises and Equipment — requires that people using services can easily access a care service's premises and use its equipment safely and effectively, and where they cannot because of their disabilities, reasonable adjustments are made in line with the Equality Act 2010 and other relevant legislation and guidance.

As a domiciliary care service, we make our location premises accessible to people with disabilities. If a person has difficulties in accessing and using our premises, we will always arrange to meet them in places that are convenient and accessible to them or in their homes where we deliver our care service.

Our commitment to equality, diversity and human rights runs through everything that this care service stands for and practices. The care service will always aim to have evidence of "good" or "outstanding" practice in relation to the Care Quality Commission (CQC) quality statements that reflect equality issues, particularly the following.

Caring

- Treating people as individuals.

Responsive

- Care provision, integration and continuity.
- Equity in access.
- Equity in experiences and outcomes.

Well-led

- Shared direction and culture.
- Workforce equality, diversity and inclusion.

Other Legislation

Accessible Information Standard

We have a separate policy on the [Accessible Information](#) and [Achieving the Accessible Information Standard](#), as well as one on [Meeting Communication Needs](#). These policies combined explain our approach and procedures to ensure effective communication between ourselves and people receiving our care.

In line with the Accessible Information Standard we carry out the following.

1. Find out if an individual has any communication/information needs relating to a disability or sensory loss and if so what they are.
2. Record those needs clearly and in a standard way on all of an individual's care

records and documents.

3. Highlight them in their care records so everyone who has to communicate with that person and has access to their records can address their communication needs in line with the individual's communication plan.
4. Where required and relevant, pass on to others an individual's information/communication needs and how they should be addressed.
5. Ensure that each individual receives information which they can access and, understand and receive communication support if they need it throughout their care, support and treatment.

The UK General Data Protection Regulation (GDPR) and The Data Protection Act 2018

We have separate policies on all aspects of the UK GDPR and Data Protection Act 2018 which show how a domiciliary care service follows their requirements based on the principles of personal data always being:

- processed lawfully, fairly and in a transparent manner in relation to individuals
- collected for specified, explicit and legitimate purposes
- adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- accurate and, where necessary, kept up to date with every reasonable step taken to avoid inaccurate processing
- kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed
- protected against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

We consider the implications of the UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018 for this policy to be as follows.

- The GDPR protects the personal data of gender reassigned or transgender individuals so that it should not be shared without their consent or for a lawful reason related to their care and support.
- We can lawfully collect data on protected characteristics for equality monitoring purposes which then enable us to identify and address inequalities and make reasonable adjustments.
- We should only collect such data with people's consent.
- We must never use such data if it could result in unlawful, profiling or exclusion.
- We must follow the principle of individuals' having right to control their personal information.
- We must keep all personal data securely and confidentially with strict protocols for accessing and sharing information.
- We will explain through our privacy notices how we use equality data.

- We will be very careful about including sensitive person data in open access documents such as consent forms.
- We must include scrutiny of our handling of equality data in our data audits.

Implications of the Supreme Court (2025) Interpretation of “Sex” as “Biological Sex”

This domiciliary care service understands that the Supreme Court judgment which determined that “sex” as used in the Equality Act 2010 means biological sex and not gender identity.

It has accordingly adjusted its equality policies to reflect the following.

- “Sex” refers to biological sex for the purposes of service provision.
- “Gender reassignment” remains a protected characteristic under the Equality Act.
- People using our service might request carers of a specific biological sex for intimate care tasks.
- Staff assignments based on biological sex must be justified by a legitimate aim and proportionate means.
- Trans individuals must not be excluded without lawful justification.
- Trans status is confidential and protected under UK GDPR.

Our response

We will:

- record the preferences of people receiving care (for a male or female carer) and assess if we can meet them without discrimination
- consider the impact of any such requests on our equality policies particularly if there are risks of resulting in distress to trans individuals (as people receiving care or staff)
- offer gender neutral options if mutually acceptable
- continue to monitor individual arrangements where we are balancing individual preferences and available staff resources
- follow national guidance as it becomes available.

Related Policies

The service has other policies that reflect and express its commitment to equality, diversity and human rights.

People receiving care

- [Accessible Information](#) and [Achieving the Accessible Information Standard](#) describes how we meet the communication needs of people using our service to comply with the regulations.

- [Meeting Communication Needs](#) — as above.
- [Duty of Candour](#) — expressing our commitment to developing an open culture and being transparent if we make mistakes.
- [Respecting Religion and Beliefs](#) — a specific policy to support this equality, diversity and human rights policy.
- [People Receiving Care Who Lack Mental Capacity to Take Decisions: Implementation of the Mental Capacity Act](#) — shows how we protect the rights of people who might lack decision-making capacity.
- [Human Rights and Deprivation of Liberty](#) — as above
- [Safeguarding People Who Use Services from Abuse and Harm](#) — all our safeguarding policies reflect how we protect people's human rights by keeping them safe from abuse.
- [Sharing Information About People Receiving Care](#) — how we protect sensitive information about people receiving our care and share it only on a need-to-know basis.

Staff

- [Equal Opportunities](#) — as applied to staff recruitment and all employment matters
- [Employees with Disabilities](#) — how we make reasonable adjustments for any employee with a disability.
- [Employees' Religion and Belief Observance](#) — how we meet Equality Act requirements for staff with protected characteristics.
- [Gender Reassignment](#) — how we provide equal, non-discriminatory support for gender assigned staff members.
- [Harassment](#) — how we treat bullying and harassment in the care service under our Health and Safety statutory duties.
- [Neurodiversity](#) — how we make reasonable adjustments for staff diagnosed as being neurodiverse.
- [Racial Harassment](#) — shows how we deal specifically with these kinds of incidents which affect the welfare of our staff.
- [Safe Recruitment and Selection](#) — all procedures are in line with this equality, diversity and human right policy.

Training

The care service provides comprehensive training and support in its policies on equality, diversity and human rights.

We expect all our staff to achieve the following learning outcomes. They should:

- understand their legal duties under the Equality Act, Human Rights Act and UK GDPR
- apply reasonable adjustments in their care practice

- respond to sex-based care requests lawfully and sensitively
- recognise and respond to unacceptable behaviour in line with service policies and procedures
- record and share information appropriately.

Staff new to care work will receive induction training to achieve Care Certificate Standard 4: Equality, Diversity, Inclusion and Human Rights, which includes the above learning outcomes.

Where practical and appropriate, the care service will develop its pro-rights anti-discriminatory training with the people who are at risk from abuse and discrimination because of their characteristics and chosen lifestyles.

We regularly refresh and updated all our equality training.

Review

We keep this policy under regular review as new issues often arise because of legal judgments and guidance and the impact our approach to equality, diversity and human rights is having on the quality of our care provision.

We use feedback from people using the service, staff and partners to review and improve our policy and equality practices.

We will carry out at least annual comprehensive review covering all aspects of our approach to equality, diversity and human rights.

Signed: (name and role) _____

Date policy created: _____

Date of this policy review _____

Next policy review date: _____

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