

SHANNON COURT CARE HOME LTD.	Issue Date: April 2019	Reviewed: September 2026
	Next Review: 09/2029	
<u>EQUAL OPPORTUNITIES POLICY</u>		

At Shannon Court we believe in treating all individuals with respect and dignity. We are an inclusive environment for all residents and their families, all staff members and any person who wishes to visit our Home. This is regardless of their skin colour, country of origin, race, ethnicity, age, religion, gender, sexual orientation, disability or any other characteristic protected by law. Pronouns and preferred names will be used when we are aware of these.

We are committed to treating all individuals with fairness and respect, and we will not tolerate any form of discrimination, harassment, or victimisation.

We will make reasonable adjustments for disabled residents, visitors, job applicants and staff. These may include changes to recruitment processes, working arrangements, communication, care delivery and access to premises, together with appropriate equipment or assistance.

Residents /service users

The Home has a duty of care to promote and protect the rights of Service Users under the Health and Social Care Act 2008 and to meet our obligations under the Human Rights Act.

The Statement of Purpose and the Charter of Rights both clearly state that Service Users should feel comfortable to live in an environment free from prejudice and discrimination.

All residents will have equal access to high-quality care and services, regardless of their background or characteristics. We will not discriminate in admissions, provision of services, or any other aspect of care.

Pre- admission assessments carried out before offering placement within the Home are designed to provide information about religious, cultural, and ethnic needs.

All dietary requirements are identified and met in line with religious and cultural customs.

Residents will be supported to observe their own religion or beliefs, including having no religion. Participation in religious services or celebrations is voluntary, and the rights and choices of other residents will be respected.

All religious services held within the Home will be open to all.

Concerns about residents' behaviour will be addressed through individual assessment, care planning and appropriate support. Any restrictions affecting residents or visitors must be lawful, necessary, proportionate to an identified risk and regularly reviewed, using the least restrictive option and respecting residents' rights.

Employees

We are dedicated to building a diverse team of staff members and promoting an inclusive work

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environment. Staff recruitment, training, and promotions will be based solely on qualifications, skills, and experience.

We recognise the importance of cultural sensitivity and will strive to understand and respect the cultural and religious practices of our residents. We will accommodate their preferences whenever possible.

All individuals who live or work in Shannon court or who are visiting our Home are encouraged to report any incidents of discrimination harassment, or unequal treatment. All reports will be handled sensitively and confidentially, with information shared only where necessary to investigate, safeguard individuals or meet legal obligations.

All staff members will undergo regular training on equal opportunity, diversity, and inclusion. This training will emphasise the importance of respectful communication, understanding different perspectives, and addressing bias.

The Home will communicate its commitment to equal opportunity through various means, such as posters, handbooks, websites, and orientations for residents and their families.

We will regularly review and assess our policies and practices to ensure they align with our commitment to equal opportunity. Feedback from residents, staff, and visitors will be used to improve our approach.

The Home's leadership will actively support and promote the equal opportunity policy, setting an example for all staff members and creating an inclusive organisational culture.

Violations of this equal opportunity policy will not be tolerated. Staff members found responsible for discriminatory behaviour or harassment may face disciplinary action, up to and including termination of employment. Visitors who violate this policy may be restricted from accessing our care home facilities.

Responsibilities of Management

Responsibility for ensuring the effective implementation of this policy and monitoring its operation will reside with the Managers, they will ensure that they and their staff operate within this policy and arrangements, and that all reasonable and practical steps are taken to avoid discrimination. Each manager will ensure that:

- all their staff are aware of the policy and the arrangements, and the reasons for the policy
- grievances concerning discrimination are dealt with properly, fairly and as quickly as possible
- proper records are maintained.

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Third Parties

Third-party harassment occurs where a company employee is harassed, and the harassment is related to a protected characteristic, by third parties and visitors. Shannon Court will not tolerate such actions against its staff, and the employee concerned should inform their manager at once that this has occurred. Shannon Court will fully investigate and take all reasonable steps to ensure such harassment does not happen again.

Shannon Court will assess risks and take all reasonable steps to prevent sexual harassment, including by residents, visitors and other third parties. Staff should report incidents regardless of a resident's capacity. Responses will protect staff while taking account of the resident's capacity, assessed needs and care plan.

Grievance and Disciplinary Procedures

Employees have a right to pursue a complaint concerning discrimination or victimisation by following Shannon Courts' Grievance Procedures, as set out in the relevant staff handbook, or via the whistleblowing app.

No member of staff will be victimised for bringing a complaint under this policy. However, where a complaint is made maliciously and/or on knowingly false information, the complainant may be subject to disciplinary procedures.

Breaches of this policy by any member of staff will be regarded as misconduct and could lead to disciplinary proceedings.

All residents and visitors' complaints will be taken seriously and investigated thoroughly.