

NHS Training for  
AHP Support Workers

## Workbook 8: Equality and Diversity



## Contents

8.1	Aim .....	3
8.2	Learning Outcomes .....	3
8.3	Fair for All .....	4
8.5	Equality and Diversity Reflection .....	9

## 8.1 Aim

The aim of this workbook is to introduce the Healthcare Support Worker (HCSW) to equality and diversity and how to apply in practice.

## 8.2 Learning Outcomes

By the end of this workbook you will be able to:

- Explain the contents of the NHS Scotland document Fair for All (2001)
- Explain the different local policies within your health board which support the equality and diversity agenda, as described in Fair for All (2001)
- Describe different forms of discrimination
- Explain any information within your department which is used to support the equality and diversity agenda
- Demonstrate through the learning activities how you are applying relevant policies to your work

## 8.3 Fair for All



Read the NHS Scotland document “Fair for All (2001)” summary and recommendations via the Scottish Government’s website at [www.scotland.gov.uk](http://www.scotland.gov.uk). Following this, access your local health boards policies which support the equality and diversity agenda. List up to 4 of these and explain their purpose.

1

2

3

4



Identify and list information within your department, which supports the equality and diversity agenda, for service users e.g. information leaflets in different languages etc. Explain what you think is its purpose?

List different forms of discrimination that you may come across in the workplace.

Within your healthcare setting, list the diverse groups, for whom discrimination may be an issue. Include those that are currently in receipt of your services or that may have the potential to become future service users.

Think of an example of discrimination that you have witnessed and reflect upon how this made you feel and what, if anything, you did about it. List any learning points you feel are relevant to you. What would do differently next time?

Describe a professional experience of treating a service user and / or carer(s) from a different culture. Reflect on this experience – what information did you need prior to the first meeting, what went well, what have you learned from this experience and what, if anything, would you do differently?

A carer has been very negative and regularly criticising your practice, often in front of other patients and colleagues. Outline any steps you should take to deal with this situation (refer to your local dignity policy).

## 8.4 Equality and Diversity Workbook Completion

Your mentor / supervisor will sign your portfolio to indicate that you have completed this workbook successfully.

Objective	Supervisors Signature	Date
Explain the contents of “Fair for All”		
Explain the different local policies that support the equality and diversity agenda as described within Fair for All”		
Describe different forms of Discrimination		
Explain information within the department which supports the equality and diversity agenda		
Demonstrate how relevant policies are applied to the workplace		

<b>Support worker</b> (name)	
Support workers signature	
<b>Supervisor</b> (name)	
Supervisors signature	
<b>Date</b>	



## 8.5 Equality and Diversity Reflection

**Suggested KSF Dimensions:** C1 and C6

This form should be placed in the appropriate section of your portfolio.

**What did you learn from this module?**

**How has this influenced your work?**

**Date module completed**



