

September 2020

Welcome to September's inclusion & diversity networks newsletter keeping you informed with what the networks and the Trust are doing to realise our ambition of becoming an effortlessly inclusive employer

Forces Network:



Military man Ray relishes new challenge of Trust post



Ray Olive has been appointed as the Trust's new Assistant Director of People and Organisational Development.

Ray, who served in the British Army for 24 years, is delighted to have joined the team at the Trust.

As a former Warrant Officer, Ray will also support the work of the Trust's Armed Forces Network.

Ray said: "Transitioning from the British Army after serving for 24 years, during a global pandemic, could be considered as a challenge!

"However, I was certain that UHMBT was a place that I wanted to work. The values of the Trust matched with my own and the strap line 'A great place to be cared for, a great place to work' really made me think that this was a place that I could 'belong' after my military service ended."

Ray said the recruitment process was open and honest and it was observed that the leadership, organisational and transformational skills that he had gained from the military would be of significant benefit to the Trust.

Ray explained: "I had a lot of transferable skills that I could bring with me. The role that I had been doing for the military was very similar to the role for which I applied, with the opportunity to support transformational change.

"The NHS is a place that many service leavers will not consider when leaving the military and I implore them to reconsider. The NHS has a wide variety of roles on offer, after all, hospitals are like small cities and require many different services to make them function.

"The skills that people develop in the military will set them in good stead when applying with the NHS. Veterans add a new dynamic to teams and bring a unique skill set with them too."

Ray feels he has made the right career decision and is full of praise for the People and OD team: “I cannot speak highly enough about the whole team that I have come into contact with during both my recruitment and my first days in post at UHMBT.

“Is it going to be a challenge working with the NHS? Yes it is, but being a veteran, we love a challenge and know how to apply ourselves in any given situation.”

Gillian Day, Inclusion and Diversity Advisor and Forces Network Chair for UHMBT, said “As one of the early adopters of the Step into Health programme to pledge our support when it was rolled out in 2017, UHMBT is very much committed to supporting members of the Armed Forces community making the transition from military life to a career in the NHS.

“The wealth of experience and knowledge that Ray brings with him is real asset to the organisation and the network looks forward to working with him to support the many veterans we have working with us and future colleagues who choose to make the Step into Health.”

Prof Mike Thomas, Chairman of the Trust, is the Armed Forces Network’s Executive Sponsor.

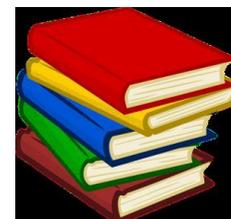
For more information on Inclusion and Diversity at UHMBT, please click on this link:

<https://www.uhmb.nhs.uk/our-trust/inclusion-and-diversity>

For more information on the Step into Health programme, please go to this link:

<https://www.nhsemployers.org/stepintohealth>

Inclusion Book Club :

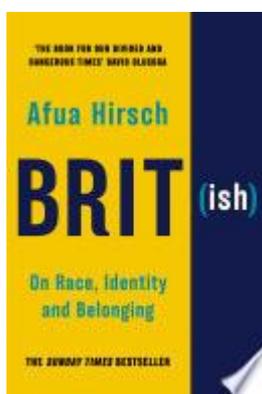


Would you like to join an Inclusion Book Club?

If you are interested please get in touch with:

Karl Hinchliffe either by email karl.hinchliffe@mbhtnhsuk or give him a call on Microsoft teams.

Recommended read for September - Brit(ish) by Afua Hirsch



You’re British. Your parents are British. Your partner, your children and most of your friends are British. So why do people keep asking where you’re from? We are a nation in denial about our imperial past and the racism that plagues our present. Brit(ish) is Afua Hirsch’s personal and provocative exploration of how this came to be – and an urgent call for change.

We will be holding a virtual lunch & discussion session via Teams to discuss this month’s suggested read you can access this by using the link below. The session will be held on Monday 05th October 2020 at 12:00 – 12:45 all are welcome.

Join Microsoft Teams Meeting:
+44 20 3443 8907
Conference ID 272 356 112#



It's time to take part in National Staff Survey:

Your 2020 staff survey is on the way!

You will receive your 2020 National NHS Staff Survey by email on week commencing 21st Sept. For those of you who have never received a survey – it enables you to provide feedback about your experiences of working at UHMBT. Your feedback matters. Results from this survey will be used to understand the impact of the pandemic on colleagues, improve working conditions and ultimately improve patient care. The whole process is confidential and managed by our provider organisation, Picker. Responses go directly back to Picker meaning that no one at the Trust sees your individual responses. The survey is available online and you will receive a unique link by email. Remember you can access your UHMBT email account via Office 365 app on any device. You can forward the email to a personal account if this works better for you. We really hope you are able to take some time out of your busy working life to help us understand what it is like to work here at the Trust. If you need any support or advice on completing the Staff Survey requests should be sent to StaffSurvey@mbht.nhs.uk or alternatively you can phone Karl Hinchliffe on 07970204132.

Respect Champions:

Our team of Respect Champions can offer support and advice and signpost you to other sources of support. They can be contacted on Tel: 07970 204132 or email respect.champions@mbht.nhs.uk

Our Respect Champions are still available to help support our colleagues with their concerns, however as you can appreciate these are unprecedented times and as we see more colleagues returning to work these could also be very worrying times for some so following Trust guidance our support will be via email, phone or teams/video chat, we will still make contact within the 72 hours. As we move forward as a Trust with teams this may become the preferred way of meeting for a lot of our colleagues.

If you would like to speak with one of the Trust's Respect Champions during this pandemic they can still be contacted via the respect.champions@mbht.nhs.uk inbox or via the respect phone

07970 204132  @UHMBTRespectCh



The Behavioural Standards Framework

Everybody's responsibility in everything we do



Meet your Respect Champions

 Karl Hinchliffe (RLI)	 Barry Rigg (FGH)	 Martina Hansen (FGH)	 Sam Hubbard (WGH)	 Maemi Wyanet (RLI)	 Julie Murray (FGH)	 Jenna Quinn (FGH)
 Cath Mason (RLI)	 Andrea Hutton (FGH)	 Husam Elbana (RLI)	 Laura Robertson (RLI)	 Sheri Giles (RLI)	 Suzanne Lord (RLI)	 Anne Wallhouse (RLI)

Contact the team in confidence on 07970 204132 or email respect.champions@mbht.nhs.uk

   
University Hospitals of Morecambe Bay
NHS Foundation Trust

WHAT GREAT LISTENERS ACTUALLY DO

JACK ZENGER, JOSEPH FOLKMAN

HBR

- 1 ASK QUESTIONS THAT PROMOTE DISCOVERY and INSIGHT

TWO WAY DIALOG
CONSTRUCTIVE



- 2 INTERACTIONS THAT BUILD SELF ESTEEM

CREATE A SAFE

ENVIRONMENT

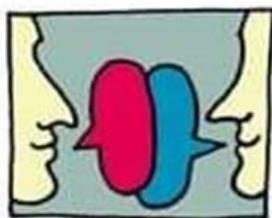
TO OPENLY DISCUSS ISSUES/DIFFERENCES



- 3 A CO-OPERATIVE CONVERSATION

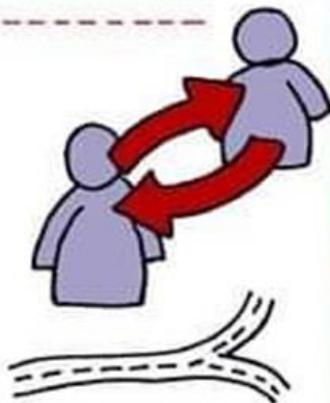
FEEDBACK FLOWS
IN BOTH DIRECTIONS

CHALLENGE/DISAGREE
WITHOUT MAKING OTHER
PERSON DEFENSIVE



- 4 MAKE SUGGESTIONS SKILLFULLY

THAT OPEN UP
ALTERNATIVE
PATHS



GOOD LISTENER IS NOT A SPONGE THAT ABSORBS BUT A TRAMPOLINE TO BOUNCE IDEAS OFF!



LEVELS OF LISTENING

- 1 CREATE A SAFE ENVIRONMENT TO DISCUSS
- 2 CLEAR AWAY DISTRACTIONS AND MAKE EYE CONTACT
- 3 UNDERSTAND THE SUBSTANCE ASK QUESTIONS, CONFIRM
- 4 OBSERVE NON-VERBAL CLUES
↳ 80% OF COMMUNICATION
- 5 UNDERSTAND EMOTIONS & FEELINGS ABOUT TOPIC
↳ EMPATHIZE
- 6 HELP OTHER PERSON TO SEE ISSUE IN DIFFERENT LIGHT

Personal Fair Diverse Champions



Our Personal Fair and Diverse Champions are another point of contact that can be approached for help & advice. If you are a PFD Champion and see someone you work alongside needing support please let them know you are happy to help if needed.

All of our Personal, Fair & Diverse Champions are easily recognised by the badge that they all wear (pictured on the right) If anyone would like to become a Personal, Fair & Diverse Champion please email Karl Hinchliffe at karl.hinchliffe@mbht.nhs.uk

Black Asian and Minority Ethnic (BAME) Network:

Appointment to new post - Transformation Lead for Race Equality

I am thrilled to share with you that we have appointed Hannah Chandisingh to the new role of Transformation Lead for Race Equality post. With her absolute passion and commitment for this agenda, her approach, her values and behaviours I am confident that she is going to really make a difference to the experience of BAME colleagues, and indeed everyone working at UHMBT.

She will be joining the People & OD Inclusion team in a couple of weeks - I am sure you will welcome her in her new role with us.

Karmini McCann, Head of Inclusion & Engagement People & Organisational Development.

Next network meeting: WRES 2020

The next network meeting will take place on the 25th September at 12:30pm, where Karmini McCann and Krishnaprasad Karnad will be taking us through the Workforce Race Equality Standard (WRES) report for 2020, and the findings and insights we can see for Morecambe Bay.

Good reads this week

Read the WRES newsletter for September 2020:

 [WRES Newsletter Autumn 2020.v5.pdf](#)

Join the BAME Network as an Ally:

Our BAME staff network at UHMBT is not just for Black, Asian and Minority Ethnic colleagues. We would love to have your support as an ally.

We want to create a truly anti-racist culture in Morecambe Bay, and we need allies like you to make this change possible.

Whatever your background, it can make a real difference at work knowing that your colleagues respect and appreciate the culture, perspectives and experience that make you, you.

You will always be welcome at a Network meeting, whether you'd like to get a better understanding of the issues and experiences that our BAME colleagues are dealing with, or if you'd like to be more actively involved with championing change.

We meet every other Friday at 12pm via Teams – to join, please contact Hannah Chandisingh on hannah.chandisingh@mbht.nhs.uk.





Inclusive & Compassionate Leadership Masterclass (for Senior Leaders)

LED BY NATIONAL EXPERT

Eden Charles

Developing inclusive and compassionate leadership is core to creating a Great Place to be Cared For; Great Place to Work for every individual. We are really pleased to be offering an Inclusive Leadership Masterclass to senior leaders across UHMBT and Bay Health and Care Partners.

The learning is part of a programme of work to further develop colleagues and specifically leaders in adopting an inclusive and compassionate leadership style and support the development of our teams and services to be the best they can be for everyone.

This half day masterclass will be run on the following date options via Microsoft Teams:

- 13th October 20 9am-12pm
- 15th October 20 1pm-4pm
- 22nd October 20 9am-12pm
- 29th October 20 1pm-4pm
- 9th November 20 9am-12pm
- 24th November 20 9am-12pm

UHMBT senior leaders– please book your place via TMS

Senior leaders from partner organisations - if you would like to attend, please email learninganddevelopment@mbht.nhs.uk

Please let us know as soon as possible if there are any adjustments or dietary requirements which we will need to be aware of prior to the event by emailing learninganddevelopment@mbht.nhs.uk.

If you have any queries about the masterclass, or wider Inclusive Behaviours & Leadership programme at UHMBT please do not hesitate to contact [Karmini McCann](#), Assistant Director – Inclusion & Engagement (07760426250) or [Janette Thorpe](#), Learning and Development Specialist (07789174353).

LGBT+ Network:



LGBT+ Champion Training:

New dates added for LGBT+ Champion training in September, If you are interested in becoming a LGBT+ Champion in your work area please check TMS for dates and book. Any questions email lgbt.netowrk@mbht.nhs.uk

Meet the team

Network Chair/Lead

Lee Jenkinson

Social and Community Engagement Officer

Andy Crundell

Womens Rep

Sara Lavis

Trans/Gender Identity Rep

Mattie Burns

South Lakes Rep

James Scott



@LGBT_UHMBT

LGBT.network@mbht.nhs.uk

Disability Staff Network:



Experiencesn of Disabled colleagues during COVID – 19:

A new survey for Disabled NHS colleagues to capture their experiences during COVID-19 and lessons to learn has been launched by NHS Employers to understand the lived working experiences of NHS Disabled colleagues over the past five months (March to July 2020).

This survey will enable NHS Employers to reflect on what challenges Disabled colleagues have experienced, identify what lessons can be learned (both nationally and locally) and looking ahead, how this learning can be used to achieve a cultural shift for the benefit of Disabled colleagues and patients/service users.

We are looking for contributions from Disabled colleagues, line managers; Disabled colleagues network chairs, equality leads, occupational health, HR professionals and others with an interest in Disability.

The survey takes around ten minutes to complete. All responses will be anonymous and the survey will be closing on 18 September 2020. By participating in the survey, you will help the NHS gain a better understanding of the challenges and experiences of Disabled colleagues within our organisation.

All responses will be anonymous and the survey will be closing on 18 September 2020. You can access the survey by copying and pasting the link, <https://www.surveymonkey.co.uk/r/66S9Y86>

Get in touch by emailing disability.network@mbht.nhs.uk or contact Sally Fenton, Disability Network

Chair sally.fenton@mbht.nhs.uk or Gillian Day, Inclusion & Diversity Advisor
Gillian.day@mbht.nhs.uk Tel: 07500066729

[Disability Staff Network needs your help to locate missing chair](#)

“During ward and office changes within Medical Unit 1 at the Royal Lancaster Infirmary in April, a colleague’s specially purchased chair was misplaced and we need your help to relocate it. “We were moved out of the I3 offices very quickly and apart from the computers and books taken by staff to utilise at home, all of our equipment and belongings were put into storage and these have since been moved several times to different locations. “The chair is extremely expensive and was kept with the other valuable equipment to try to avoid the situation we now find ourselves in. The members of the team who over-saw these moves have pieced together that the chair went missing when the storage area adjacent to the Coding offices in Medical Unit 1 was emptied sometime in April. All this equipment was left in the ground floor corridor whilst the storage area was emptied and unfortunately we don’t know where the chair has been moved to.”



Please keep a look-out and call or text 07501 888449 if you happen to see the chair. It is the same colour and design as the picture.

Many thanks, Disability Staff Network



@DSN_UHMBT disability.network@mbht.nhs.uk



COVID – 19 Colleague Support

There is a dedicated page on the Trust intranet with lots of easily accessible information, take a look and share with your colleagues. This is available through sharepoint so you can access at work or from a home device.

<https://nhscanl.sharepoint.com/sites/UHMBCOVID-19/SitePages/Colleague-Support.aspx?source=https%3A%2F%2Fnhscanl.sharepoint.com%2Fsites%2FUHMBCOVID-19%2FSitePages%2FForms%2FByAuthor.aspx>

Thank you to everyone who provided feedback on the draft Equality Impact Assessment. This is going to Trust Board for sign off on 27th May.



Ask Sami

Ask Sami is the first point of contact for all colleagues if you have any queries in relation to how COVID-19 may impact upon your role or team.

How to contact us:

ask.sami@mbht.nhs.uk
[@AskSamiUHMBT](mailto:AskSamiUHMBT)
01524519700 (Ext. 49700)

Colleague Support

Accommodation	Available Support	Colleague Facilities
FAQs	Guidance Documents	Health & Wellbeing
Home Working	Recruitment	Schools & Childcare

Recent Updates

[See all](#)

 UHMB COVID-19 External Mental Health Support.docx	 UHMB COVID-19 Specialist Filipino Bereavement Support.docx	 UHMB COVID-19 Covid-19 Consolidated Risk Assessment 150520.xlsx
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Occupational Health Support:

The Trust advises that any colleague reporting symptoms of a temperature of 37.8 degrees and/or a new persistent cough or loss of smell or taste, or 2 of the following Fatigue, Shortness of breath, Muscle aches, Headache, Sore throat, Sputum production, Diarrhoea or Malaise (General feeling unwell) should contact occupational health on 01524 512290. Occupational Health lines are open between 8am – 6pm Monday to Friday and 8am – 4pm over the weekend for COVID-19 related calls.



Support available from occupational health:

- Counselling
- Cognitive Behaviour Therapy (CBT)
- Hypnotherapy
- TRiM
- Mental health advice from the Trust Mental Health First Aiders

What is in your Influenza Vaccination?

Many colleagues ask the team what's in their Influenza vaccine and we can confirm that this year's vaccine will be a quadrivalent vaccine containing the following four viruses:



Influenza composition below:

- A/Guangdong-Maonan/SWL1536/2019 (H1N1)pdm09-like virus;
- an A/Hong Kong/2671/2019 (H3N2)-like virus;
- a B/Washington/02/2019 (B/Victoria lineage)-like virus; and
- a B/Phuket/3073/2013 (B/Yamagata lineage)-like virus.

Please look out for the Occupational Health and Wellbeing Team alongside the peer vaccinators who will be visiting your area and department from the **W/C 28th September**.

For more details about the Influenza vaccine and how you can get yours, visit the Occupational Health and Wellbeing Team intranet page here or call extension **42290**.

Covid Check-in Appraisal Hints & Tips:

Don't forget to complete your Covid Check-in Appraisal. The focus this year is on three core areas:

- Checking in on your physical and psychological wellbeing
- Listening to, and learning, from your Covid experiences
- Ensuring that you understand the core organisational priorities for this year.

We would like every Colleague to have an appraisal conversation where they can talk freely about their experience and their well-being. We want to make sure that no story goes untold and that no learning is lost. It is important to remember that all our experiences are real for us and may be different for other people. Using the Appraisal discussion to listen and provide support where required is really important and can be very powerful. Reliving what has happened may also bring out a range of emotions, this is very 'normal'.

Mental Health First Aiders:

We currently have 54 Mental Health First Aiders in our Trust to support and signpost anyone to appropriate help if required.

To find out whom our Mental Health First Aiders are please visit:

<http://uhmb/cd/ohwe/Pages/Mental-Health-1st-Aiders.aspx>

Updating Your Personal Records on ESR

We're asking all our colleagues to update their Equality Monitoring information on ESR. The Equality Monitoring information refers to information about the protected characteristics of colleagues. It is about you - things like your age; whether you are male or female; your religion and ethnicity; whether you are straight, lesbian, gay or transgender and if you have a disability.

Why are we asking you to update your records?

We want to be the best employer we can be. This means ensuring that whatever the circumstances there are no barriers to the employment of our colleagues it also helps with ensuring we are doing everything we can to deliver an unbiased & safe working environment for all of our colleagues.



Network for Inclusive Health Care



The third Kendal Unity Festival was a virtual event this year because of Covid-19. Kendal Unity Festival is designed to help build community cohesion and foster good relations by tackling prejudice, promoting mutual understanding, and celebrating the diversity of people and cultures in Kendal.

Marcia Reid Fotheringham, the former High Sheriff of Cumbria, opened the festival on June 20th, hear her opening speech here <https://www.youtube.com/watch?v=62CcqML3090&feature=youtu.be>

Several online activities took place including music sessions, creative workshops, cooking demonstrations and storytelling. Further information including videos, photos and access to the online activities can be found on the website <http://www.cumbriaunity.org/>



Not every disability is visible.

A hidden disability is a disability that may not be immediately obvious. Hidden disabilities do not have physical signs and may include autism, learning difficulties, mental health as well as mobility, speech, visual or hearing impairments. **Introducing the Sunflower Scheme is a direct result of our**

Listening Events held last year. We are supporting and promoting the scheme as part of our pledge to listen and learn from what our communities tell us.

On September 16th our Trust will be launching the Sunflower Scheme, starting with Furness General Hospital as the pilot site, shortly followed by our other sites and community services. We are really pleased to be joining and working with national and local organisations and businesses to support the scheme and raise awareness of the difficulty people may experience when using our services if they have a hidden disability.

The Sunflower Lanyards and other items will be available in receptions and key locations around our hospitals and community care settings; look out for our posters and our social media communications.



Patient feedback is one of the many ways that we listen and learn about how we can meet our aim of being an organisation that provides the highest quality care.

Inpatient experience continues to improve with the majority of people saying they had a very good experience - according to the latest National Adult Inpatient Survey published by the Care Quality Commission (CQC).

Overall, 8.3 out of 10 respondents said they had a very good experience whilst being cared for in one of our hospitals.

For more information on the CQC inpatient survey and to view the survey results, visit:

<https://www.cqc.org.uk/provider/RTX/surveys>



Patient Experience



Patient experience is our most important measure of achievement

Patient safety, quality of care and experience remain our highest priority. Experience describes the feelings that patients and their families get when they use our services.



The Patient Experience and Inclusion Team want to inspire and be inspired by the conversations we have with patients, families, and carers. We want to keep connecting, caring, and sharing, and more than ever focus on the things that really matter.

Check out our new Patient Experience website <https://www.uhmb.nhs.uk/get-involved/patient-experience>

AskSami:

Ask Sami is the first point of contact for all colleagues if you have any queries in relation to how Co-vid 19 may impact upon your role or team.

How to contact us...



ask.sami
@mbht.nhs.uk



@AskSamiUHMBT



Phone: 01524 519 700
Ext. 49700

Key Contacts

Staff networks contact details

If you are a member of staff, volunteer or student on placement with us, and wish to join any of the staff networks or if you would like more information, please contact any of the following:

BAPIO Leads:

Rishi Parmeshwar:

Rishi.Parmeshwar@mbht.nhs.uk

Karnad Krishnaprasad:

Karnad.Krishnaprasad@mbht.nhs.uk

BME Network

BME.network@mbht.nhs.uk

Forces Network

Forces.network@mbht.nhs.uk

Gender Equality

Genderequality.network@mbht.nhs.uk

Disability Network

Disability.network@mbht.nhs.uk

LGBT Network

LGBT.network@mbht.nhs.uk

Carers Network

Paul.Jebb@mbht.nhs.uk

Network for Inclusive Healthcare

Barry.rigg@mbht.nhs.uk

<https://www.uhmb.nhs.uk/about-us/inclusion-and-diversity-matter-uhmb/>

<http://uhmb/cd/hr/myjob/Pages/Respect-at-Work.aspx>

