

## Equality and Diversity Policy

Everyone in Britain is protected. This is because the Equality Act protects people against discrimination because of the protected characteristics that we all have. Under the Equality Act, there are nine protected characteristics:

- age,
- sex,
- marriage and civil partnership
- pregnancy and maternity
- sexual orientation,
- race,
- religion or belief
- disability
- gender reassignment

A Family's Best Friend's embedded code of practice is that of respecting the equality and diversity of all our service users, their family members and any employees and other professionals coming in to contact with our service. We aim to provide a practice that not only reflects this but also promotes it. The dignity, privacy and independence of service users are paramount to us. Part of our role is to support them to make, or participate in making, decisions relating to their care provision in any capacity they are able to.

We will provide service users and their family members with appropriate information and support in relation to their care provision and encourage service users and their family members to;

- Understand the choices available to them,
- Express their views as to what is important to them in relation to their care provision,
- Provide appropriate opportunities, encouragement and support to service users in relation to promoting their autonomy, independence and community involvement,
- Involve service users (where appropriate) in decisions relating to the decisions and choices of their care provision.

Supervisions and staff meetings will enable the manager to monitor and review policies and procedures to ensure staff understand the importance and concept of how treating people as set out above enhances the service they receive. It also ensures we are able to make sure we are providing equal opportunities for all our staff.

We use person centred approach, where by each Care plan is tailored to suit the individual service user, their needs, likes, dislikes and any special considerations that may need to be taken in to account. Each activity A Family's Best Friend access in the community will be planned differently depending on the service user in question, this will allow for any special requirements they may have like privacy and personal care. This in turn will enable them to participate in activities in the local community so that they can exercise their right to be a citizen as independently as they are able to be.