## **Workforce equality, diversity and inclusion**

### Well-led services know the importance of ensuring an inclusive and fair culture applies as much to their own workforce as it does to the people they support.

### Inspection focus may take a closer look at what you are doing around non-discriminatory practice and protecting people’s human rights. The CQC will also be interested in the systems and processes in place to support staff wellbeing, something they will have also touched upon in Caring inspection focus.

### Recommendations checklist

These recommendations act as a checklist to help you consider what you could potentially evidence, but it’s not intended as a definitive list. We hope they help you reflect on what evidence you might wish to share with the CQC.

|  | Yes | No | N/A | How we evidence | Action |
| --- | --- | --- | --- | --- | --- |
| Our managers and leaders are committed to ensuring there is ownership and action taken to ensure we are an equal, diverse, and inclusive organisation that is free from bias. |  |  |  |  |  |
| We can evidence that we have a fair and inclusive culture that promotes equality of opportunity and anti-discriminatory practice across all protected characteristics. |  |  |  |  |  |
| We ensure that values related to equality, diversity, and inclusion (EDI) is central our internal and external recruitment and development opportunities across all levels of our organisation. |  |  |  |  |  |
| We are committed to ensuring EDI applies to all our workers and involve them in practical ways to strengthen this further (e.g., strategy development, review of values, staff feedback, surveys etc.). |  |  |  |  |  |
| We are committed to protecting staff from bullying and harassment, and ensuring how we support the human rights of our workforce complies with the Equality Act 2010. |  |  |  |  |  |
| Our staff team reflects the diversity and diverse needs of the people we support. We value, understand and respect different cultures across our workforce. |  |  |  |  |  |
| We expect workforce is treated with fairness and respect from the people they support, their families and friends. We address issues where this is not the case at the earliest opportunity. |  |  |  |  |  |
| We can evidence how EDI enables us to provide higher levels of care to the people we support, including testimonials and documented examples. |  |  |  |  |  |
| Our managers and leaders are working towards implementing specific EDI objectives. We can evidence what these are and our progress towards achieving them. |  |  |  |  |  |
| We have clear roles and responsibilities in relation to supporting EDI. This is an important responsibility for all our workforce, but we additionally have specialist roles (e.g., EDI champion). |  |  |  |  |  |
| We provide specialist training (e.g., EDI awareness, cultural competency, anti-racism training etc.) to support to our managers and staff teams and help strengthen their understanding. |  |  |  |  |  |
| We regularly discuss and review feedback from our workforce to inform how we can further strengthen EDI at our service. This includes the use of 1-2-1 discussions, team meetings, and surveys. |  |  |  |  |  |
| We are actively involved in promoting EDI at a local, regional and/or national level. |  |  |  |  |  |
| We work in partnership with other organisations to challenge inequalities and promote better EDI in our sector. |  |  |  |  |  |
| We have documented evidence of our EDI related activity to support the workforce in our policy and procedures, staff development and support. |  |  |  |  |  |
| Our leaders and managers make reasonable adjustments to support disabled staff to carry out their roles well. |  |  |  |  |  |

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| Resources to help **GO Online: Inspection toolkit**  Learn more about how this is inspected via a short film, practical examples and resources [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Good-and-outstanding-care/inspection-toolkit/Topic-focus.aspx?services=&kloe=well-led-2&topic=workforce-equality-diversity-and-inclusion).  **Recommendations checklists** Access the full range of all Recommendations Checklists, exclusively available to Skills for Care Registered Manager Members [here](https://www.skillsforcare.org.uk/Support-for-leaders-and-managers/Support-for-registered-managers/GO-guide-SAF.aspx).  **Good and Outstanding care support** Skills for Care’s Good and Outstanding care resources include practical e-learning modules, guidance and seminars to support you to meet CQC expectations. Learn more about what is available [here](https://www.skillsforcare.org.uk/go). |