

# Frontline staff

## What we look for

### Safe

#### Learning culture

- How have you learnt about different outcomes for women and babies with protected characteristics?
  - Is this included in PROMPT, skills and drills and if so, how?
- How are equality characteristics recorded in all clinical records?
- Can you give examples of how learning about inequalities has led to a change in the service you provide?
- Is there a commitment to improving safety for those with equality characteristics at all levels in the organisation?

#### Safe systems pathways and transitions

- What action has been taken by the service to reduce safety risks for those with equality characteristics?

#### Involving people to manage risks

- How are risk assessments used to support the care of women and babies with equality characteristics?

- How are the preferences and choices, including religious and cultural preferences, of those who use services respected, and where possible incorporated into care?

## Effective

### Assessing needs

- Are care plans personalised to include individual needs and choices for care and treatment including pain relief?

### Monitoring and improving outcomes

- How do staff record health inequalities data in incident reviews and how is data interrogated and trends monitored?

### Consent to care and treatment:

- How do you ensure women receive information about care and treatment being offered or recommended in a way they can understand before giving consent?
- Are interpretation services always offered, even where a family member would be able to translate?

## Responsive

### Care provision, integration and continuity

- How do you support women and families with additional healthcare needs? These could include:
  - people with a learning disability,
  - people whose preferred or known language is not English
  - people with sensory loss for hearing or sight
  - people who have mobility issues
  - people with mental health needs and risks associated with safeguarding.

## Providing information

- What information and advice are available to meet individual communication needs?
- How do you ensure that individual communication needs are fully recorded and shared across the maternity pathway?

## Well-led

### Shared direction and culture

- How are you supported to have a detailed knowledge of equality, diversity and human rights?

### Governance management and sustainability

- What data is discussed in your safety huddles and meetings about equality characteristics?

### Listening to and involving people

- Is feedback sought from people with protected characteristics and how have any findings influenced changes in your service?
- Is health inequality on your maternity service's risk register?