

Confident with difference

for leaders and managers

How to use 'Confident with difference - Leadership'

This resource has been designed to provide leaders and managers in adult social care to discuss how confident with difference your organisation is. It provides an opportunity to understand how well your organisation currently embraces and celebrates diversity, and where there are areas across your organisation you might want to improve. The resource could be used within a leadership meeting or a networking event, e.g. Registered Managers Network.



Each activity is expected to take around 15-20 minutes.

Here is a simple check list to help plan the sessions:

Before

- ☒ Familiarise yourself with the activities and resources.
- ☒ Plan some uninterrupted time with your peers.
- ☒ Make sure you have a quiet, comfortable room with access to a TV screen large enough for everyone to see and hear the films.

During

- ☒ Read the introduction to the activity out loud.
- ☒ Show the film.
- ☒ Ask the follow-up questions, one at a time, allowing a few minutes for the group to discuss each question.
- ☒ Use the facilitator notes to provide extra prompts to help the discussions.
- ☒ If there are other key points the group take from the films and want to discuss, allow them some time to do this.
- ☒ Capture key points, ideas and actions you are going to commit to.

Be alert to the sensitive issues some of the films discuss.

Remind attendees that no question is silly, they may feel nervous about saying or asking the wrong thing.

After

- ☒ Ask the group for some feedback on the session so you can find out what impact it has had and how you could improve it next time.

☒ Follow up on actions and keep records as evidence for your CQC inspection.

Activity:

Leadership



Read out loud to the group



This short film has been created specifically for leaders and managers in adult social care. It aims to help you consider how welcoming and inclusive your organisations currently are for everyone who might want or need to access your services.

We regularly use the phrase 'we treat everyone the same' and believe that this is the right way to provide care and support, because everyone is equal. This is a well-intentioned view point, however, by treating everyone the same we are missing the importance of the many differences that make us unique human beings.

The questions following the film will ask you to consider how you know that you and your organisation is confident with difference and that those accessing support are being treated as unique individuals.



Watch Film 4 'Leadership'

Ask the group the following questions, allowing a few minutes to discuss each of them. Capture key points, ideas and actions:



- Do your organisation's values embrace people's differences?
- Treating everyone the same is a good place to start but how can you ensure you don't ignore people's differences?
- How do you recognise difference in positive ways to achieve better outcomes for individuals?
- How does your organisation stand out from the crowd?
- How do you know people are being treated as individuals, rather than labelled or being treated in line with their protected characteristics?
- Do you and your team have the right training to ensure you are confident with difference?
- How do you recruit people with the right skills, attitudes and behaviour?
- How will your succession plan to ensure good work continues?

Remember: The questions are there to help facilitate, not restrict, discussions. They don't have to be strictly adhered to.

Useful information

The acronym LGBT stands for lesbian, gay, bisexual and transgender. You might see this written as LGBTQIA or LGBT+ in some places which indicates the many different ways in which people can define their sexuality, sexual orientation or gender identity. The letters LGBTQIA refer to lesbian, gay, bisexual, transgender, queer or questioning, intersex, and asexual or allied.

Protected characteristics

These are traits or qualities referred to in the Equalities Act 2010. Individuals must not be discriminated against or treated unfairly based on these traits or qualities.

We often use protected characteristics within assessment or care planning paperwork to ensure we are meeting legal obligations, but you need to understand the impact or effect of someone's protected characteristics on their needs, preferences and aspirations to deliver truly person-centred care.

Protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage/civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation



Summarise your discussions and any actions you have agreed, record them to make sure you follow them up.

Notes
