



POLICIES AND PROCEDURES EQUAL OPPORTUNITIES - CODE OF PRACTICE

POLICY & CODE OF PRACTICE

Calon Lan Community Care believes that all staff and service users have the right not to be mistreated or discriminated against because of their race, sex, ethnicity, national origin, sexuality, class, age, disability, or HIV status.

We believe that a person's needs are not fully met unless that diversity is both recognised and responded to. Our aim is to provide a sensitive and high quality service to all our service users.

- We will not accept or tolerate any service user or employee being humiliated because of any characteristic that distinguishes them from the majority. We aim to reduce discrimination to a minimum and will give advice on how to respond to evidence of abuse.
- We understand that some people will have particular needs that must be further considered. These groups include women and ethnic minority groups, and others who are viewed as having 'minority' status on the grounds of religion, sexuality, culture, etc. We also recognise that *life chances and opportunities* are not equally shared and that many people's individuality and needs will have been influenced by direct experience of discrimination, disadvantage and/or difficulties in securing services appropriate to their background.
- We will be recruiting from all ethnic groups, providing service users with staff that have personal knowledge and understanding of their particular culture, language and religion. (see Equal Opportunity Policy - Staff)
- Where requested we will aim to provide service users with a diverse need, with carers of the same sex, or sexuality, or carers that are not prejudiced against the service users sexual orientation.
- We will treat seriously any complaints or allegations of discrimination or maltreatment and will investigate any such complaints properly and in accordance with stated complaint procedure.

GENERAL CODE OF PRACTICE

- Care workers must protect the rights and promote the interests of service users and carers.
- Care workers must strive to establish and maintain the trust and confidence of service users and carers.
- Care workers must promote the independence of service users while protecting them as far as possible from danger or harm.
- Care workers must respect the rights of service users while seeking to ensure that their behaviour does not harm themselves or other people.
- Care workers must uphold public trust and confidence in social care services.
- Care workers must be accountable for the quality of their work and the responsibility for maintaining and improving their knowledge and skills.
- Calon Lan must provide training and development opportunities to enable care workers to strengthen and develop their skills and knowledge.