



Equality, Diversity, and Inclusion Policy and Procedure

CARERS' HANDS H C A LTD

Company Number: 12398073

Registered Office: 39 Crossley Place, Southampton, SO15 2EX

Policy Owner: Registered Manager

Policy Reviewed: June 2025

Next Review Due: June 2026

Version: 1.0

1. Purpose

To promote and embed equality, diversity, and inclusion (EDI) across all aspects of care delivery and employment at CARERS' HANDS H C A LTD, in line with legal, regulatory, and ethical standards.

2. Scope

This policy applies to all staff, service users, volunteers, contractors, and anyone interacting with our service.

3. Policy Statement

We are committed to fostering a culture that values difference and promotes fairness, respect, dignity, and opportunity for all.

4. Legal and Regulatory Framework

- Equality Act 2010
- Human Rights Act 1998
- CQC Regulation 10: Dignity and Respect
- Health and Social Care Act 2008
- Public Sector Equality Duty (where applicable)

5. Protected Characteristics

We ensure no one is discriminated against based on:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy or maternity
- Race



- Religion or belief
- Sex
- Sexual orientation

6. Implementation in Care Delivery

- Care is personalised to reflect cultural, religious, and individual needs
- Communication aids and language preferences are respected
- Dietary, dress, prayer, and lifestyle choices are supported
- Discriminatory behaviour is challenged and addressed

7. Implementation in Employment

- Fair recruitment, promotion, and training practices
- reasonable adjustments for disabled staff
- Inclusive workplace culture and zero tolerance for harassment
- Staff encouraged to share ideas, concerns, and feedback

8. Responsibilities

- All staff must promote inclusive practice and challenge discrimination
- Managers ensure training, policy adherence, and fair investigation of concerns

9. Training and Development

- EDI training is included in induction and mandatory refreshers
- Cultural awareness, unconscious bias, and inclusive language are covered
- Training needs reviewed annually

10. Review, Audit and monitoring

This policy and procedure will be monitored and reviewed **at least annually**, or earlier if changes in legislation, regulation, or best practice occur or monitored through audits, incident reports, recruitment data, and service user feedback. Regular audits will be undertaken to ensure ongoing compliance with Care Quality Commission (CQC) requirements and the internal quality assurance framework of CARERS' HANDS H C A LTD.

For a full copy of this policy and related procedures, or to request it in an alternative format or language, please contact:



- ☐ Call the Office: 07535 8524917
- ☐ Email: carershandsagency@gmail.com

Signature and Declaration

Signed:

Chanyuka Dhlakama

Designation: Registered Manager

Date: 01/06/2025

Next Review Due: 01/06/2026