



Equality, Diversity and Human Rights (EDHR) Policy and Procedures

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Version No.	1.1
Date of issue	May 2022
Date to be reviewed	May 2023
Not controlled once printed	

Horizon Fertility Limited will be trading as **Horizon Fertility**.

At present, Horizon Fertility operates with one Director the Registered Manager – Prof. Andrew Drakeley. This policy has been written with the view that Horizon Fertility has plans to expand the team in the near future.

Policy Statement

Horizon Fertility is committed to promoting equality, diversity and human rights (EDHR) and recognises its legal duties under the Equality Act 2010 and The Human Rights Act 1998.

Horizon Fertility is committed to creating a culture in which equality and diversity are promoted actively and unlawful discrimination is not tolerated. Horizon Fertility recognises that the experiences and needs of every individual are unique and strives to respect and value the diversity of its patients and team members.

Patients

Patients of Horizon Fertility have a right to be treated fairly. They will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients can expect to be treated with dignity and respect.

Team members

New Hope Fertility's team members can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Team members have a right to be treated fairly in recruitment and career progression.

As an equal opportunity's employer, Horizon Fertility will promote equality with due regard to the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

The management of Equality and Diversity is important to Horizon Fertility as it will help to:

- ensure that the services we provide are accessible to all people
- actively promote equality
- deliver person-centred care
- ensure team members and patients are free from unlawful discrimination
- develop services which best meets the needs of our diverse communities
- eliminate from our services, policies and decision making, any adverse impact on the promotion of equality and inclusion for our patients and team members
- promote the reputation of the business.

Scope

This policy and the procedures apply to team members, contractors, agency and temporary workers, suppliers, patients and carers, and anyone else with whom we come in to contact with during the course of our work.

Definitions

Equality - Equality is not about treating everyone the same. It recognises that:

- everyone has individual needs and the right to have those needs respected
- inequality exists and that unlawful discrimination needs to be tackled
- company services and employment should be accessible to all
- it is about treating people fairly where everyone can participate and have the opportunity to fulfil their potential.

Diversity - Diversity is about respecting and valuing individual difference. It recognises that:

- a diverse approach aims to recognise, value, and manage differences to enable all patients and team members to contribute and realise their full potential
- diversity challenges us to recognise and value all sorts of differences in order to make the company a better working environment and to ensure that we provide an excellent service for all patients.

Inclusion - is about embracing people regardless of their characteristics and ensuring equality of opportunity and removal of discrimination.

Procedures

No individual will be less favourably treated, either directly or indirectly, as a result of their:

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

These are known as protected characteristics in the Equality Act 2010.

Discrimination on the basis of work pattern (part-time working, fixed term contract, flexible working) which is justifiable, will also not be tolerated.

All team members will be encouraged to develop their skills and fulfil their potential and to take advantage of training, development and progression opportunities. Selection for employment, promotion, training, or any other benefit will be on the basis of aptitude and ability alone.

Reasonable Adjustments

Horizon Fertility will make the following reasonable adjustments to ensure that that patients with a disability can access and use services on an equal basis to others:

- consider longer appointment times to those who require it, due to their disability
- offer appointments with carers present
- supply information in simple ways with pictures to support where necessary
- allow assistance dogs on the premises, depending on location
- provide interpretation services, when booked in advance
- additional individualised adjustments will be made when identified from an individualised patient consultation, adjustments will be made in accordance with the CQC disability guidance ([GP mythbuster 67: Reasonable adjustments for disabled people | Care Quality Commission \(cqc.org.uk\)](#))
- ensure the property meets the required regulations of The CQC Regulation 15, Premises and equipment (This will include catering for patients needs when accessing and exiting the property and using the amenities within the practice) [Regulation 15: Premises and equipment | Care Quality Commission \(cqc.org.uk\)](#)

Horizon Fertility will make every reasonable effort to meet people's preferences.

Accessible Information Standard

As Horizon Fertility is not providing NHS funded care or other publicly funded adult social care, the Accessible Information Standard does not apply. However, Horizon Fertility recognises the needs of people who are deaf, blind, or deafblind, or who have a learning disability and will provide material in alternative formats where possible.

Use of technology

Horizon Fertility's telephone system is easy to use because we have a staffed line in office hours and an answering machine for out of hours queries, which is checked daily. Calls waiting have the option of leaving a short message with ring back.

Horizon Fertility's online/digital services are easy to use because we use an online booking service in the first instance and actively encourage online virtual video or telephone consultations and email communication.

Patients will be advised on adjusting their individual technology to meet their individual needs as per their technology provider for example changing the screen / sound format on their tablet/phone, setting voice recognition or setting the device to read aloud.

Prohibited Conduct

Horizon Fertility will actively eliminate and avoid unlawful discrimination, including direct discrimination, indirect discrimination, associative discrimination, perceptive discrimination, harassment, victimisation, disability-related less favourable treatment, failure to comply with a duty to make reasonable adjustments and social exclusion.

Direct discrimination - means treating someone less favourably compared to others because they have certain protected characteristics or:

- because they are thought to have a protected characteristic (perception) and
- are associated with someone who has a protected characteristic (association).

Indirect Discrimination - can occur when you have a rule or policy that applies to everyone but disadvantages a person with a particular protected characteristic.

Harassment - unwanted conduct affecting the dignity of men and women in the workplace. It may be related to any personal characteristic of the individual and may be persistent or an isolated incident. The key is that the actions or comments are viewed as unwanted conduct that violates people's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment. It is difficult to categorise all forms of harassment, but examples of some more easily recognisable forms of harassment are covered in more detail in the Bullying and Harassment Policy and Procedure.

Victimisation - happens when a person is treated less favourably because they complain about discrimination, or they witness it and give evidence about it.

Due Regard - The Equality Act 2010 requires us to pay 'Due Regard', when considering the effects on different groups protected from discrimination (protected characteristics).

No form of intimidation, bullying or harassment will be tolerated. If you believe that you may have suffered discrimination because of any of the above protected characteristics, you should consider the appropriateness and feasibility of attempted informal resolution by discussion in the first instance with your line manager or another colleague in a relevant position of seniority. You may decide in the alternative to raise the matter through the Bullying and Harassment or Grievance Policy and Procedure.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the appropriate procedure. Horizon Fertility will ensure that individuals who make such allegations in good faith will not be victimised or treated less favourably as a result. However, false allegations of a breach of this policy which are found to have been made in bad faith will be dealt with under the Disciplinary Policy and Procedure.

A person found to have breached this policy may be subject to disciplinary action under the Disciplinary Policy and Procedure. Team members may also be personally liable for any acts of discrimination prohibited by this policy that they commit, meaning that they can be sued by the victim.

Monitoring

This policy will be monitored as part of the monthly Senior Leadership meeting and on an individual 1:1 basis with team members.

Related Policies and Procedures

This policy and procedure should be inherent in every other policy and procedure within Horizon Fertility.

Bullying and Harassment Policy and Procedure

Disciplinary Policy and Procedure

Grievance Policy and Procedure

Legislation and Guidance

Equality Act 2010

The Human Rights Act 1988

ACAS resources: <https://www.acas.org.uk/search?keys=equality+and+diversity>

Accessible Information Standard <https://www.england.nhs.uk/ourwork/accessibleinfo/>

<https://www.cqc.org.uk/guidance-providers/gps/gp-mythbuster-67-reasonable-adjustments-disabled-people>

[Regulation 15: Premises and equipment | Care Quality Commission \(cqc.org.uk\)](#)

[Guidance for service providers | Equality and Human Rights Commission \(equalityhumanrights.com\)](#)

Compliance

Safe	S1: How do systems, processes and practices keep people safe and safeguarded from abuse?
Well-led	W2: Does the governance framework ensure that responsibilities are clear, and that quality performance, risks and regulatory requirements are understood and managed.