

Equality, Diversity & Inclusion



Hospice at Home West Cumbria is committed to promoting equality and diversity in all our activities. We are committed to eliminating any discrimination, and to promoting inclusive processes and practices within our values and culture.

We hold the following principles:

- Everybody is different, so we aim to deliver accessible, personalised care in a way that respects the physical, spiritual and psychological needs of each person we care for, and the loved ones around them.
- Everyone has the right to be able to access high quality care and support, both at the end of their life, or as a family member or carer, regardless of who they are, or why they are ill.
- All who are connected with our charity, will be treated fairly, appropriately and with dignity and respect.
- People from different backgrounds can bring fresh ideas, thinking and approaches which make the way work is undertaken more effective and efficient.
- Everyone who receives our care or services, and work and volunteer for us and with us, will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics, as defined by the Equality Act (2010)).

Our approach to equality, diversity and inclusion is based on the following:

- **Fairness:** We will work in a way which promotes equality and diversity, and which does not discriminate against any of our trustees, staff, volunteers, or service users.
- **Respect:** We will work in partnership with staff, volunteers, service users and partner agencies to encourage an inclusive culture where everyone receives respect and can voice their diverse needs, knowing that they will be heard.
- **Honesty:** We will work to ensure that our practices are transparent and open to scrutiny.
- **Providing opportunity:** We will work towards a culture where all staff, volunteers and service users have the opportunity to reach their full potential.

We will continue to strive towards a culture that is diverse and inclusive. We recognise the benefits and opportunities of having a diverse community of trustees, staff and volunteers who value one another and recognise the contribution they can make to achieve the aims of Hospice at Home West Cumbria in delivering high quality palliative and end of life care services to the people of West Cumbria.