



hummingbird care

Equality and Diversity Policy

1. Commitment

Hummingbird Care Home LLP trading as Hummingbird Care is committed to providing personal care services to all clients and residents regardless of age, disability, gender, marriage, gay marriage and civil partnership, pregnancy and maternity, race (including ethnic origin, colour, nationality and national origin) religion or belief (including philosophical belief), sex or sexual orientation.

In particular, we will endeavour to provide:

- > A service that is accessible to everyone regardless of their physical and mental abilities.
- > A full and clear explanation of our advice that is easy to understand both verbal and written.
- > Documents in larger print sizes; or in Braille [subject to an additional cost.]
- > An accessible website that complies with WCAG2.0 regulations.
- > Copies of documents that we can send to carers or other nominated people (providing we have the appropriate authority.)
- > Audio versions of all documents in either mp3, CD or cassette tape format, or reading of documents if required for the visually impaired.
- > An appropriate service for Deaf and Hard of Hearing clients or residents.
- > A referral to another appropriate care services provider if we cannot meet the requirements of a particular religion or belief.

Where clients or residents advise us of these or any other special requirements, we will endeavour to provide them at no additional cost, with the exception of Braille documents which are provided by an external facilitator and for which an additional charge would need to be made.

2. Scope

This Policy covers all areas of equality and diversity included in the Equality Act 2010. The Act consolidated all previous legislation relating to equality, diversity and discrimination. The legislation and our Policy applies to all dealings with all clients,

residents and employees of the Home.

Our policy also covers the Employment Rights Act 1996 which applies to new and current employees, and includes a commitment to take all reports of any type of discrimination seriously and to deal with them appropriately.

3. Approach

Whilst we have a statutory duty to comply with legislation, Hummingbird Care encourages all staff to examine any decisions relating to clients, residents and staff having regard to issues of equality and diversity, and what action clients, residents and staff should take where any issues of discrimination are identified.

We encourage our clients to discuss their needs with the Registered Manager, at any time, and to let us know if they have any concerns or issues which we will endeavour to resolve them to their satisfaction.

We take all concerns and complaints regarding discrimination seriously. If a client or resident has a complaint relating to any equality or diversity issues, they should ask for a copy of our Complaints Procedure.

If a member of staff is concerned about any equality or diversity issue, they should refer to the Staff Handbook. All staff receive equality and diversity training on induction and annually thereafter.

4. Responsibilities

All employees and agency staff have a responsibility to ensure that they comply with the law, and to maintain a non-discriminatory ethos in all dealings with clients, residents and other members of staff.

5. Review

This Policy will be reviewed annually by the Registered Manager.

Last review: **1 April 2026**