Managers

What we look for

Safe

Learning culture

- How are protected characteristics recorded and analysed for all incidents?

- Is there a commitment to improving safety for those with equality characteristics at all levels in the organisation?

- Have staff completed cultural awareness training that is tailored to the service's local population?

Safe systems pathways and transitions

- Are you aware of national evidence about safety risks for particular groups of women, for example women from ethnic minority backgrounds and women with mental health needs?

  - Can you give examples of action that has been taken as a result, to increase safety for particular groups of women?

Involving people to manage risks

- How are risk assessments developed to support the care of women and babies with protected characteristics?

Effective

Assessing needs

- Are care plans personalised to include individual needs and choices for care and treatment, including pain relief?

- Are personalised care and support plans (PCSPs) available in a range of languages and formats, including hard copy for those experiencing digital exclusion?

- How have you addressed NHS England's [Core20PLUS5](#) approach's aims to ensure continuity of carer from Black, Asian and ethnic minority communities and from the most deprived groups?

Monitoring and improving outcomes

- In what ways has the maternity service taken action to reduce inequality in negative outcomes for people?

- How do staff record health inequalities data in incident reviews?

  - How is data interrogated and trends monitored?

Delivery evidence-based care and treatment

- How do different outcomes for women and babies get included in training such as PROMPT, skills and drills?

- How has the antenatal care offer been tailored to address health inequalities that impact the local population?

Consent to care and treatment

- How do you ensure women receive information about care and treatment being offered or recommended in a way they can understand before giving consent?

- Are interpretation services always offered, even where a family member would be able to translate?

Responsive

Care provision, integration and continuity

- What are the diverse health and social care needs of your community?

- How is antenatal care for women with complex social factors being delivered, in line with [NICE guidelines.](#)

- How are services delivered for those more at risk of poor care in maternity services?

- How do managers ensure staff support, signpost and refer women and families with additional healthcare needs to specialist and community services? These could include:

  - people with a learning disability

  - people whose preferred or known language is not English

  - people with sensory loss for hearing or sight

  - people who have mobility issues

  - people with mental health needs and risks associated with safeguarding.

Providing information

- Is information about pregnancy and antenatal services available in different formats and distributed to community settings?

- How do you ensure that individual communication needs are fully recorded and shared with staff throughout the maternity pathway?

- Where interpreting services are used, are length of appointments adjusted to allow for extra time?

Involving and listening to people

- How do you engage women from ethnic minority groups and other equality groups in co-production of equality and equity interventions?

Equity in access

- How is the impact of equality and equity initiatives or interventions measured?

- If services are provided digitally, how does the service mitigate against digital exclusion that some women face?

Well-led

Shared direction and culture

- How does the maternity service's vision and strategy encompass the needs of those with protected characteristics?

- How are you assured staff at all levels have a detailed knowledge of equality, diversity and human rights?

Workforce equality, diversity and inclusion

- What action has been taken to improve the experience of staff with protected equality characteristics or those from excluded or marginalised groups?

    - How have these interventions been monitored to evaluate their impact?

Governance management and sustainability

- What data is recorded about protected characteristics?

- Is health inequality on the maternity service's risk register?

    - How is this escalated to the board?

Partnerships and communities

- How does the maternity and neonatal voices partnership (MNVP) work together with the trust to engage with women who represent the local population?

- How has the trust involved the MNVP in the maternity service's actions to promote equity for women from ethnic minority groups and women from socially deprived areas? This may include:

    - increasing support of at-risk pregnant women

    - reaching out and reassuring pregnant women from ethnic minority backgrounds with tailored communications

    - recording the ethnicity of every woman, as well as other risk factors.