

## Panel Assessment for: Disability, Age and Carers

### Goal 1: Better health outcomes for all

Objectives	2012 Grade Disability	2013 Grade Disability	2012 Grade Age	2013 Grade Age	New for 2013 Grade Carers
1.1 Services are commissioned, designed and procured to meet the health needs of local communities, promote well – being, and reduce health inequalities	Achieving	Achieving	Achieving	Achieving	Achieving
1.2 Individual patients' health needs are assessed, and resulting services provided, in appropriate and effective ways	Developing	Developing	Developing	Developing	Developing
1.3 Changes across services for individual patients are discussed with them, and transitions are made smoothly	Achieving	Achieving	Achieving	Achieving	Achieving
1.4 The safety of patients is prioritised and assured. In particular, patients are free from abuse, harassment, bullying, violence from other patients and staff, with redress being open fair to all	Achieving	Achieving	Achieving	Achieving	Achieving
1.5 Public health, vaccination and screening programmes reach and benefit all local communities and groups	Achieving	Achieving	Achieving	Achieving	Achieving

### Goal 2: Improved patient access and experience

Objectives	2012 Grade Disability	2013 Grade Disability	2012 Grade Age	2013 Grade Age	New for 2013 Grade Carers
2.1 Patients, carers and communities can readily access services, and should not be denied access on unreasonable grounds	Achieving	Achieving	Achieving	Achieving	Achieving
2.2 Patients are informed and supported to be as involved as they wish to be in their diagnosis and decisions about their care, and to exercise choice about treatments and places of treatment	Achieving	Achieving	Achieving	Achieving	Achieving
2.3 Patients and carers report positive experiences of their treatment and care outcomes and of being listened to and respected and of how their privacy and dignity is prioritised	Developing	Developing	Developing	Developing	Developing

2.4 Patients' and carers' complaints about services, and subsequent claims for redress, should be handled respectfully and efficiently	Achieving	Achieving	Achieving	Achieving	Achieving
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### Goal 3: Empowered, engaged and well – supported staff

Objectives	2012 Grade Disability	2013 Grade Disability	2012 Grade Age	2013 Grade Age	New for 2013 Grade Carers
3.1 Recruitment and selection processes are fair, inclusive and transparent so that the workforce becomes as diverse as it can be within all occupations and grades	Developing	Developing	Achieving	Achieving	Developing
3.2 Levels of pay and related terms and conditions are fairly determined for all posts, with staff doing equal work and work rated as of equal value being entitled to equal pay	Achieving	Achieving	Achieving	Achieving	Developing
3.3 Through support, training, personal development and performance appraisal, staff are confident and competent to do their work, so that services are commissioned or provided appropriately	Developing	Developing	Achieving	Achieving	Developing
3.4 Staff are free from harm abuse, harassment, bullying, violence from both patients and their relatives and colleagues, with redress being open and fair to all	Achieving	Achieving	Achieving	Achieving	Achieving
3.5 Flexible working options are made available to all staff, consistent with the needs of the service, and the way that people lead their lives. (flexible working may be a reasonable adjustment for disabled members of staff or carers)	Developing	Developing	Achieving	Achieving	Developing
3.6 The workforce is supported to remain healthy, with a focus on addressing major health and lifestyle issues that affect individual staff and the wider population	Developing	Developing	Developing	Developing	Developing

### Goal 4: Inclusive leadership at all levels

Objectives	2012 Grade Disability	2013 Grade Disability	2012 Grade Age	2013 Grade Age	New for 2013 Grade Carers
4.1 Boards and senior leaders conduct and plan their business so that	Achieving	Achieving	Achieving	Achieving	Achieving

equality is advanced, and good relations fostered, within their organisations and beyond					
4.2 Middle managers and other line managers support and motivate their staff to work in culturally competent ways within a work environment free from discrimination	Developing	Developing	Developing	Developing	Developing
4.3 The organisation uses the “Competency Framework for Equality and Diversity Leadership2 to recruit, develop and support strategic leaders to advance equality outcome	Ungraded	Ungraded	Ungraded	Ungraded	Ungraded