Medicare People

LIVE-IN CARE

Equality, Diversity and Human Rights Policy and Procedure

Policy Title	Equality, Diversity and Human Rights Policy and Procedure
Organisation	Medicare People Limited
Service Type	Live-In Care Services
Policy Owner	Registered Manager
Version	1.0
Date Created	07/07/2026
Review Date	Annually

1. PURPOSE

Medicare People is committed to promoting equality, valuing diversity, fostering inclusion, and upholding the human rights of every individual who uses our services or works for our organisation.

This policy establishes our commitment to ensuring that all people are treated with dignity, respect, fairness, and compassion, regardless of their background, personal characteristics, beliefs, or circumstances.

The purpose of this policy is to ensure equality, diversity, inclusion, and human rights are embedded throughout the delivery of our live-in care services and employment practices.

2. Scope

This policy applies to:

- All employees, workers, agency staff, contractors and volunteers.
- People receiving care and support.
- Family members, advocates and representatives.
- Job applicants and prospective employees.
- Any individual interacting with Medicare People.

This policy applies to all activities undertaken by Medicare People, including assessment, care planning, care delivery, recruitment, training, supervision and management.

3. Definitions

Equality

Equality means ensuring people are treated fairly and have equal opportunities to access services, employment, and support regardless of their personal characteristics or circumstances.

Diversity

Diversity refers to recognising, respecting, and valuing the differences that make individuals unique.

Inclusion

Inclusion means creating an environment where people feel welcomed, respected, valued, and able to participate fully.

Human Rights

Human rights are the fundamental rights and freedoms that belong to every individual, including the rights to dignity, privacy, safety, respect, autonomy, and freedom from discrimination.

Discrimination

Discrimination occurs when someone is treated unfairly or less favourably because of a protected characteristic.

Protected Characteristics

The Equality Act 2010 protects individuals from discrimination based on:

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

4. Policy Statement

Medicare People will:

- Treat all individuals with dignity, respect, kindness, and compassion.
- Deliver person-centred care that recognises individual needs, preferences, values, and beliefs.
- Promote equality of opportunity for both people receiving care and employees.

- Respect cultural, religious, spiritual, and lifestyle choices.
- Challenge discrimination, harassment, bullying, victimisation, and prejudice.
- Support individuals to exercise choice, independence, and control over their lives.
- Promote the human rights of every individual.
- Make reasonable adjustments where needed to ensure equal access to care and employment.
- Create an inclusive workplace and care environment where diversity is valued and celebrated.

Discrimination, harassment, bullying, or victimisation by employees will not be tolerated and may result in disciplinary action.

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5. Roles and Responsibilities

Registered Manager

The Registered Manager is responsible for:

- Implementing this policy.
- Promoting a culture of equality, diversity, inclusion, and respect.
- Ensuring staff receive appropriate training.
- Investigating concerns relating to discrimination or human rights.
- Monitoring compliance with this policy.
- Taking appropriate action where breaches occur.

Care Coordinators and Assessors

Care Coordinators and Assessors are responsible for:

- Identifying individual needs during assessment.
- Ensuring care plans reflect personal preferences, beliefs, and choices.
- Supporting employees to provide inclusive and person-centred care.
- Escalating any concerns relating to discrimination or human rights.

Live-In Carers

Live-In Carers are responsible for:

- Treating individuals with dignity and respect.
- Delivering care that respects personal choices and beliefs.
- Supporting equality and inclusion in daily practice.
- Challenging discriminatory behaviour appropriately.
- Reporting concerns to management.

All Employees

All employees must:

- Comply with this policy.
- Promote equality and inclusion.
- Respect individual differences.
- Act in a professional and non-discriminatory manner.
- Report breaches of this policy.

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6. Procedure

6.1 Assessing Individual Needs

Before care begins, Medicare People will undertake a comprehensive assessment to identify:

- Communication needs.
- Religious and spiritual beliefs.
- Cultural preferences.
- Dietary requirements.
- Lifestyle choices.
- Accessibility requirements.
- Social and relationship needs.
- Personal objectives and aspirations.

Assessment information will be used to develop an individualised care plan.

6.2 Developing Person-Centred Care Plans

Care plans will be developed with the involvement of the individual and, where appropriate, their family, representative, or advocate.

Care plans will reflect:

- Personal preferences.
- Cultural practices.
- Religious observance.
- Communication requirements.
- Daily routines.
- Personal relationships.
- Desired outcomes and goals.

The individual's wishes will be respected wherever safe and appropriate to do so.

6.3 Delivering Inclusive Care

Medicare People employees will:

- Use preferred names and methods of address.
- Respect personal beliefs and values.
- Maintain privacy and dignity during care delivery.

- Adapt communication methods where required.
- Avoid assumptions or stereotypes.
- Respect different lifestyles and personal choices.
- Encourage participation in community, cultural, and religious activities where desired.

6.4 Supporting Culture, Faith and Beliefs

Employees will support individuals to maintain practices important to them, including:

- Religious observance.
- Prayer and worship.
- Dietary requirements.
- Cultural celebrations.
- Festivals and traditions.
- Personal customs and routines.

Where support is required, reasonable efforts will be made to facilitate these preferences.

6.5 Making Reasonable Adjustments

Where individuals experience barriers to accessing care or employment opportunities, reasonable adjustments will be considered.

Examples may include:

- Alternative communication methods.
- Accessible information formats.
- Environmental adaptations.
- Additional support arrangements.
- Use of interpreters or translation services.

Any adjustments agreed will be documented appropriately.

6.6 Promoting Human Rights

Employees will ensure their practice promotes:

- **Dignity -** Treating people with respect and recognising their individuality.
- **Privacy -** Respecting personal space, confidentiality, and private information.
- **Choice -** Supporting people to make decisions about their care and daily lives.
- **Independence -** Encouraging people to do as much as possible for themselves.
- **Family and Relationships -** Supporting individuals to maintain meaningful relationships and social connections.
- **Safety -** Protecting individuals from abuse, neglect, discrimination, and avoidable harm.

6.7 Challenging Discrimination

Employees must not engage in, encourage, or ignore:

- Discriminatory behaviour.

- Harassment.
- Bullying.
- Victimisation.
- Offensive language.
- Intimidation.
- Prejudice.

Any concerns must be reported immediately to the Registered Manager. Appropriate action will be taken following investigation.

6.8 Recruitment and Employment Practices

Medicare People is committed to equality throughout employment processes including:

- Recruitment.
- Selection.
- Induction.
- Training.
- Promotion.
- Supervision.
- Appraisal.
- Disciplinary processes.

Employment decisions will be based solely on:

- Competence.
- Qualifications.
- Skills.
- Experience.
- Ability to fulfil the requirements of the role.

Reasonable adjustments will be considered for applicants and employees where appropriate.

6.9 Reporting Concerns

Concerns relating to equality, diversity, discrimination, harassment, or human rights may be raised through:

- Line management.
- The Complaints Procedure.
- The Grievance Procedure.
- The Whistleblowing Policy.
- Safeguarding procedures where appropriate.

All concerns will be treated seriously and investigated promptly.

7. Records and Documentation

The following records may be maintained:

- Assessments.
- Care plans.
- Reasonable adjustment records.
- Complaints records.
- Incident reports.
- Investigation records.
- Staff supervision records.
- Training records.

Records will be retained and managed in accordance with the organisation's Data Protection and Confidentiality policies.

8. Training and Competency

All employees will receive training and guidance on:

- Equality and diversity.
- Human rights in health and social care.
- Person-centred care.
- Cultural awareness.
- Inclusive communication.
- Preventing discrimination and harassment.

Competency will be monitored through supervision, observation, appraisals, and quality assurance activities.

9. Monitoring and Governance

The Registered Manager will monitor compliance through:

- Care record audits.
- Staff supervision and appraisals.
- Complaints and concerns monitoring.
- Incident investigations.
- Service user feedback.
- Training compliance reviews.
- Quality assurance audits.

Findings will be used to inform continuous improvement and service development.

10. Related Policies

- Consent to Care and Support Policy and Procedure
- Mental Capacity Act and Best Interests Policy
- Safeguarding Adults Policy
- Complaints Policy and Procedure
- Whistleblowing Policy
- Recruitment and Selection Policy
- Data Protection and Confidentiality Policy
- Dignity and Respect Policy
- Duty of Candour Policy

11. Review and Version Control

This policy will be reviewed annually or sooner following:

- Changes in legislation.
- Changes in CQC guidance.
- Significant incidents.
- Complaints or concerns.
- Audit findings.
- Service developments.

Approved By: Stuart Wells

Position: Managing Director

Date: 07/07/2026

Medicare People currently provides introductory live-in care services. We have submitted our application to the Care Quality Commission (CQC) and intend to introduce a fully managed live-in care service following registration.