

Equality, Diversity and Me



Norfolk Community
Health and Care
NHS Trust



Welcome,

This newsletter marks such an exciting moment in time for the trust where we as staff can truly express ourselves, have our voices heard about the things that matter to us both in the workplace and in our community, share our culture and show who we are as individuals.

Equality, Diversity and Me, is a newsletter about how inclusion affects "me, myself and I" as an employee and as a professional working for and within our Norfolk healthcare community.

In every edition you will find staff stories, information about what's going on in the Places (and the people in the places), staff networks, wellbeing and more, holding ourselves accountable to ensure that we work in an equitable environment and have responsibility over our future in our role and an opportunity to be the decision makers in our trust's progression.

As an individual I am the EDI dream, a triple threat: black, female and living with a disability. There are more facets that I intersect that make me the person that I am which puts me in mind of Roger Kline's recent publication, 'No Tick Boxes', but sometimes, we tick all the boxes...

Although I am not a clinician, I do believe that each and every role within the NHS makes us all healthcare workers: from porter and cleaner, to IT and admin support, as we all work to improve health outcomes of our community which includes ourselves as patients of our NHS. This is pertinent to note because in 2021 Norfolk, along with other



Mercy Kaggwa
EDI Advisor

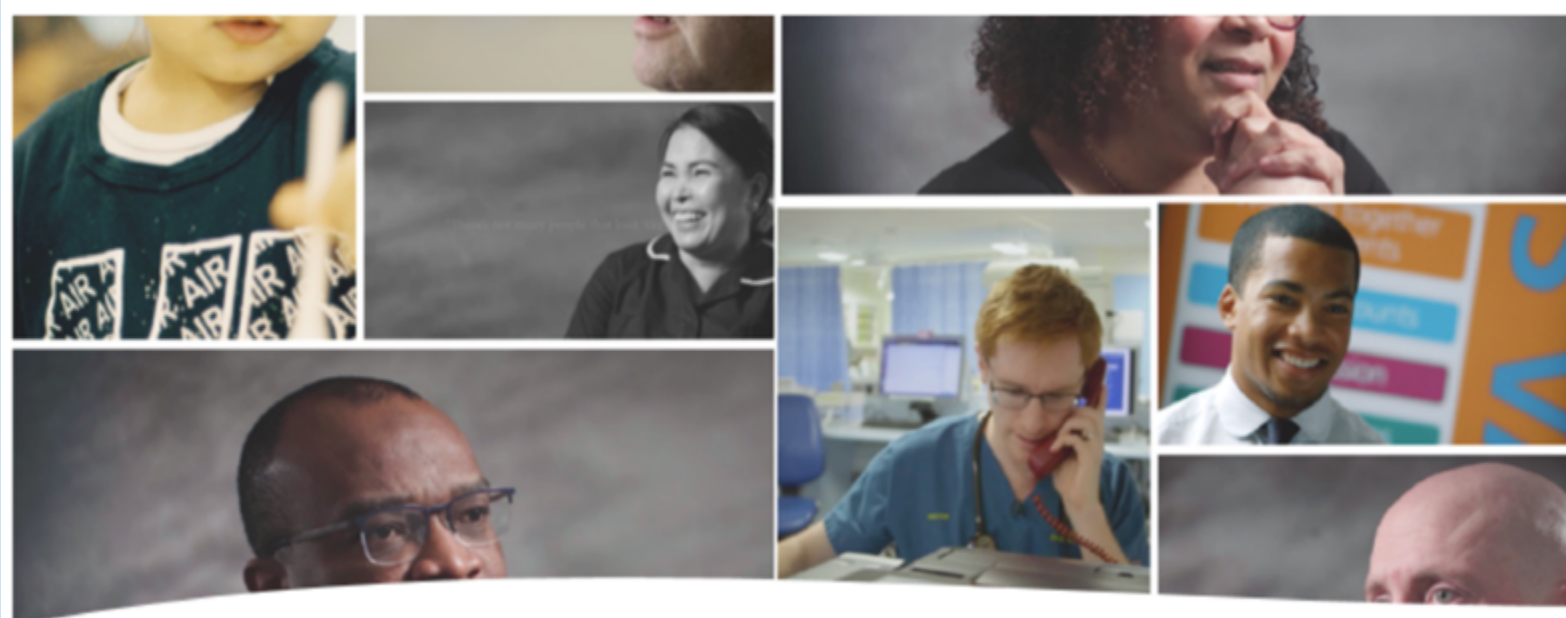
counties in the East of England, as being the first region to have launched the NHS Anti-Racism Strategy; a safe space and a sense of belonging is paramount in the improvement of wellbeing and mental health of our Black, Asian and Minority Ethnic identifying colleagues and patients. And as those of us Non-Norfolk natives make Norfolk our home, including our newly recruited international nurses, we will acclimatise rather than assimilate and continue to grow the diversity of our community.

For someone like me also living with a hidden disability, I am confident that the trust will support me when I need it as we declare with pride that we are Disability Confident Leaders a badge of honour for all of our colleagues, and especially those who may one day live with disability or long-term health condition and want to continue working with us. We are also working towards the following accreditations: Veteran Aware and Carers Friendly Tick.

As a trust our people are working to ensure that we become a workforce with an allyship culture, and we have made huge strides in

doing so including launching We Care Day on 14 February, a day that we show that we care for each other and that it matters.

Whether you are young or older, married or in a civil partnership, disabled, pregnant, a member of the LGBTQ+ and or B.A.M.E communities, religious or otherwise I hope that you will join this journey into inclusion that NCHC is embarking on, making your own personal and professional steps, contributing to our developing culture.



The Trust's Promise

At NCH&C we believe that there is strength in diversity and that we are able to better treat patients when we reflect our diverse communities.

We are proud to champion anti-racism across our community trust so that not only do we treat our patients with respect and dignity, but that our colleagues can work in safety, and progress and develop their skills and expertise to improve the health outcomes for our population.

We aim to be an employer of choice within our region, providing equal opportunities for all our staff, valuing the diversity they bring. We will meet our statutory obligations, and aspire to exceed them, to become a best-practice employer so that all our staff, regardless of background, are provided with a positive work environment and experience.

We will draw on the diversity of our workforce to bring the best in compassionate health and care to our communities.

John Webster, Director of Strategy and Transformation, and Deputy CEO



We Care, An introduction into our Staff Networks

NCHC recognises the wellbeing needs of staff and understands the importance of the need to meet likeminded people and to create and establish a sense of allyship across the trust in all of its varying Places. With the unifying slogan, **We Care**, we celebrated the first annual **We Care Day** on 14th February 2022.

To have your voice heard and make difference why not join a staff network. There are currently three staff networks:

- Diverse Heritage staff network (this name is under review)
- Diverse Abilities staff network
- LGBTQ+ staff network

You can pledge to become a member and or an ally by emailing: staffdiversityforum@nchc.nhs.uk

Meet the Staff Network Chairs



Chioma Goodchild, Chair of the Diverse Heritage Staff Network

"I am proud to belong, and to chair a diverse heritage staff network, I pledge to support and encourage the diversity of our staff and network members to implement change, sense of belonging and inclusion and I am honoured to be in this position" The Diverse Heritage Staff Network is open to all staff no matter the diversity of their heritage or cultural group they belong; to meet and connect, to learn about other cultures and to support the development of a civil and compassionate culture of racial acceptance across our trust.



Diane Varney, Chair of the Diverse Abilities Staff Network

Governance and Quality Lead (SSOCS), "determined that my mild 'Word Blindness' now called Dyslexia would not hinder me." The Diverse Abilities Staff Network is open to everyone living with any disability or long-

term health condition (including those who are carers to loved ones and want network support and comradery). In December 2021 the trust celebrated its first ever UK Disability History Month and we aim to put a spotlight on just how able we all are especially through our disabilities.



Ellie Howard and Katrina Stockton, Chair of the LGBTQ+ Staff Network

"Representing our community from at least two different perspectives..." The LGBTQ+ Staff Network is open to all in support of those people who are members of the LGBTQ+, questioning or are allies. To understand that the LGBTQ+ staff network is more than PRIDE but is so proud to be who they are.

If you would like to become a Co-Chair or Local Place Team Ambassador of any or all of three staff networks, please email: staffdiversityforum@nchc.nhs.uk

My Characteristic in a Safe Space

Moving to a different country and started a career as a nurse here in the UK has undoubtedly pushed me to be out of my comfort zone. I mean, nothing will help a person grow like interrupting a safe and comfortable routine, right? But as I grow professionally, the competition also increases and when I say competition it is not competing with others but rather a competition with my very own self. I did have my share of doubts, whether I'd be stagnant doing what I do best or take the risk and accept the challenge of a new success waiting for me?

I was once a pessimist; my self-esteem was low that even after all the successes I have achieved I still consider myself inferior of the others especially being a foreigner in this country. I always thought that promotions are not meant for "someone" like me. But this has changed dramatically after being accepted as a Clinical Educator for the international nurses. I felt that I was given an equal opportunity just like the others. Through adversity, I was given a chance as an individual to achieve my potential free from discrimination and prejudice. Being part of a very diverse workforce allows me to showcase my skills, resources and ideas I never thought I have.

Supporting the international nurses has been such a great honour for me. Being a part of this multi-cultural workforce helped me become more efficient in my role as their clinical educator. I feel that due to the values shared amongst our colleagues, we can create an environment of fairness, dignity, tolerance and where respect prevails.

Being in this role has given me such empowerment knowing that equal opportunities exist for everyone when it comes to our advancements and promotions. I vouch to share this empowerment to the international nurses that just like me, we can all have a career progression without the fear that our beliefs, our gender, race or disabilities will hold us back from reaching our goal."

Rachelle Ann V Garcia,
Clinical Educator for International Nurses

Heritage: Filipino (from the Philippines and not Philippine)

Hi there, my name is Njoki Yaxley and I'm one of the Board members for the Trust. I'm also the Board Champion for Equality, Diversity, and Inclusion.

I've really been thinking about what ED&I has to do with me- and it's one of those things that is beyond just my day job. Lately, it's got me questioning my identity and heritage. For those who don't know me, I am originally from Kenya but have now spent most of my life as an adult in Norfolk.

So, whilst I do have great memories of growing up in Kenya, majority of my life experiences, ups and downs and everything in between have been in Norwich. I sometimes feel that I straddle two entirely separate universes - never fully really being a Kenyan anymore but still feeling like an outsider in Norfolk.

When I experience these moments, I know that I can't be the only one who feels this way. We all have different experiences, outlooks, and identities. I then remember that what brings us together is our shared humanity. This helps me see beyond just visual cues and bring awareness to that sense of 'including' others, welcoming them into my world or being curious about their world. So, with this in mind I just wanted to say a BIG 'JAMBO, KARIBU SANA' - Hello, Welcome - its lovely to meet you. Tell me more about yourself... "

Njoki Yaxley

Heritage: Kenyan



What's Happening in North Place?

Age ain't nothing but a number...

Robert Blowers shares how he stopped making age barrier to what he is passionate about!

"I've been working for the NHS for 23 years with the last 5 years spent working within the City Community Learning Disabilities Team (CLDT), initially as a healthcare assistant, and now a nursing assistant practitioner.

My NHS journey began in forensic secure services, followed by 9 years working at the N&N where I completed an NVQ Level 2 Health and NVQ Level 3 Health. At the time I felt that was it, as I never thought that I had the confidence to achieve a nursing degree. I was getting older, and I was finding excuses not to further myself academically. It all seemed too hard.

When I eventually joined the CLDT, I was fortunate to join a

multi-disciplinary team consisting of highly specialist health and social care practitioners, and with previous experience of learning disabilities, I was offered the opportunity to undertake the Foundation Degree in Health and Science. I was in my forties and the prospect of going back into education was daunting, I was faced with learning new skills such as writing assignments and referencing. This was so far out of my outside of my comfort zone, but I am proud to have been awarded a merit at the end of the course, as well as a higher maths GCSE!

Age is no longer a barrier and my confidence in my abilities have grown. From then I knew that the next step was to train as a learning disabilities nurse.

This year have the privilege to be invited to present my journey at the 4th Annual Learning Disability Nurses Symposium

this year. Now in its third year, led by deputy director David Harling, this national celebration brings together the voices of learning disability nurses, people with learning disabilities and their families, and senior leaders working across health and social care. It looks at improving standards of practice and care, sharing innovation and excellence within practice across the country as well as exploring the challenges ahead for the LD nursing profession whilst seeking solutions.

I want to emphasise there is no age limit to achieve goals in life. It is never too late to go out there and study. I have the support of brilliant managers and my lead nurse; Heidi McKay has provided me with so much advice and support with my plan to study. I may be in my mid-forties now, but I will continue to learn and flourish as I no longer look at my age as a barrier!"

there were support systems in place for integrating me into the workplace:

- **Preceptorship** – setting objectives to help the transition from student to qualified professionals in relation to the trust behavioural framework
- **Probation** – for keeping track of my progress by measuring my attendance and my competency

- **Support Network** – line managers, supervisors and other colleagues have been supporting me through shadowing, teaching and discussing case studies
- **Flexible Working** – I have flexibility in organising my calendar and case load making the transition into full time work more manageable

I hope to see the progression of ethnic diversity at all levels of NCH&C, including positions of seniority. I look forward to contributing to this, as we build a workforce that is reflective of our community and the wider population.

What's Happening in South Place?

Ellie Yuen is a newly qualified physiotherapist, and she shares how the trust didn't see her heritage as a barrier to being a success here at NCHC.

"Since I had one of my placements within the Trust during the pandemic, I had come across the internal staff health and wellbeing's support previously and was quite glad to see this service being offered as not many places I had worked before provided this level of support to staff which makes me feel more valued and included as staff member.

I saw this job opportunity in an email and took the chance to virtually meet with the musculoskeletal team including the Service Manager, the Student coordinator who is a Clinical Manager and other band 5 physiotherapists. Talking with the MSK team gave me insight into the work dynamic between colleagues and the atmosphere I could expect if I was to join. It was reassuring to hear from the newly qualified professionals' experience of starting in the same role I would be applying for.

After applying through the NHS website, I interviewed for the position and felt treated equally

regardless of requiring visa sponsorship. I had experience being rejected by many other trusts because I needed sponsorship. Communication from my line manager after accepting the job offer was amazing. HR applied for a certificate of sponsorship to cover the majority cost for my skilled worker visa. The whole process took about 3 weeks for the government to make the decision and the British Resident Permit came 2 weeks later.

During introduction I was introduced to colleagues, who were all friendly and welcoming. As a newly qualified professional



International Recruitment at NCHC

In 2021 we began international recruitment for nurses. Its been an brilliant experience for those working on the project but came with a lot of challenges.

We put an ad out for Internationally Trained Nurses on NHS jobs and the responses were overwhelming. We had over 650 applicants for 35 posts. Applicants were mainly from West Africa so it immediately focused the team on learning about these cultures and the backgrounds our new nurses would be coming from.

We were awarded a fund to help provide first rate pastoral care, and so we were also able to get creative in preparing NCH&C to welcome these nurses.

Engaging with the comms team, BAME lead and EDI Lead we started to make plans that would provide education and support to the managers and receiving teams. Buddies from NCH&C and Voluntary Norfolk will be focussing on the nurses first few weeks of getting to know Norfolk, the Trust and combatting homesickness. Many of the nurses have left families including young children and this was at the front of our minds when making plans. Part of the inductions highlight the opportunities in NCH&C whether they are in inpatient areas, district teams or speciality nursing.

We were able to recruit a dedicated clinical educator who has worked extremely hard to prepare the nurses for their OSCEs as well as getting the practicalities of moving to a new country sorted as quickly as possible.

I have learnt lots from the project and feel more confident about talking about the difficult subjects of micro aggressions, culture and sexuality. My colleagues have been really patient about helping educate me but I have also taken away from this that it is my own responsibility to seek out resources! For those teams that are receiving nurses there are some great TED talks on race, culture and religion I would thoroughly recommend seeking out. And keep talking to each other! I have found respectful questions are always welcomed.

12 nurses have already arrived in the UK and are preparing for their OSCEs. We have further cohorts in Jan, Feb and March and have also signed up to more recruitment for 2022! I can't wait to welcome them!



Equitable Healthcare Supported by NCHC Charitable Funds

The Charity seeks ways to support the trust in how it provides services that can be accessed more easily by patients to receive treatment and rehabilitation. These activities are funded by charitable donations, that enable NCH&C to achieve more than what is possible with the statutory NHS funding for patients.

Digital SaLT Music Therapy during Covid.

During the pandemic, we were able to provide £10,650 to fund weekly music therapy for selected patients on Beech ward and in the early supported discharge stroke service. These patients had communication difficulties following stroke.

Therapy was virtual which allowed the opportunity for the music therapist, to show their

face (without the barrier of PPE). This provided patients with the opportunity to respond to oro-facial movements and cues, as well as improving engagement.

Music therapy and singing can support communicative recovery through promoting use of functional phrases, improving breath support, volume, articulation and prosody. Techniques used in music therapy are not part of the standard training for SaLTs but have been found to have a beneficial effect on language recovery in aphasia.

Staff felt that music therapy accelerated and enhanced patients' ability to achieve their communication goals. Examples included patients with severe aphasia using music to target their own names, family names and functional phrases through Melodic Intonation Therapy.

Patients reported that music therapy was enjoyable, focused on their goals, at the right level and useful. When asked how

music therapy made them feel, patients with aphasia chose words such as motivating, powerful, happy, frustrated (due to aphasia) and feeling uplifted.

The therapy also reduced the social isolation that many patients may have experienced during lockdown, helping to boost their mental health and wellbeing.

We would like to thank NHS Charities Together for their funding support of this project.

To find out more about the charity, please visit: www.norfolkcommunityhealthandcare.nhs.uk/nchc-charitable-fund

Freedom To Speak Up

The role of the Freedom to Speak Up Guardian was created alongside the National Guardian office in response to Sir Robert Francis QC's report after the Mid Staffs enquiry in 2015. Recommendations were made as it was found that NHS culture didn't encourage or support workers to speak up, and that patients and workers suffered as a result.

The trust is making speaking up business as usual, allowing us to speak up about anything; where something doesn't feel right, or you have idea for improvement. You can feel confident that your voice will be listened to and action taken; if you don't feel you can speak up to your line manager or use

other formal routes, the Freedom to Speak Up Guardian is your best option. They will be able to support you and ensure that your organisation provides a response to the matters you raise including feedback on actions taken.

Freedom to Speak Up is for anyone who works in our Trust. This includes any healthcare professionals, non-clinical workers, senior, middle and junior managers, volunteers, students, locum, bank and agency workers, and former employees.

Speaking up can be a difficult and distressing thing to do. After speaking up, you may wish to take some time to talk to family or friends. If you feel you need more support with your wellbeing or mental health, you can seek advice and support from the NCH Wellbeing pages: www.wearenchc.nhs.uk/wellbeing



The Freedom to Speak Up Guardian for the Trust is Nijck Bowman – a Learning disability Nurse for 30 years who has held a number of clinical and managerial roles in various NHS Trusts. Nijck is supported by Champions across the Trust, their details can be found on the Intranet. If you wish to find out more about Freedom To Speak Up or becoming a champion please contact Nijck at Nicholas.bowman@nchc.nhs.uk. Any conversations with Nijck are confidential unless agreed with the person raising the concern.

Unison

At UNISON's heart are the concepts of equality, proportionality and fair representation and UNISON has a long tradition of supporting, representing and enabling members from all backgrounds.

This means that we are dedicated to ensuring the voices of all groups of members, regardless of gender or race, sexual orientation or disability, have a strong voice in our union.

UNISON Norfolk Community Health will always support initiatives based around Equality, Diversity and Inclusion. We want

to support the trust in improving the lived experience of all its staff. We also encourage managers to understand their equality obligations including the need to consider adjustments for people with long-term health conditions or disabilities. UNISON stewards and officers should always be considered allies and people who offer a safe space for staff to talk to about concerns they have. We are also here to represent members who feel they are not getting the support they need either because of, or concerning a protected characteristic.

UNISON Norfolk Community Health stewards were key influencers on the trust's

menopause guidance and training and also influenced the creation of the trust's disability policy, both of which are steps on the road to improving staff's lived experience. We are keen to work with the trust's Diversity and Inclusivity networks and would encourage staff who identify with one or more of the groups to get involved with them and to join a Trade Union for that additional advice and support.

We would urge anyone with an interest in fairness at work and social justice to join our union and get in touch about how we can do more to tackle inequality.

<https://join.unison.org.uk/>

Access to Information Improves OUR Wellbeing

Tom Bamford, Communications Project Manager introduces The Loop: NCH&C's new intranet.

An effective, functioning intranet should be a seamless part of your everyday digital toolkit at work, making information easy to find and streamlining internal processes, as well as facilitating communication between teams.

But when an intranet isn't working well it can be hard to ignore. Difficulty finding the right document, out of date and disorganised information – minor inconveniences can build into major frustrations that slow staff down and hinder productivity.

Over five years on from its launch the current NCH&C intranet has many of the hallmarks of a dysfunctional intranet. Feedback from staff highlighted a raft of issues, including poor search functionality, poor signposting and information design, different versions of the same document cluttering the system and much more besides. And at a hefty 600 pages, with nearly 5,000 documents and over 100 editors, the NCH&C intranet had swollen to unmanageable proportions and was no longer fulfilling its core aim of making it easier for staff to do their job.

The project to launch a new intranet was commissioned in 2021, with the aim of revitalising NCH&C's internal information and communication hub to deliver not just a fit for purpose intranet, but an intranet with the potential to evolve and become an essential communication tool for staff seeking to connect with colleagues.

The Loop will, we hope, address many of the complaints we heard. In developing The Loop we have removed much of the out of date and duplicated content that clutters the current intranet. We're also putting in place a clear process for content ownership and page review, which means The Loop will be a trusted source of information for staff across NCH&C. In addition, The Loop:

- Is accessible on any device using your Microsoft sign in credentials
- Can be tailored to your needs, with the option to favourite your frequently used pages and documents
- Introduces a task-led approach to signposting and structuring information, making it easier to find what you're looking for
- Offers improved search, with context-specific search options and site-wide search, as well as document and staff searches, making it easier to find the right information
- Has a modern, on-brand and mobile and tablet optimised design, as well as meeting the latest accessibility standards
- Provides more control over access for content owners, ensuring editors can only edit the pages they need to.

In time we want to build on this platform to make the intranet



a genuinely collaborative space, creating areas for staff networks to engage and for colleagues to share ideas. That's why The Loop is designed with NCH&C's future needs in mind. Once the platform is established we'll look to add more layers of personalisation, showing relevant content to staff based on their department, team, location or interests. We'll also continue to work with content owners to optimise their content using intelligence such as page views and other metrics that show how staff are actually using the intranet.

If you have any queries or would like more information please contact the intranet project team: theloop@nchc.nhs.uk

Improving Demographic Data Capture

We have been working to improve the capture of key demographic information from our patients as they first come into contact with our services. By asking a few questions we hope to better understand the communication needs of our patients, carers and families and, in so doing, make sure any reasonable adjustments are in place to support patients accessing our services.

Key demographic data is captured in the patient record using the Accessible Information Standard template on SystemOne.

Improvements are also underway to ensure the usage of INTRAN (the Trust's provider of Interpreting and Translation services) is accurately assigned to the service requesting it.

We are also seeking to collect the demographic information relating to patients, carers and families who provide feedback to the Trust. We have introduced a short questionnaire that we issue to people who make a complaint, and a well-established list of questions are asked as part of the Friends and Family test feedback form.

These approaches aim to provide us with a better insight into the demographic groupings of our patient and carer population and which will give us a reliable foundation from which to work to promote fair access to our services and thus improving the overall experience of care provided by NCH&C.



How We Represent you

Since the start of the pandemic representation has been hot topic within the NHS and will continue to be so as we represent the many facets of life that we each intersect and carry with us as we navigate our working day. By bringing our whole selves to work, we in turn treat people better and as we treat the whole person health outcomes are improved.

In the last few months, we have marked the following awareness days:

- Black History Month
- Remembrance Day (including Black Poppy Rose)
- Transgender Day of Remembrance
- UK Disability History Month
- Community Health and Care Day
- We Care Day
- Diwali (see: How We Celebrate pages 17 & 18)
- Chanukah (see: How We Celebrate pages 17 & 18)
- Chinese New Year (see: How We Celebrate pages 17 & 18)



Learn and Celebrate culture with a Cultural Awareness Calendar

7 April World Health Day

Founded by World Health Organization (WHO) to raise awareness about the overall health and well-being of people across the world.

27 April Hanuman Jayanti (Hindu)

Hanuman Jayanti is a Hindu religious festival that celebrates the birth of Hindu God Hanuman, who is immensely venerated throughout India and Nepal.

9 May Lailat al-Qadr (Islam)

(Arabic: "Night of Power") An Islamic festival that commemorates the night on which God first revealed the Qur'an to the Prophet Muhammad through the angel Gabriel.

12 May Global Wellness Day

The main aims of the day are: To recognize the value of our lives.

22 May UK Windrush Day

To mark the anniversary of the arrival of MV Empire Windrush at the Port of Tilbury, near London, on 22 June 1948. The arrival is a seminal moment in Britain's history.

26 May Vesak (Buddhist)

The most important Theravada Buddhist festival, commemorating the birth, enlightenment, and death of the Buddha which is observed on the full-moon day of the lunar month Vesakha in April or May.

29 May Feast of Saints Peter and Paul (Christian)

This feast day that honours the martyrdom of the two saints, though they may not have died on the same day, tradition says that this is the day that they were both martyred in Rome by Emperor Nero.

24 June Norwich Pride

Norwich Pride is a celebration of the lesbian, gay, bisexual and trans (LGBT+) community for everyone.

30 June International Day of Friendship

A United Nations (UN) day that promotes the role that friendship (allyship) plays in promoting peace in many cultures. It is observed on July 30 each year. The UN has a special day to promote the concept of friendships across diverse backgrounds and cultures.

9 August International Day of the World's Indigenous Peoples

Celebrating the lives of indigenous populations, drawing attention to the discrimination and loss of rights faced as well as recognising the achievements and contributions that indigenous people make to improve world issues such as environmental protection.

23 August International Day for the Remembrance of the Slave Trade and its Abolition

A day of remembrance for those who suffered as slaves.

7 September Rosh Hashanah (Judaism)

This is the Jewish New Year and one of Judaism's holiest days. Rosh Hashanah commemorates the creation of the world and marks the beginning of the Days of Awe, a 10-day period of introspection and repentance that culminates in the Yom Kippur holiday, also known as the Day of Atonement.

16 September Yom Kippur (Judaism)

English Day of Atonement, most solemn of Jewish religious holidays, observed on the 10th day of the lunar month of Tishri when Jews seek to expiate their sins and achieve reconciliation with God.

What Does Allyship mean to me..?

Whenever I think of Allyship, I reflect on the definition of being an ally as well as what values truly reflect an authentic ally. An ally is "someone who is not a member of an underrepresented group but acts to support that group".

When acknowledging the values, I am reminded of these quotes:

- Dr. Martin Luther King, Jr. "Injustice anywhere is a threat to justice everywhere. We are caught in an inescapable network of mutuality, tied in

a single garment of destiny. Whatever affects one directly affects all indirectly."

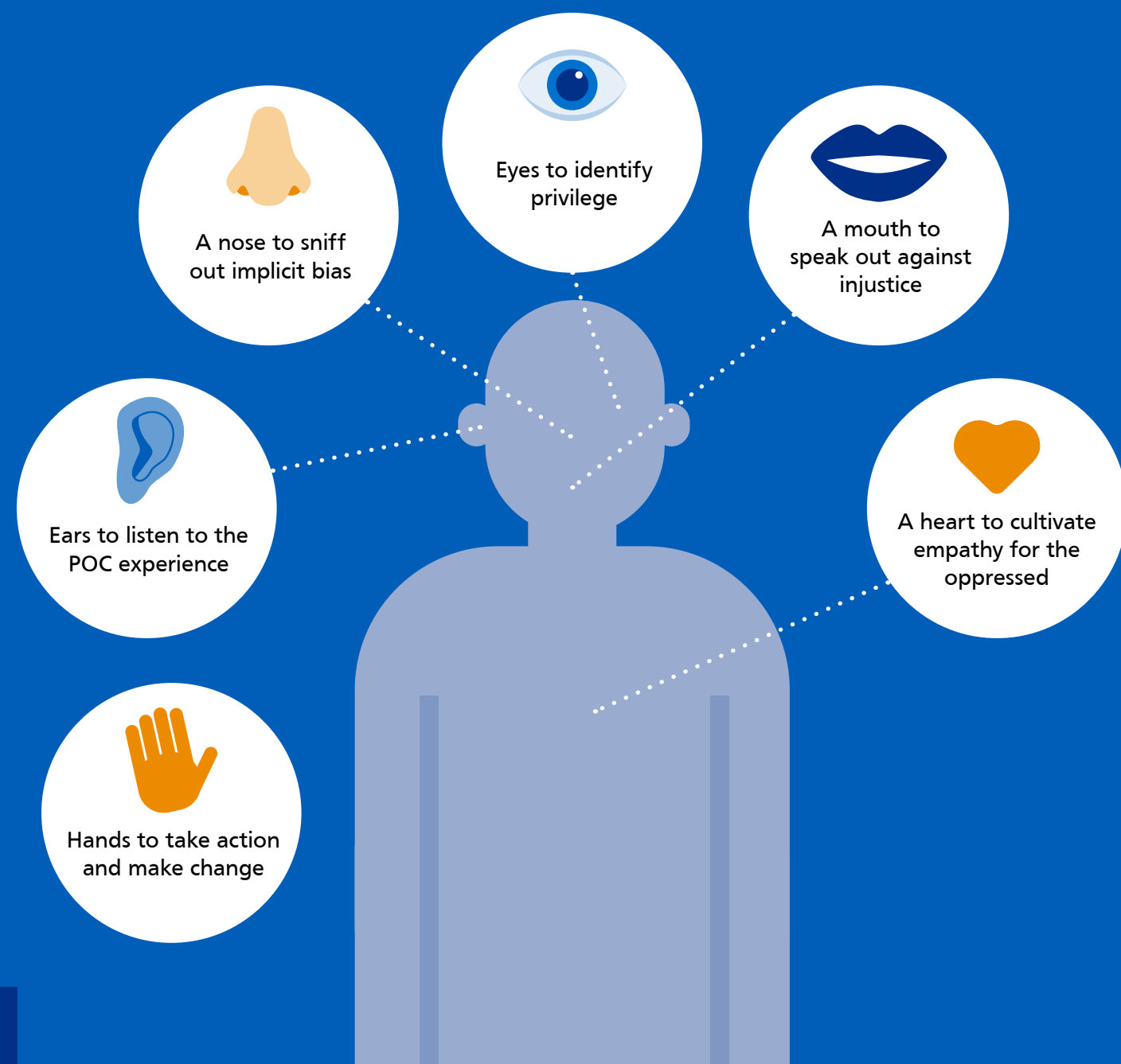
- In the words of Dumbledore "Words are, in my not-so-humble opinion, our most inexhaustible source of magic. Capable of both inflicting injury and remedying it."
- My own daughter who did a paper on empathy for her school "Empathy is connecting with someone both emotionally and compassionately. We don't even need to be able to relate to what they are experiencing specifically. We just need to

be present, connect with them where they are, and acknowledge what they're experiencing".

So, to be that authentic a person, I need to be creating civility, psychological safe environments, empowering diversity of thinking and acting with empathy and humility.

So, through my actions and words, I am hoping that I can be a true ally to all and empower leadership beyond.

by Medical Director, Venu Harilal



Our Engagement, Your Experience

Engagement is everyone's responsibility.

When it comes to feeling engaged at work, you get out what you put in. By staying informed and getting involved, we can all feel more content and valued at work:

- Stay up to date with the latest trust communications – When we're all so busy it can be hard to keep up with what's going on at the trust. Each week, we circulate staff communications in a variety of formats, so you can find the one that works for you. So, whether it's from newsletters, desktop wallpapers, podcasts, or social media posts, make sure you find out what opportunities are available to you.

- Share your feedback – Everyone at NCH&C has a voice that counts, and we want our staff to share their views about the trust so that we can make positive improvements. We have staff surveys that run throughout the year, including the National Quarterly Staff Survey and the Annual NHS Staff Survey. Please take the time to share your feedback.

- Recognise your colleagues – Remember that a 'thank you' can go a long way. The trust constantly looks for opportunities to recognise our staff, but it's just as valuable to recognise one another. Send an electronic card or nominate an individual or team for a Badge of Recognition to show that you appreciate their hard work and dedication.

- Use your representatives at the staff engagement steering group - Each Place and Service area have associate members who attend the Staff Engagement Steering Group meetings every other month, so learning who your local associate member is a great way to ensure you can have your say on further developments of staff engagement.

Get in touch

If you want to learn more, please contact:

Abigail Adams-Orme

StaffEngagement@nchc.nhs.uk

[@NCHC_Engagement](https://twitter.com/NCHC_Engagement)



You can listen to our podcast by searching for 'Take a Moment with NCH&C' on Spotify, Google Podcasts or Amazon Music, or via the staff Intranet. Topics include: men's Health, menopause, self-compassion and empowerment and career support.

If you have an idea for a podcast episode, or would like to be involved in recording one, email communications@nchc.nhs.uk



In the business of being well

NCHC seeks to support the Wellbeing of all our team members, however, each of us will face different challenges. So, what does Wellbeing really mean... the short answer is... well, there is no short answer!

What one person feels is their perfect state of wellbeing may be completely different from another person. This stands to reason as we all have different goals, ambitions, personalities, needs and circumstances. Your wellbeing is all about you.

The trust aims to support your Wellbeing across 4 key areas which you may recognise as, Financial, Social, Emotional and Physical.

One key piece of work which affect many of is Mental Health First Aid

Mental Health First Aid (MHFA) – We are very passionate about supporting you to manage your

mental health. We all experience fluctuations in our mental health and sadly, for some of us this can become, or return to being, a significant health concern.

Why might YOU reach out to an MHFA? To talk to someone without judgement of the things we say, to gain support, everyone else you know is too busy to spare you time, you may be alone or have a limited support network. Or you may just feel as though today is the day that your whole world has come crashing in around you.

We recognise the impact of the last 2 years on our Wellbeing, the trust is currently training team members around the county to become MHFA's. So, what can a MHFA do...

MHFA won't teach you to be a therapist, but it will teach you to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.

You'll learn to recognise warning signs of mental ill health and develop the skills and confidence to approach and support someone while keeping yourself safe.

You'll also learn how to empower someone to access the support they might need for recovery or successful management of symptoms. This could include self-help books or websites, accessing therapy services through their GP, online self-referral, support groups, and more.

What's more, you'll gain an understanding of how to support positive wellbeing and tackle stigma in the world around you.

Could you be an MHFA? – please contact Wellbeing@nchc.nhs.uk for further information or speak with your line manager.



How We Celebrate: The Power of Red

How We Celebrate: The Power of Red

How We Celebrate is a shared insight into how our different cultures celebrate with shared symbolism. This edition we look at: The Power of Red and Spiritual Rebirth.

"Gong Xi Fa Cai!"

February is full of love according to western culture. We purchase gifts to celebrate this dedicated day of romance and share it with a special someone in our lives. Red is also a symbol of prosperity, good luck, happiness, success, and wealth in many cultures across the world but more prominently in China. We are all aware of the red envelopes and the lanterns that China is famous for, sharing

"Kung Hei Fat Choi"

the gift of money (success and wealth) and new hopeful light (good luck) as they mark the Chinese New Year in their cultural calendar (usually in February but sometimes early March) with a beautiful red lantern festival Shangyuan Festival.

We wish you all in either Cantonese, "Kung Hei Fat Choi" or Mandarin "Gong Xi Fa Cai!" which loosely means, "Wishing you prosperity this New Year".

"Wishing you prosperity this New Year"

What does the colour red symbolize for you?



How We Celebrate: Spiritual Rebirth

The spring is a time for new beginnings and living and working in Norfolk we see new life across our rural landscape each year.

Culturally we can also look at this time as a spiritual rebirth as many faiths, some practised by staff across the trust, go through a period of fasting such as Ramadan in the Muslim faith, using up the stores of food to create delicious meals like pancakes (or unleavened bread) following Epiphany onto Lent in Christianity and Mardi Gras or Fat Tuesday which is celebrated in so many countries across the world and not just the US or Latin American but Europe also as part of the Catholic calendar.

The way we celebrate is integral to how we bring our communities closer together to see the commonalities and the richness of our diversity.

If you would like to connect with colleagues from varying diverse heritage, please pledge to join and or be an ally of the Diverse Heritage Staff Network. See back page and email: staffdiversityforum@nchc.nhs.uk

Take a break, it's Quiz Time

Question 1

Can you name the 9 protected characteristics?

Question 2

In Chinese culture, what is the importance of the colour red?

Question 3

Which country have the 2021 class of international nurses come from?

Question 4

What is the difference between Race and Ethnicity?

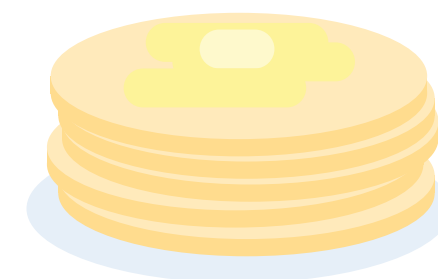
Question 5

When thinking about people what are pronouns?

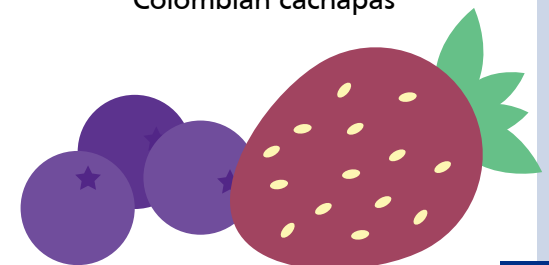
Answer 1. The 9 characteristics are: Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Sex and Sexual Orientation
Answer 2. The colour red symbolises prosperity or good luck, joy and happiness
Answer 3. Nigeria and Ghana
Answer 4. Race is how a person identifies their skin colour and Ethnicity is a person identifies as their heritage and nationality
Answer 5. As well as a person's name, pronouns are an indication of how a person chooses to identify their gender identity: she/her, he/him they/hir/xir

Tasty Treats that are: Similar but Different

In celebration of spring, rebirth, and new life, at this time of year we eat... **Pancakes!** Below is a list of 24 different varieties of pancake from around the world that you can try this season, go on; try something new that's similar but different. Recipes can be found: <https://www.buzzfeed.com/tashweenali/pancakes-from-around-the-world>



- 1 From the US and Canada: Buttermilk Pancakes
- 2 Austrian Kaiserschmarn
- 3 Pikelets from the land down under
- 4 Chinese cong (scallion pancakes)
- 5 Blini or blintz from Eastern Europe
- 6 The traditionally English pancakes with sugar and lemon
- 7 Pannukakku from Finland
- 8 Crêpes from France
- 9 Greek Tiganites
- 10 Hungarian Palacsintas
- 11 Pönnuaka from Iceland
- 12 Uttapam from India
- 13 Japanese Okonomiyaki
- 14 Korean Kimchijeon (Kimichi pancakes)
- 15 Malaysian Apam Balik
- 16 Hotcakes from Mexico
- 17 Ducth Baby from Netherlands
- 18 Russian Olady
- 19 Scotch Pancakes
- 20 Anjero from Somalia
- 21 Pannekoeke from South Africa
- 22 Swedish Raggmunk
- 23 Naleśniki from Poland
- 24 Venezuelan and Colombian cachapas



My Characteristic in a Safe Space

The 'We Care' initiative is a unifying symbol of allyship that NCH&C is welcoming - a safe environment in which to work, that is free from discrimination no matter a person's ethnicity and heritage, sexual orientation or gender reassignment, religion or faith, ability or disability, gender or marital status. We are a community and We Care!

Each staff network is a community that will provide support and seek to improve colleagues experiences at work.

Every NCH&C staff member is welcome to join any of the three networks: Diverse Heritage, Diverse Abilities and LGBTQ+ to:

- Share stories
- Work together to create inclusive policies
- Create diverse conversation
- Champion the development of career progression
- Network and make lasting friendships

Wearing any of the We Care badges is a responsibility - basic education and access to resources can be provided to staff that wish to wear a badge and sign up to the project. When an individual signs up to wear a badge, they acknowledge why the staff network is needed, and what their individual responsibility entails.

If you would like to wear a We Care Badge and help us to promote an environment that is open and inclusive and actively support us with breaking down barriers, please email us at staffdiversityforum@nchc.nhs.uk with the information outlined below.

Name:

Job title:

Email:

Place:

I would like to wear a Diverse Heritage/ Diverse Abilities/LGBTQ+ badge because:

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