

Willowbrook Hospice Equality, Diversity and inclusion (EDI) Strategy

This EDI Strategy is aligned to the 6 strategic priorities identified in our Willowbrook Hospice Strategy. Willowbrook's vision: **'The best care, delivered with compassion for our community'** – demonstrates our aspiration that people living within our community have access to the best possible palliative care when and where it is needed. Our EDI Strategy supports the two main goals within our strategic plan that reflect this vision and respond to what our patients have told us they want:

1. Maintain and improve the quality of care provided by us and by others
2. Engage with our community and strengthen and develop partnerships that allow us to extend our 'reach beyond the hospice walls.'

In addition our EDI Strategy covers two key areas for Willowbrook:

- Our patients and the wider community in which we operate
- Our workforce (staff and volunteers)

In the report *'Equality in hospice and end of life care: challenges and change'* Hospice UK, (2021) it states: *"Everyone has the right to high quality care and support at the end of life. But many people are still not enabled to access the help they need in their final days and months. Inequalities of access and standards of care are particularly felt by those who have already encountered unfairness and discrimination throughout their lives. This is not acceptable. We – palliative and end of life care services, commissioners and partners – must do more and do so quickly. Hospices and other end of life care providers equally have a responsibility to ensure that everyone who needs it can access the care they want and need in a way that reflects who they are."*

We will: comply with all relevant equality legislation and good practice to ensure differences are respected.

We will: build and maintain a diverse and inclusive workforce to cultivate and promote a workplace culture where everyone is respected, included, encouraged to be their true selves and feel accepted for who they are.

We will: develop services that are accessible & relevant to people from the LGBTQ+ community

We will: address any barriers to inclusion

We will: ensure that the statistic of 1 in 3 LGBTQ+ people in Merseyside who have previously encountered discrimination in a medical setting is never attributed to Willowbrook

We will: Utilise our team of Diversity champions to provide support for patients, friends and families *and* information and training for our staff and volunteers to develop full understanding of health care-related LGBTQ+ experiences.