



# Patient and Carer Race Equality Framework (PCREF)

# Foreword

The Patient and Carer Race Equality Framework (PCREF) has been developed as a framework by NHS England and Improvement to address mental health inequalities amongst different racial groups and as a key provider of mental health services, Elysium Healthcare is committed to using PCREF to help address any inequalities experienced by our service users.

## Our objectives are:

- ▶ To be an anti-racist organisation
- ▶ Improve patient data collection, analyses and feedback
- ▶ Embed cultural and race inequity awareness and knowledge to enable culturally appropriate care
- ▶ Increase co-production and partnership working



**Professor Quazi Haque**

*Chief Medical Officer,  
Elysium Healthcare*

	OBJECTIVE	ACTIONS	
<b>LEADERSHIP &amp; GOVERNANCE</b>	To be an anti-racist organisation	■ Develop anti-racism videos	✓
		■ Update zero tolerance posters	✓
		■ Implement anti-racism project team	✓
		■ Develop anti-racism policy/strategy	
		■ Include racism training on MEL	
		■ PCREF Quarterly updates to Corporate Clinical Governance	✓
		■ Appoint executive sponsor to Race & Ethnicity ERG	✓
		■ Appoint regional PCREF leads	
		■ Report PCREF site progress at Regional Clinical Governance	
		■ Create PCREF advisory board	
	■ Set up PCREF Project Team	✓	
<b>DATA</b>	Improve patient data collection, analyses and feedback	■ Identify patient ethnicity demographics by site	✓
		■ Establish reporting for mental health act data by ethnicity	✓
		■ Conduct site and organisational data analyses to identify any disparities	
		■ Include ethnicity information in patient and carer surveys to enable analyses by different groups	✓
		■ Culture questions to be used for discussion with patients to establish cultural needs	✓
<b>ORGANISATIONAL COMPETENCIES</b>	Embed cultural and race inequity awareness and knowledge to enable culturally appropriate care	■ Offer cultural intelligence workshops at site to support	✓
		■ Mandate culture competence training for all clinical staff	✓
		■ Hold PCREF and anti-racism sessions at conferences	
		■ Inclusive Leadership pilot training held, to be incorporated into management training	✓
	Increase co-production and partnership working	■ Pilot event at Wellesley to establish tools and resources that can be rolled out to all sites	✓
		■ Relevant sites to run listening/feedback sessions with patients, carers, staff and community organisations to identify needs	
		■ Sites to use a QI approach to co-produce solutions in response to identified and agreed issues	
		■ Communication needs assessment in care notes to be updated to ensure access to patients on their rights, complaints procedures, and advocacy services available to them.	
		■ Culture of Care sites to ensure PCREF is integrated	



## Our Values

Our values were created in partnership with those we support, their families, and our people. We all voted and decided together which values we hold most dear and which ones unite us all. Our values are standards which we will uphold each and every day.

### **Kindness** -

in everything we say and do

### **Integrity** -

being honest and doing the right thing

### **Teamwork** -

working together to deliver great care and outcomes

### **Excellence** -

being outstanding at what we do

## Get in touch

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