

# **BME Mental Health Workplace Good Practice Certification Scheme**

## **Testimonials and Endorsements**

In launching the BME Mental Health Workplace Good Practice Scheme **Vaughan Gething AM, Cabinet Secretary for Health and Social Services** said: *“Ethnic minority communities can sometimes encounter issues accessing appropriate healthcare they are not always aware of the services they are entitled to and how to access them. This Certification Scheme will assist mental health organisations and practitioners to ensure they develop culturally appropriate services to improve access to mental health services among ethnic minority communities.”*

“Diverse Cymru provides valuable support for our NHS mental health services by providing a voice and support for people from BME communities in Wales.

It’s intended that this resource will help support healthcare professionals with further relevant techniques and interventions to deliver an effective culturally competent, patient centred service.”

**Professor Keith Lloyd, Chair of the Royal College of Psychiatrists in Wales**

“I welcome this scheme and fully endorse its implementation. The scheme places the onus for good practice with BME communities at an organisational level, which is something I’ve always advocated for. I believe that achieving racial equality in mental health for BME communities is both an individual and collective responsibility. I believe this scheme can help us move towards that goal.

I would be interested to hear more about the progress of the scheme, so do keep me informed and good luck with the event.”

**Professor Frank Keating, Professor of Social Work and Mental Health Centre for Social Work, School of Law - Royal Holloway University of London**

“Good mental health is not just important for individuals’ health and happiness, but it is fundamental to the well-being and prosperity of our society. So, it’s vital that everyone can access the services they need to promote their mental health”.

**Louis Appleby CBE**

**National Director for Mental Health in England, 2000-2010.**

“Practical action is required to support the development of services in which staff are equipped to deliver culturally appropriate care tailored to individuals. This should take account of their ethnicity and the range of other factors that make individuals who they are, as well as challenge any assumptions that patients from Black, Asian and minority ethnic groups need the same care based on their race”.

**Oliver John | Interim Manager, Royal College of Psychiatrists in Wales**

“Research has shown time and again that people from black and minority ethnic communities all-too-often experience inequalities in access to mental health services. Barriers typically relate to language, cultural stigma, a lack of understanding or differing understandings of mental illness, and even direct or indirect racism. There is much still to be done to ensure that these inequities are finally eradicated. Given this, it is great to see Diverse Cymru leading the way in the UK by building on their previous Cultural Competency Toolkit, developing this so that organisations can achieve certification and give confidence to people that there are culturally competent services available. Better mental health is everyone’s business, and we can only achieve it by working together.”

**Professor Marcus Longley, Chair, Cwm Taf University Health Board**

“UKIED is proud to have been involved in the development of the UK’s first bespoke BME Mental Health Workplace Good Practice Certification Scheme being delivered by Diverse Cymru. UKIED believes this new scheme has the potential to be transformative in terms of BME patient experience and outcomes. UKIED is looking forward to continuing its relationship with Diverse Cymru in our role as the external verifier of the BME Mental Health Certification Scheme

**Anthony Wilkes – CEO UKIED**

“Cardiff and Vale University Health Board and the Mental Health Clinical Board are very pleased to participate in Diverse Cymru’s BME mental health Workplace Good Practice Certification Scheme. We were very fortunate as a Health Board to be involved with the development of the Cultural Competency Toolkit and see this as a great opportunity to work again with Diverse Cymru on such a ground breaking accreditation initiative.

Initially we will be taking the pilot forward across the Mental Health Clinical Board that sits within Cardiff & Vale University Health Board but hope that we will be able to roll it out across the wider UHB at a later date.

As a Clinical Board, it will give us an opportunity to ensure that we have the correct systems and procedures in place to support the delivery of culturally appropriate services for people with mental health needs. We look forward to commencing stage 1 and meeting with the assigned UKIED E&D specialist to take this work forward.

The scheme will help to underpin the Welsh Government’s Mental Health Strategy which seeks to ensure that people with protected characteristics and vulnerable groups, experience equitable access and have services that are more responsive to the needs of a diverse Welsh population.”

**Tracey R Porter, Mental Health Service Development Manager,  
Cardiff and Vale University Health Board**

Hywel Dda University Health Board is pleased to have the opportunity to sign up for the scheme. It will provide a focus against which we will be able to assess our practices and identify where we need to target initiatives in order to deliver culturally appropriate services. Serving three counties across mid and west Wales, we have a comparatively small BME representation across our populations and therefore possibly less exposure to specific needs when accessing services than may be the case in more urban areas. In this context, we recognise the importance of continuing to strive to provide a person-centred service for BME individuals who access our mental health services, in the same way we would for all our service users.

Within our counties, we have reception areas for the Syrian Vulnerable Persons Project and also host three Universities and a number of colleges with a range of international students. Also, our workforce includes a small, but significant BME contingent. We know that at any given time, a proportion of individuals from these groups, their friends and family (and others among our population) may need to access mental health services. We want to make sure that they receive a service that is fair and equitable. We believe that the Diverse Cymru BME Mental Health Workplace Good Practice Certification Scheme will assist us towards creating an environment where staff are confident that they are delivering culturally sensitive services to all.

**Jackie Hooper - Senior Equality and Diversity Officer  
Hywel Dda University Health Board**

“Speaking personally as a Service User Researcher, the evidence is there for all to see, and has been for years, that there are failings in the system when it comes to BME groups accessing mental health services. The certification scheme is one way of addressing the problem by ensuring that organisations can evidence, through the certification scheme, that their policies, procedures and practices are fit for purpose and meet the needs of the BME communities they serve”.

**Alan Meudell Research and Development,  
Cwm Taf University Health Board**

“New Horizons wishes to undertake the Cultural Competency Certification in order to proactively help address the inequalities faced by BME individuals who live in our community to get access to mental health services. We as an organisation recognise the importance of cultural sensitivity and cultural competence in order to make a practical positive ongoing difference in the quality of the mental health services that BME individuals receive.

Gaining the Cultural Competence certification would support New Horizons to relate effectively to individuals from various groups and backgrounds. Being a Culturally Competent service would enable us to respond to the unique needs of members of minority groups and demonstrate that New Horizons is sensitive to the ways in which people with disabilities access and experience mental health services.

New Horizons is committed to equality and diversity and the Cultural Competency Certification process will help us challenge stigma and discrimination within services and promote equality and easy access to support for all individuals in our local community”.

**Natalie Jones - Service Manager, New Horizons Mental Health**

“Betsi Cadwaldr University Health Board welcomes the launch of the BME mental health certification scheme. Together with the toolkit the certification scheme will provide staff within the Health-board with the relevant techniques and interventions to deliver services which are culturally competent as well as being patient centred”

**Mark Polin, Chair Betsi Cadwaladr University Health Board**

“I am delighted with the launch of this innovative scheme to help address unique and often hidden mental health issues that may occur in our BAME communities, and wish it every success.”

**Cllr Mark Child, Cabinet Member for Care, Health and Wellbeing, Swansea Council**

Hafal (meaning 'equal') is the principal organisation in Wales working with individuals recovering from serious mental illness and their families. We are managed by the people we support – individuals with serious mental illness and their families.

Every day our staff and volunteers provide help to over 1,600 people affected by serious mental illness: this includes schizophrenia, bipolar disorder and other diagnoses which typically involve psychosis or high levels of care, and which may require hospital treatment. Providing support across the seven local health board areas of Wales, Hafal is dedicated to empowering people with serious mental illness and their families to achieve a better quality of life, fulfil their ambitions for recovery, fight discrimination and enjoy equal access to health and social care, housing, income, education, and employment. Hafal recognises that the experience of people with a mental illness is disproportionate across a range of minority ethnic groups and in order to properly serve those groups we need to be aware of both conscious and unconscious bias, people's previous experiences and cultural understandings so that we are best placed to provide appropriate and high-quality services. It is clear that some groups have far worse experiences than others and we must all work to address this.

Hafal and Diverse Cymru have worked closely on a range of projects and campaigns for over fifteen years and Hafal has further benefited from Suzanne Duval's knowledge and skills when she was elected to the Board of Trustees in 2005.

Hafal was pleased to be able to contribute to Diverse Cymru's Cultural Competency Toolkit and we look forward to working with the team at Diverse Cymru to achieve the required standards of the BME Mental Health Workplace Good Practice Certification Scheme.

**Nicola Thomas**

**Cyfarwyddwr Materion Corfforaethol a Chyhoeddus /Director of Corporate and Public Affairs**

The overall purpose of the Centre for Equality and Human Rights (CEHR) is to support NHS organisations to build capacity and capability to ensure that organisations:

- Meet equality and human rights regulations
- Demonstrate that they meet the diverse needs of patients and staff when planning and delivering health services
- Promote learning, collaborative working and best practice on equality and human rights across NHS and Public Sector within Wales.

The concept of a certificated scheme followed the launch of the Cultural Competency Toolkit in 2016. As part of my role as Learning and Development Manager for the CEHR, I was delighted to support Diverse Cymru in developing this framework. Aimed at ensuring culturally appropriate services for BME people in mental health, the Certification Scheme will help staff and organisations to measure progress and develop confidence in delivering first class mental health services for all groups of people.

We know that staff who work within NHS organisations in Wales are committed to the health and wellbeing of the people that they care for. The Toolkit and BME Mental Health Workplace Good Practice Certification Scheme will help to ensure that staff have a robust framework to build their knowledge and understanding of difference that will help us all to celebrate diversity and promote fair and equal treatment for all groups.

I am very proud to have worked with such passionate and committed people, in particular Suzanne and Charles who have worked so tirelessly to establish the framework. I would encourage NHS organisations will embrace the opportunity to get involved and commit to this unique initiative.

**Lynne Pankhurst - Centre for Equality and Human Rights**