

# EQUALITY, DIVERSITY AND HUMAN RIGHTS POLICY

## River Stone Support Ltd

Domiciliary Care and Supported Living Service

Version: 1

Date Created: 06 May 2026

Review Date: 06 May 2027

Responsible Person: Evangeline Pascual Dizon – Registered Manager

Approved and Signed Off By: Ebika Dariah – Director / Nominated Individual

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## Section 1: Introduction and Regulatory Context

This policy sets out how River Stone Support Ltd ensures equality, diversity and human rights are embedded within daily practice, leadership oversight and governance systems.

River Stone Support Ltd is seeking registration with the Care Quality Commission to provide the regulated activity of Personal Care to adults aged 18 years and over within domiciliary and supported living settings. We deliver care within people's own homes and do not provide or control accommodation.

Equality, diversity and human rights are fundamental components of safe, effective and person-centred care. They are not optional values but legal and regulatory requirements.

This policy demonstrates compliance with:

- Equality Act 2010
- Human Rights Act 1998
- Accessible Information Standard
- Health and Social Care Act 2008 (Regulated Activities) Regulations 2014o Regulation 9 – Person-Centred Care o Regulation 10 – Dignity and Respect o Regulation 14 – Nutrition and Hydration o Regulation 15 – Premises and Equipment o Regulation 17 – Good Governance
- UK GDPR
- Data Protection Act 2018

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## Section 2: Policy Statement and Commitment

River Stone Support Ltd is committed to eliminating discrimination, advancing equality of opportunity and fostering good relations between people who share protected characteristics and those who do not.

We do not permit discrimination based on:

- Race, ethnicity or nationality
- Religion or belief
- Gender or gender reassignment
- Sexual orientation
- Disability
- Age
- Marital or civil partnership status
- Pregnancy and maternity

We adopt a zero-tolerance approach to discriminatory behaviour from any source, including staff, people using the service, relatives or visitors.

We also make clear that equality principles apply in all directions. Discriminatory demands or abusive behaviour directed at staff on the basis of protected characteristics will not be accepted.

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## **Section 3: Reasonable Adjustments and Accessibility**

River Stone Support Ltd recognises that treating everyone the same does not guarantee equality.

We make reasonable adjustments to ensure disabled people can access and use our services on an equal basis with others.

Adjustments may include:

- Adapting communication methods
- Providing Easy Read materials
- Using interpreters or translation services
- Allowing additional time during assessments
- Adjusting visit times for medical or religious needs
- Training staff in specific conditions such as autism, dementia, cognitive impairment or sensory impairment
- Supporting the use of assistive technology

Although we do not control accommodation, we ensure any equipment used in delivering care is safe, suitable and accessible.

Our telephone systems and digital communication methods are designed to be simple and accessible. Where individuals cannot use telephone or digital systems easily, alternative communication arrangements are agreed and recorded within the care plan.

We actively identify barriers and address them proactively rather than waiting for complaints.

## **Supporting People with Sensory Impairment**

River Stone Support Ltd recognises that people with sensory impairments, including individuals who are Deaf, hard of hearing, blind or partially sighted, may require specific communication approaches and environmental adjustments.

Staff receive training to understand the needs of people with sensory loss and to adapt communication accordingly. This includes awareness of Deaf culture, the D/deaf community and British Sign Language (BSL) where relevant.

Support may include:

- Using clear verbal communication and facing the person when speaking
- Using written communication, Easy Read materials or visual prompts
- Supporting access to British Sign Language interpreters where required
- Using assistive communication technologies such as hearing loops or text-based communication
- Allowing additional time for communication and decision-making
- Ensuring appropriate lighting and reducing background noise when communicating with people with hearing loss

For individuals with visual impairment, reasonable adjustments may include:

- Providing information in large print, audio, Easy Read or digital formats
- Clear verbal explanation of care tasks before they occur
- Safe guiding techniques when assisting with mobility
- Ensuring environments remain consistent and free from unnecessary hazards

These adjustments are identified through assessment and recorded within the person's care plan to ensure staff deliver support that promotes independence, dignity and equal access to services.

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## **Section 4: Understanding and Respecting Personal, Cultural, Social and Religious Needs**

In line with Regulation 9, care must reflect personal identity and individual preferences.

During assessment and care planning, we explore:

- Cultural background
- Religious or spiritual practices
- Language preferences
- Gender identity and preferred pronouns
- Sexual orientation where relevant to care planning
- Personal boundaries in relation to intimate care

- Dietary requirements
- Family and community relationships
- Important dates or observances

These factors are recorded clearly within the care plan as active components of care delivery.

Staff are required to:

- Read and follow identity-related care instructions
- Adapt care delivery to reflect religious observance or cultural practice
- Respect preferred names and pronouns
- Recognise partners and chosen family appropriately
- Maintain dignity at all times

Supervision and spot checks review whether identity-related needs are being respected in practice.

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## **Section 5: Services for Autistic People and People with Learning Disabilities**

River Stone Support Ltd supports autistic adults and adults with learning disabilities.

We ensure:

- Policies and key information are available in Easy Read, accessible or alternative formats where required.
- Communication is adapted to suit processing needs.
- Additional time is allowed for discussion and decision-making.
- Sensory sensitivities are considered when planning visits.

We do not assume lack of capacity based on diagnosis.

We recognise that some individuals may also experience dementia, cognitive impairment, communication difficulties or have experienced exclusion or discrimination in the past and are committed to ensuring they feel safe and respected.

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## **Section 6: Information Sharing and Record Keeping**

Information relating to protected characteristics may be sensitive.

We record only information that is:

- Relevant to care delivery
- Necessary to meet legal or regulatory duties

- Accurate and respectful

Information is recorded within secure care records in accordance with Regulation 17 (Good Governance).

Information may be shared lawfully with:

- Health professionals
- Safeguarding authorities
- Commissioners
- Legally authorised representatives

Sharing occurs only where there is a lawful basis under UK GDPR and the Data Protection Act 2018.

Confidentiality is maintained at all times.

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## **Section 7: Addressing Bullying, Harassment and Discrimination**

River Stone Support Ltd adopts a zero-tolerance approach to bullying, harassment and discrimination.

If discriminatory behaviour occurs, action may include:

- Investigation under the Complaints Policy
- Disciplinary procedures
- Safeguarding referral
- Police involvement in cases of hate crime

Concerns can be raised without fear of retaliation.

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## **Section 8: Leadership, Governance and Monitoring**

The Registered Manager, Evangeline Pascual Dizon, holds overall accountability for ensuring equality, diversity and human rights are embedded in practice.

Governance oversight includes:

- Monitoring complaints and incidents for discrimination trends
- Reviewing care plans for cultural and identity needs
- Reviewing safeguarding concerns for equality dimensions
- Monitoring reasonable adjustment implementation
- Quarterly audits

- Training compliance monitoring

Where patterns of inequality are identified, corrective actions are implemented and monitored.

Equality, diversity and human rights are integrated into the service's quality assurance framework and are subject to continuous improvement.

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## **Section 9: Training and Workforce Inclusion**

All staff receive training in:

- Equality and diversity
- Human rights
- Cultural awareness
- Inclusive communication

Recruitment practices are fair and non-discriminatory.

Workforce diversity is valued and respected.

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## **Section 10: Review**

This policy is reviewed annually or sooner if legislation or regulatory guidance changes.

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Signed:

Evangeline Pascual Dizon  
Registered Manager / Responsible Person

Ebika Dariah  
Director / Nominated Individual

Faisal Sharif  
Director / Operational Manager

Date: 06 May 2026

Review Date: 06 May 2027