



Diversity and inclusion: supporting our patients

We are keen to provide the best care within a patient-centred service, where the needs of each individual patient are recognised and respected.

This guide summarises some of the support we provide to meet individual needs.

Please talk to your doctor or nurse about any specific requirements you have.

FAITH

Our chaplaincy team work across faith and denominational boundaries as far as is appropriate, but also respects the need for specialised care from patients' own faith groups. The service has four part-time Christian chaplains on staff, is supported by Christian, Muslim and Jewish honorary chaplains, and has a wide range of contacts with other faith communities within the catchment area of The Christie.

Our chapel, prayer room (with ablution facilities) and multi-faith room are located in department 57 on the first floor. They are open 24 hours a day.



Contact: Rev Andrew Bradley, Chaplaincy Co-ordinator, on 0161 446 3097

AGE

Teenagers and young adults (to age 24) who develop cancer have different needs and it is important that care for them is provided in an age-appropriate setting. In 2014, we opened our Palatine Treatment Centre (department 30), where, in addition to individual rooms with en-suite facilities, we provide social hubs for activities, a gym, a music room and a complementary therapy room for our young patients and their visitors to use.

RACE

We respect and value the ethnic and multi-cultural backgrounds of all our patients, which are rich and diverse.

We are committed to enabling effective communication with all patients. We offer a professional interpreter service for all patients whose first language is not English.

We have a range of literature in different languages and formats in our cancer information centre. The centre offers a free confidential service with our specialist nurses for anyone affected by cancer.

Our Wilmslow dining room serves a range of foods to meet cultural or religious needs.

Please advise your doctor, nurse or our reception staff of your requirements.



GENDER

We seek to provide the best care for all our patients, and to treat each patient and their partner, with dignity and respect.

We will discuss issues related to a trans patient's gender identity in private, and with care and sensitivity.

Please talk with your doctor or nurse about how we can provide you with the support you would like.



DISABILITY

We are committed to enabling effective communication with all patients. We ask our patients if they have communication needs e.g. easy-read, large print, British Sign Language; we will take steps to ensure that we meet your communication needs on every interaction with us.



Easy read



Large print



BSL



Braille



Email or SMS text



Other communication support

We seek to make our buildings and facilities as accessible as we can. For example, this includes the provision of hearing induction loop systems at our receptions, automated doors, 'talking' lifts, accessible washrooms and accessible parking. There is a drop-off facility for all patients outside our Oak Road and Wilmslow Road entrances. Wheelchairs are available from our main entrances; if you require any assistance, our friendly volunteers or security team will be on hand to help you.

We are the only cancer hospital in the UK to have a dementia team, which offers specialist support to patients with dementia and cancer, or carers with cancer who care for people with dementia.

We welcome assistance dogs in public areas, including the dining room, pharmacy, communal/relaxation rooms and some clinical waiting areas. Please ask for more details.



Please advise your doctor, nurse or our reception staff of your requirements and if you require any further support.

SEXUAL ORIENTATION

We seek to provide the best care for all our patients, and to treat each patient and their partner, with dignity and respect.

We are a founder member of the Lesbian, Gay, Bisexual & Transgender (LGBT) Cancer Support Alliance whose goals are to improve services and support available to members of the LGBT community who have, are living beyond, or caring for someone with a cancer diagnosis, to the benefit of all.



Laurence Roberts is our LGBT Project Worker, in partnership with MacMillan Cancer Support and the LGBT Foundation.

Please talk with your doctor or nurse about how we can provide you with the support you would like.

OUR EQUALITY AND DIVERSITY TEAM

The team may be contacted on 0161 918 7009.