



Audit tool for achieving age equality in health and social care

A.4: Workforce development and human resources

A.4.1: Staff recruitment and induction

RED

Age awareness/equality rarely forms a key part of local recruitment and induction processes.

AMBER

Age equality and diversity issues are part of recruitment and induction arrangements, but the workforce does not reflect the local demographic profile.

GREEN

The principles of age equality, diversity and non discriminatory practices are embodied in the recruitment and induction of staff; and the local workforce profile generally reflects local population and community characteristics.

A.4.2: Education and training

RED

Age awareness, equality and discrimination are not part of the core curriculum or local development educational programmes for staff working in health and social care services.

AMBER

An organisational Training Needs Analysis is completed annually that highlights priorities for increasing awareness, understanding and practice in relation to achieving age equality and ending age discrimination.

GREEN

There is evidence that age awareness and wider equalities issues are embedded in the competencies training of commissioners, managers, clinicians and practitioners, to ensure that services are responsive to the needs of everyone who uses them.

A.4.3: Staff supervision, appraisal and support

RED

Staff supervision and appraisal arrangements are inconsistently applied, and there is no clear link to age equality and diversity standards, expectations or performance requirements.

AMBER

Staff supervision and appraisal arrangements cover age awareness, equality and discrimination, but these are inconsistently applied.

GREEN

All staff, including the CEO, senior managers and Board members have regular, recorded supervision and appraisals where age equality and diversity forms part of the process.

A.4.4: Supporting staff to deliver age equal services

RED

Staff shortages, overload, poor working conditions and limited leadership are impacting on older people's access to and experience of services and facilities (eg responses are hurried, functional, insensitive and discriminatory).

AMBER

Awareness about age equality/discrimination is increasing, but staff attitudes and behaviours do not always reflect this

GREEN

Staff at all levels have the knowledge, skills, confidence and competence to promote age equality, dignity, and person centred approaches across all ages; and practitioners are committed to ending age discrimination and promoting age equality