

Equality, Diversity &
Inclusion Knowledge
Paper Answers

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1. 'Why might some people be more vulnerable to discriminatory behaviour?'

Because they lack the physical and mental strength to protect their own interests or their options are restricted.

2. Which of the following must your employer do to comply with the Equality Act 2010?

- a. Protect clients from discrimination
- b. Protect staff from discrimination
- c. Provide equal opportunities for employees
- d. Support equal opportunities for clients
- e. All of the above

3. Apart from the Equality Act 2010 give an example of another piece of legislation which protects clients' rights.

- Human Rights Act 1998
- Mental Capacity Act
- General Data Protection Regulation (GDPR)

4. What is the difference between 'treating people equally' and 'treating people the same'?

One's fair the other's not; if you treat everyone the same some will be at a disadvantage.

5. Give 3 examples of protected characteristics

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

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6. Give 2 examples of discrimination in a care setting

- Married partners are automatically involved in care planning but other types of partner are overlooked
- More able clients are regularly taken on outings; those with mobility problems are given infrequent opportunities to join them
- The majority of clients are female so the needs of male clients e.g. for activities or socialising, are often ignored
- Rigid mealtime routines fail to accommodate the needs of clients fasting for religious reasons

7. Suggest 2 factors which may make it difficult for individuals to access services

- Mobility problems
- Age
- Communication barriers
- Cultural differences
- Location
- Lack of knowledge

8. Which of the following factors should influence the amount of time you spend with individual clients:

- ☐ a. Their likeability
- ☒ b. Their physical needs
- ☐ c. Their ability to communicate
- ☐ d. The amount they pay for care

9. Give 3 examples of ways in which premises can be adapted to meet different needs.

- Signage
- Widening passages / doorways
- Ramps
- Different styles of furniture
- Rails
- Etc etc

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10. Give a reason why clients should be given information and education about equality and diversity issues

So that they too can promote equality and celebrate diversity

11. Which of the following factors for employment may indirectly discriminate against certain groups?

- ☐ a. minimum height requirements
- ☐ b. flexible working hours
- ☐ c. selection based on aptitude and ability

12. Which of the following are unacceptable practices that should be challenged immediately and are not to be tolerated at work?

- ☐ a. 'Banter' in which male workers make demeaning or derogatory comments about women.
- ☐ b. Telling racist jokes
- ☐ c. Using offensive terms to describe clients
- ☐ d. All of the above

13. Which of the following is an acceptable statement:

- ☐ a. clients can do and say whatever they like
- ☐ b. clients should be punished if they act offensively or insult carers
- ☐ c. clients should be supported to develop good relationships with carers and each other

14. Why is it important for care providers to understand their clients' religious beliefs?

To provide appropriate care and support without causing offence

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15. If you were unsure about the affect a clients' cultural background might have on their personal care needs what action would you take to ensure that you could meet their needs appropriately?

Talk to clients or their family, friends

16. Many people enjoy reading for pleasure; how can you ensure that **all** clients have access to something they can read?

Have different formats, languages etc

17. 'Is it ever acceptable for a client to discriminate when employing a new carer? Explain your answer.

Yes, when they follow a particular religious path which for example which has rules which could require them to be cared for by a certain type of person, e.g of the same sex or religion. This is called 'POSITIVE DISCRIMINATION'

18. Give 3 examples of person-centred values

- Independence
- Dignity
- Rights
- Choice
- Respect
- Partnership
- Individuality

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19. Which of the following is an acceptable practice?

- ☐ a. funding all clients activities equally so those who need less support can do more
- ☒ b. funding clients activities according to need so everyone can participate
- ☐ c. funding activities on a first come first served basis

20. How might care providers assess whether they are achieving equal outcomes for their clients?

- Plans could be put forward at resident's meetings and different options discussed
- Clients could be shown pictures / fabric swatches / colours asked to comment on them
- Care managers could look at profiles of their clients and identify suitable options to reflect a range of needs
- Family members and other loved ones could be asked for opinions and advice
- Surveys and feedback forms could be used to identify areas in need of change or improvement
- Clients could use a suggestion box to put forward ideas
- Client representatives could attend trade shows and industry events to get ideas and see what is available