

## Knowledge and Library Services Case Study

Trust and Name of KLS: Walsall Healthcare NHS Trust

### *Title of Case Study*

Celebrate Diversity

Date: October / November 2020

### Reason for enquiry

World Book Night 2020 the library team had planned an outreach event with our partners from Walsall Public Libraries; having successfully obtained 160 copies of [Diversify: How to challenge inequality and why we should, by June Sarpong.](#)

The plan was to hold a stall event enabling Trust staff/members of the public to visit the stall and collect a free book; however due to Covid 19 and the implementation of social distancing measures we were advised to cancel the event.

We now needed to look for alternative ways of distributing the book; raising the library profile; (more to the library than issuing books) here to support.

### What the knowledge and library specialist did

Black History Month initiatives were running virtually throughout October; the library team partnership working shifted with us now having the opportunity to work with the Equality, Diversity and Inclusion team to raise awareness of the value of promoting diversity within our organisation.

Having attended Equality, Diversity and Inclusion (EDI) team meetings ahead of Black History Month. Senior Library Technician was able to brief the group on how the library team were looking to celebrate World Book Night by offering free copies of [Diversify: How to challenge inequality and why we should, by June Sarpong.](#)

The EDI group agreed that this would be a great initiative and in line with the Black History Month content. The Library Manager took the initiative to invite our Chair Danielle Oum to participate in a live chat; to which she agreed.

The Senior Library Technician;

- provided a brief and prompt questions for the event
- set up the live chat on Microsoft Teams
- liaised with Trust Communications team providing them with all promotional material

- contacted Infection Control Team for approval to post individual copies of the books to colleagues to keep.
- led in organising and promoting the event this ensured to save senior staff time.

The library team invited colleagues to claim a free copy of the book and also participate in a live chat hosted by our Chair Danielle Oum through Trust mailing lists, newsletter, Twitter and also posters. A system was setup to safely distribute 140/160 books requested as advised by the Infection Control Team.

The Library Manager and Senior Library Technician facilitated the live chat, monitored the discussions and supported the Chair throughout the event. A total of 16 colleagues attended the live chat. Feedback from the event was a great success with colleagues recommending that further opportunities like this be offered in the near future.

## **Impact of input from the library and knowledge service**

World Book Night resources effectively distributed.

The live event provided a platform for raising the awareness of the importance of respecting diversity in line with our Trust values.

The Chair and Talent, Inclusion and Resourcing Lead; Senior Stakeholders were supported by library team (saving them time as the event was set up and co-ordinated on their behalf); giving them an opportunity to highlight the importance of inclusion within our workforce.

### **Immediate Impact**

Feedback received from The Chair.

“Thank you for organising this event. I was glad to take part as the meeting purpose was clear and aligned to my own ambitions for the Trust.

The event ran smoothly and colleagues felt able to take part in a quite wide ranging, and emotive discussion on the issues of racism as well as exploring wider social inequity.

The communications surrounding the event were good and I felt well-briefed as a facilitator.

I look forward to participating again in the future”.

### **Probable future Impact**

Future event planned by Talent, Inclusion and Resourcing Lead, below promotion in Trust newsletter.

### **Making Equality, Diversity and Inclusion an open book**

A virtual book club is being set up by Walsall Healthcare’s BAME Shared Decision Making Council, aimed at stimulating debate, raising awareness and broadening knowledge.

The idea for the club was sparked when colleagues who came together for a live chat with Walsall Healthcare Danielle Oum as part of a Black History Month event last month. There, staff talked about June Sarpong's book *Diversify; How to challenge inequality and why we should*.

This book provides an up-to-date call to action for diversifying our workplace, backed up by compelling statistics demonstrating how investing in diversity can benefit everyone.

"The purpose of the book club is to read literature related to discrimination, discuss pertinent topics and raise awareness about equality, diversity and inclusion issues in healthcare provision and in the workforce. We want these sessions to be inclusive and encourage staff from all backgrounds to consider taking part to broaden their knowledge and gain an insight into the experiences of others – please get involved!"

### **Name and Job Title:**

*[Name and job role of the person receiving the service]*

Danielle Oum

Trust Chair

**For further information on how you can get similar support contact your local NHS library and knowledge service.**

### **Submission Details**

*[To be completed by Knowledge and Library Service at the point of submission]*

#### **Name of Organisation**

*Walsall Healthcare NHS Trust*

#### **Knowledge and Library Service Contact Email:**

[bali.moore@walsallhealthcare.nhs.uk](mailto:bali.moore@walsallhealthcare.nhs.uk)

#### **Title of Case Study**

Celebrate Diversity

#### **NHS Region** *[Make bold the option which applies:]*

East of England

London

**Midlands**

North East and Yorkshire

North West

South East

South West

#### **Sector** *[Make bold the option which applies:]*

**Acute**

**Acute and community**

Care Trust  
Clinical Commissioning Group  
Commissioning Support  
Community Trust  
Cross-sector  
Local Education and Training Board  
Mental Health  
Mental Health / Learning Disability  
Mental Health / Social Care  
Primary Care  
Public Health  
Shared Service / Informatics  
Special HA  
Other. If other, please specify

**Group Impacted** *[Make bold the option which applies:]*

**Additional Clinical Services**  
**Administrative and Clerical**  
**Allied Health Professionals**  
**Estates and Ancillary**  
**Healthcare Scientists**  
**Medicine and Dental**  
**Multiprofessional**  
**Patients, Carers and the Public**  
**Nursing and Midwifery**  
**Scientific and Technical**  
**Students**

**Impact Types** *[Make bold any of the impact types below which apply]*

**Contributed to personal or professional development**  
**Contributed to service development or delivery**  
**Facilitated collaborative working**  
Health Information for Patients, Carers and the Public  
**Improved the quality of patient care**  
**Mobilising evidence and organisational knowledge**  
**More informed decision making**  
**Productivity and efficiency**  
Reduced risk or improved safety  
**Saved money or contributed to financial effectiveness**  
**Improved health and wellbeing of staff and learners**

**Consent**

I have consent from individuals referred to in this case study to share details nationally for advocacy and promotion. *[Make bold the option which applies:]*

**Yes**

No