

Document Type: GUIDELINES		Unique Identifier: CORP/GUID/453
Title: Supporting Patients with Assistance Dogs		Version Number: 1
		Status: Ratified
Target Audience: Trust Wide		Divisional and Department: Equality and Diversity
Author / Originator and Job Title: Tina Daniels Equality and Diversity Lead		Risk Assessment: Not Applicable
Replaces: CORP/GUID/02, Support of Staff with Guide / Assistance Dogs (Infection Prevention Issues), Version 3	Description of amendments:	
Validated (Technical Approval) by: Patient and Carer Experience Involvement Group	Validation Date: 19/01/2016	Which Principles of the NHS Constitution Apply? 1 - 4
Ratified (Management Approval) by: Equality Diversity and Inclusion Implementation Group	Ratified Date: 16/08/2016	Issue Date: 16/08/2016
<i>Review dates and version numbers may alter if any significant changes are made</i>		Review Date: 01/08/2019

Blackpool Teaching Hospitals NHS Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that they are not placed at a disadvantage over others. The Equality Impact Assessment Tool is designed to help you consider the needs and assess the impact of your policy in the final Appendix.

1 PURPOSE

Blackpool Teaching Hospitals NHS Foundation Trust is committed to providing a safe environment for patients, staff and visitors allowing appropriate access under the Equality Act 2010. The aim of this policy is to minimise the restriction of access to assistance and therapy dogs, reduce stress to the person, dog, staff and other patients and where necessary minimise the time that the dog and owner have to be separated. This will also include any of these working dogs which are in the process of training in their individual roles. Should the dog be unwell or being treated for a veterinary condition, access to the hospital will be denied as a precautionary measure.

2 TARGET AUDIENCE

The policy applies to staff and all patients, carers and visitors in all Trust locations. It ensures that staff are fully aware of the content and the measures required minimising cross infection.

3 GUIDELINES

Blackpool Teaching Hospitals NHS Foundation Trust believes in providing equal access to all those using the services. Assistance dogs can be used by people who have sight, hearing and other disabilities to give greater independence and part of that independence is that a person may have to bring a dog onto the hospital site. Therapy dogs are also used as part of a patients' recovery plan whilst they are in hospital.

Guide dogs, Hearing dogs and other Assistance dogs are working dogs that have been trained as a mobility aid for people with visual or other disabilities. Pets as Therapy (PAT) dogs or cats have also been trained to provide therapy for patients recovering in hospital. The dogs are vaccinated, are checked by vets every six months, and groomed daily.

Under the Equality Act 2010, Blackpool Teaching Hospitals is legally obliged to make reasonable adjustments to ensure equal access to services. Additionally the Equality Act 2010 requires that all reasonable efforts be made to accommodate people's needs as long as patient and staff safety is not compromised.

3.1 What is an assistance dog?

Thousands of disabled people rely on an assistance dog to help them with day to day activities that many people take for granted. You may be surprised to learn that it is not only blind people that are helped by assistance dogs. Assistance dogs are also trained to help people with hearing difficulties, epilepsy, diabetes, physical mobility problems and more.

Assistance dogs carry out a variety of practical tasks for people such as opening doors, picking up objects, carrying items and raising an alarm, as well as supporting their independence and confidence. Assistance dogs are **not** pets.

- **PAT Dogs** – Pets as Therapy are dogs or cats that are trained to be used for patient therapy. PAT animals also provide animal assisted therapy (AAT) to Healthcare

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Professionals and Therapists working with stroke patients and people with dog phobias.

- **Seizure Alert dogs** - are dogs that are specifically trained to behave differently when they detect a potential seizure, which makes them appear to be misbehaving.

All Assistance dogs:

- Are highly trained.
- Will not wander freely around the premises.
- Will sit or lie quietly on the floor next to its owner.
- Are trained to go to the toilet on command, so are unlikely to foul in a public place.
- Are instantly recognisable by the harness or identifying coat they wear.

Every assistance dog user will carry an ID book giving information about the assistance dog and training organisation together with other useful information.

3.2 Duties and Responsibilities

3.2.1 Heads of Department / Ward Managers

It is the responsibility of the Head of Department or the Ward Manager to ensure that dog users are made welcome within their area. Whenever it is not permissible, the hospital needs to justify grounds for failing to make the suggested reasonable adjustment.

3.2.2 Staff

All hospital staff have a responsibility to be aware of the policy and ensure that a dog user feels welcome upon arriving at the hospital.

Staff should **not** be going out in uniform to exercise a dog and pick up excrement. If there is no else to walk the assistance dog staff should change out of uniform to carry out this or at the end of their shift before going home.

If a member of staff has an allergy to pet hair they should not be accessing the patients room or look after the dog. Staff should not offer to take the dog home to look after it.

3.2.3 Dog Owners

It is appropriate to ask the owner of the dog to report to each department / reception area upon arrival. There should be no restriction for the dog accompanying its owner in corridors, common or waiting rooms, and consulting rooms. Specific areas and wards to avoid include:

- Theatres.
- X-Ray rooms.
- Critical Care Unit (CCU).

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- High Dependency Unit (HDU).
- Intensive Therapy Unit (ITU).
- Haematology.
- Resuscitation Rooms.
- Treatment Rooms.

The owner and the dog prefer to remain together as much as possible but owners do not expect their dog to stay with them in hospital. However, if separation causes an undue amount of distress to the owner of the dog, the dog could be allowed into these areas if appropriate steps are then taken to clean the area.

When the dog owner is being transported on a trolley or wheelchair and the dog is not needed for mobility, they should still accompany the owner; the harness should be removed to indicate to the dog that it is not being worked. This would be applicable if the fire alarm sounds and patients are evacuated.

Alternatively, where appointments are made for minor invasive procedures for known guide dog users, the last appointment of the day may be offered so the area can be cleaned thoroughly afterwards with no further procedures carried out in the area. If a sterile or invasive procedure is to be carried out, it would be best to exclude the dog, as there may be slight shedding of hair.

It is the responsibility of the dog owner to provide food for their dog, unless not physically able to do so. The relevant organisation will be able to assist with the care of the animal. Water may be provided for the dog in the patient's room away from the main foot fall areas in a safe place to avoid slips and falls. Hospital crockery must not be used for this purpose. Any spillages must be cleaned up and where possible the ward cleaners will be able to assist.

3.2.4 Justifiable Separation

In the event that it is necessary that the owner and the dog have to be separated, that period should be kept to the shortest time possible.

3.3 Infection Control

The Infection Control Team has a responsibility to inform the Trust staff of any changes to infection control legislation which may affect this guideline.

All staff must ensure good hand washing with soap and water prior and after contact with an Assistance Dog. This will ensure the safety of all patients and the Assistance Dog. All patients that come into contact with or handle an Assistance Dog should be encouraged and / or assisted to wash their hands with soap and water. Other patients should be deterred from approaching the dog as this is a working dog and not a pet.

All assistance dogs are not to be allowed on any hospital bed or trolley.

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When an assistance dog has to remain in the hospital environment whether for a few hours or until the patient is discharged, the dog will require exercise and toileting. Where it is not possible for relatives or friends of the dog owner to do this, staff are asked to assist by taking the dog to the path at the back of the Cardiac Centre leading from the Trust towards the Zoo. If any other area is identified by Estates this will be included in this guideline.

4 ATTACHMENTS	
Appendix Number	Title
Appendix 1	Equality Impact Assessment

5 PROCEDURAL DOCUMENT STORAGE (HARD AND ELECTRONIC COPIES)
Electronic Database for Procedural Documents
Held by Procedural Document and Leaflet Coordinator

6 LOCATIONS THIS DOCUMENT ISSUED TO		
Copy No	Location	Date Issued
1	Intranet	16/08/2016
2	Wards, Departments and Service	16/08/2016

7 OTHER RELEVANT / ASSOCIATED DOCUMENTS	
Unique Identifier	Title and web links from the document library
CORP/STRAT/001	Equality and Diversity Strategy http://fcsharepoint/trustdocuments/Documents/CORP-STRAT-001.doc
CORP/GUID/002	Support for Staff with Guide/Assistance Dogs http://fcsharepoint/trustdocuments/Documents/CORP-Guid-002

8 SUPPORTING REFERENCES / EVIDENCE BASED DOCUMENTS	
References In Full	
Assistance Dogs – www.assistancedogs.org.uk	
Department of Health. (14/10/2015). NHS Constitution for England. Available: https://www.gov.uk/government/publications/the-nhs-constitution-for-england . Last accessed 10/02/2016.	
Guide Dogs. Available: http://www.guidedogs.org.uk/ . Last accessed 10/02/2016.	
Guide Dogs. Open your doors campaign. Available: http://www.guidedogs.org.uk/aboutus/whatwedo/access/accessopendoors . Last accessed 10/02/2016.	
Hearing Dogs for Deaf People. Available: http://www.hearingdogs.org.uk/ . Last accessed 10/02/2016.	
Pets as Therapy. Available: http://www.petsastherapy.org/ . Last accessed 10/02/2016.	
Crown. (2010). Equality Act 2010. Available: http://www.legislation.gov.uk/ukpga/2010/15/contents . Last accessed 10/02/2016.	

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9 CONSULTATION / ACKNOWLEDGEMENTS WITH STAFF, PEERS, PATIENTS AND THE PUBLIC		
Name	Designation	Date Response Received
	Staff Side	
	Equality Diversity and Inclusion Group	
Sheena Cottam Jo Lickiss	Infection Prevention Team	
	Patient & Carer Experience Group	
Disability First	Alan Reid	
Linda Sethi	N-Vision	
Health Watch	Empowerment	

10 DEFINITIONS / GLOSSARY OF TERMS	
AAT	animal assisted therapy
CCU	Critical Care Unit
HDU	High Dependency Unit
ITU	Intensive Therapy Unit
PAT	Pets as Therapy

11 AUTHOR / DIVISIONAL / DIRECTORATE MANAGER APPROVAL			
Issued By	Tina Daniels	Checked By	Andrew Health
Job Title	Equality and Diversity Lead	Job Title	Patient Experience
Date	December 2015	Date	19/07/2016

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APPENDIX 1: EQUALITY IMPACT ASSESSMENT FORM					
Department	Equality and Diversity	Service or Policy	Policy	Date Completed:	January 2015
GROUPS TO BE CONSIDERED Deprived communities, homeless, substance misusers, people who have a disability, learning disability, older people, children and families, young people, Lesbian Gay Bi-sexual or Transgender, minority ethnic communities, Gypsy/Roma/Travellers, women/men, parents, carers, staff, wider community, offenders.					
EQUALITY PROTECTED CHARACTERISTICS TO BE CONSIDERED Age, gender, disability, race, sexual orientation, gender identity (or reassignment), religion and belief, carers, Human Rights and social economic / deprivation.					
QUESTION	RESPONSE		IMPACT		
	Issue	Action	Positive	Negative	
What is the service, leaflet or policy development? What are its aims, who are the target audience?	To ensure that patients with assistance dogs are supported whilst in hospital whether as an in or out patient. To ensure staff are aware of the Trust's obligation to make reasonable adjustments to enable patients with assistance dogs to access all services.	To promote the guideline to all departments across all locations.	This should improve the patient experience by reducing inequality.		
Does the service, leaflet or policy/ development impact on community safety • Crime • Community cohesion	N/A	N/A	N/A	N/A	
Is there any evidence that groups who should benefit do not? i.e. equal opportunity monitoring of service users and/or staff. If none/insufficient local or national data available consider what information you need.	This guide will benefit patients who have an assistance dog and currently there is no evidence to show any disadvantage.	Ensure guide is promoted and adhered to across the Trust.	This should improve the patient experience.		
Does the service, leaflet or development/ policy have a negative impact on any geographical or sub group of the population?	There should be no negative impact to any sub-group as a result of the implementation of this guide.	Promote guideline across all locations of the Trust.	This should improve the patient experience.		
How does the service, leaflet or policy/ development promote equality and diversity?	By ensuring all service users have equal access to all services at all Trust locations irrespective of any protected characteristic they may have.	Ensure all staff are aware of the guide and the Trust's commitment to equality and diversity in accessibility to all services for all service users	Increase acceptance of people who share a protected characteristic and those who do not.		
Does the service, leaflet or policy/ development explicitly include a commitment to equality and diversity and meeting needs? How does it demonstrate its impact?	Yes. It shows a commitment to equality and diversity by supporting service users when accessing services as an in or put patient.	Promote the guide to staff at all levels across the Trust.	The impact will be in reducing the barriers service users may face in receiving equal access to treatment		
Does the Organisation or service workforce reflect the local population? Do we employ people from disadvantaged groups	Yes. The organisation and workforce is reflective of the local population. This is confirmed in the HR Equality and Diversity Workforce Report found on the Trust's internet.	Continue to monitor the protected characteristics of the workforce to ensure we remain reflective of the population we serve.	Increased understanding of the needs of the service users accessing our services.		
Will the service, leaflet or policy/ development i. Improve economic social conditions in deprived areas ii. Use brown field sites iii. Improve public spaces including creation of green spaces?	N/A	N/A	N/A	N/A	
Does the service, leaflet or policy/ development promote equity of lifelong learning?	N/A	N/A	N/A	N/A	
Does the service, leaflet or policy/ development encourage healthy lifestyles and reduce risks to health?	N/A	N/A	N/A	N/A	
Does the service, leaflet or policy/ development impact on transport? What are the implications of this?	N/A	N/A	N/A	N/A	
Does the service, leaflet or policy/development impact on housing, housing needs, homelessness, or a person's ability to remain at home?	N/A	N/A	N/A	N/A	

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Are there any groups for whom this policy/ service/leaflet would have an impact? Is it an adverse/negative impact? Does it or could it (or is the perception that it could exclude disadvantaged or marginalised groups?	Yes. It is a positive impact allowing the assistance dog to remain with the patient. The intention of this guide is to improve patient experience for all groups and there is no intentional disadvantage or marginalise towards any particular group.	To ensure all staff are aware of the guide and act in a positive and supportive to patients who have assistance dogs.	Aids elimination or reduction of any negative impacts by having a positive approach.	
Does the policy/development promote access to services and facilities for any group in particular?	Yes. It improves access to services for disabled service users who have assistance dogs by allowing the animal on site.	Ensure all staff are aware that assistance dogs are allowed on site as per the guideline.	Allows service users to access services or receive treatment with their assistance dog.	
Does the service, leaflet or policy/development impact on the environment ● During development ● At implementation?	N/A	N/A	N/A	N/A
ACTION:				
Please identify if you are now required to carry out a Full Equality Analysis		Yes	No	(Please delete as appropriate)
Name of Author:	Tina Daniels	Date Signed:		January 2015
Signature of Author:				
Name of Lead Person:	Tina Daniels	Date Signed:		January 2015
Signature of Lead Person:				
Name of Manager:		Date Signed:		
Signature of Manager				

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