



Bliss and Airey

Training & Consultancy

Pre-reading: Understanding Racial Injustices in Healthcare

Bliss and Airey Training and Consultancy

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We offer a variety of bespoke training such as Active Bystander Training, Allyship Training, and Leadership training. If you would like further details or if you would like to talk to us about specific training your organisation needs around inclusion and equity please contact us.

Hello and Welcome

In this document, we introduce you to the key terms and ideas that we will focus on within the training. It is not vital that you read this but if the subject of unconscious bias and race equality is new to you, you might find it beneficial to gain the most from the training session.

Included:

- Unconscious bias
- Microaggression
- White privilege
- Gas lighting
- Deficit thinking
- Toxic positivity
- Legal bits

- Bystander information

If you would like the accessibility view please click on the three dots in the top right-hand corner.

Let gets started...

Unconscious Bias

"Unconscious Bias" will underpin much of what we consider during our training.

Unconscious bias is the idea that your background, culture and identity will impact on your decision making in ways that you may not be consciously aware of. This is important for us to consider within education and health care because different stereotypes and expectations about our staff, students and patients can influence how we treat them; for example, what opportunities we offer for continuous professional development or what marks we award. In the end their success on a course or in the workplace is, through both obvious and subtle ways, linked to the bias they experience from university and trust staff.

When studying and reflecting this topic it is important you do not blame yourself or others for any *unconscious* bias. It is worth noting this does not excuse overt acts of discrimination, and when we uncover our unconscious bias we should consider how we can now address it, Equality Challenge Unit (2013) state that we have a moral and ethical duty to bring out unconscious decision making into our consciousness. The important thing is to realise that unconscious bias exists, to analyse your own behaviours and reactions to encounters with other people, and where appropriate adjust your behaviour to ensure at all times you are treating people with fairness and respect (Hartland, 2019).

During the training try and remain reflective and consider how your unconscious bias could be making decisions you're unaware of...

Here are a couple of videos which outlines unconscious bias in a bit more depth.





Microaggressions

Microaggressions are an important concept for us to understand in order to appreciate the lived experience of people who are experiencing them. These are actions, which may be indirect, subtle, or unintentional discriminations against members of a marginalised groups.

They are often linked with unconscious bias because the trigger person may be unaware of the impact of their action, or why something they are doing is causing a person to be uncomfortable. Often this lack of awareness is linked to our own inherent privileges, where our own lived experience blinds us to how another person might be treated by the world.

Microaggressions individually may be small, but when a person from a marginalised group experiences multiple microaggressions throughout their day the impact of them can become cumulative and exhausting which can have severe affects on the persons mental and physical health. The next video explores this concept a little more for you.

There is also **macroaggressions** which is an act of racism towards everyone of a race, gender or group. For example all black people like rap music. This is a false statement which affects all black people.

***We have further training on microaggressions, if this is something you would be interested in please contact us.**





Microaggressions and mental health- This article demonstrates the impact microaggressions have on mental health [click here for article](#)

White Privilege

White Privilege

White privilege is often mistaken as a form of monetary privilege. The two are not to be confused, sometimes there is an overlap but for the purpose of this training we are only focusing on racial privilege. White privilege can be defined as a social privilege that someone gets due to the colour of their skin. Research suggests the lighter the colour your skin the more privilege you gain in society including health care and education (Hengrove 2018 and Rodríguez, Tumin and Campbell 2021) . White privilege denotes both obvious and less obvious passive advantages that white people may not recognise they have, which distinguishes it from overt bias or prejudice. These include the freedom to globally move, buy, work, play and speak freely. The effects of this can be seen in all aspects of life for example; educationally, professionally and personal.

Here is a video that explore deconstructing white privilege.



1 - Robin DiAngelo is a well established researcher in the field of whiteness and how this has a local to global impact on society.



[Click here for the Lammy Review](#)

In 2017 David Lammy discusses the glass ceilings which are put in place for people from Black Asian and Ethnic minority backgrounds. This report outwardly calls out how white privilege is still very much prevalent in today's society.

Gaslighting

Gaslighting is a type of behaviour to gain control of someone or a situation. Gaslighting behaviour makes the victim feel that they are losing their mind, this is often done over time. Perpetrator's will lie continuously and strongly to build connections and try to align with allies against the victim. They will often deny ever saying something even if the victim has proof, they use what is of value to you as ammunition against you for example threaten to take away a part of your job which you really enjoy or if it were a student they might prevent them from going to an interesting learning experience because their mentor feels they have not demonstrated their skills but allow another student who is at the same level to go. Their actions do not match their words and they at times add in positive reinforcement to confuse the victim. They tell others that the victim is making up allegations and that they are crazy to be even confronting the perpetrator, this is particularly dangerous as it very dismissive behaviour.



Deficit Thinking

Deficit thinking can be broadly described as finding or focusing on something that is blaming, lacking or wrong with the someone. This can be extremely damaging to working relationships as it is starting from a point of deficit rather than seeing someone's strengths and assets. A common example of this is when someone first language is not English. There is often an assumption that that this person might not understand or be able to communicate well there maybe a lack of education. However, if you look at this from a strengths or asset based this person speaks multiple languages and is able to communicate with more people and bring in new ideas as they are able to culturally adapt services to meet the needs of more of the population.

Deficit	Assets
Problem orientated	Strengths based
How do we fix the problem with them?	How do we create a thriving environment?
Someone needs to sort this	What skills do I need to support this?
Problems are embedded	We are all in this together
Do things to people	Working with engaged people
People can't be trusted	People have control over their lives
People are the problem	People have the answers

Toxic Positivity



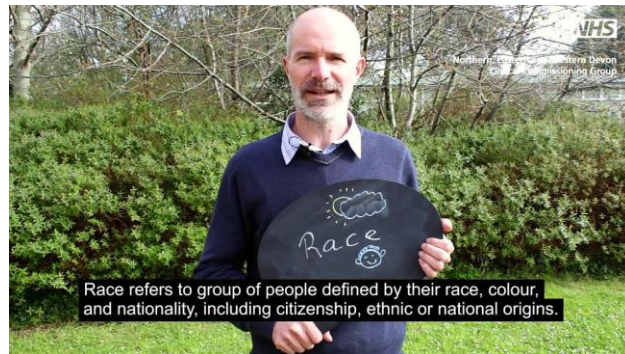
'Gratitude and positive thinking can be helpful—they're key parts of building resilience. But the toxic positivity of insisting someone consistently feel grateful and optimistic—even in the face of systemic racism—can be actively harmful.' (Abdou, 2014)

Toxic positivity is the act of trying to put a positive spin onto something which is distressing for others. The need to put a positive spin therefor acts as a silencing tool and stops people exploring the root of the issues at hand. Often when racism is discuss with white people there is a desire to hear the positive steps which are being taken which stops the discussion on what barriers are in place and how to remove them. Consequently this will negatively impact on the person who is experiencing racism and perpetuate the feeling of racism further causing further distrust.

We therefor ask participants to be respectful of this in the training and understand we are working on bringing awareness to how racism impacts on colleagues and service users.



Legal Bits



The Equality Act 2010 is a legal framework that protects the rights of people.

Within the Equality Act 2010 there are 9 protected characteristics

- Age
- Disability
- Gender reassignment
- Marriage and Civil partnership
- Pregnancy and Maternity

- Race
- Religion and belief
- Sex
- Sexual Orientation

Can you think of anything missing from the characteristics which could lead to discrimination?



"THE HUMAN RIGHTS ACT IS A UK LAW PASSED IN 1998. IT LETS YOU DEFEND YOUR RIGHTS IN UK COURTS AND COMPELS PUBLIC ORGANISATIONS – INCLUDING THE GOVERNMENT, POLICE AND LOCAL COUNCILS – TO TREAT EVERYONE EQUALLY, WITH FAIRNESS, DIGNITY AND RESPECT.

[Click here or more information on the Human Rights Act 1998](#)

[Click here for more information around the NHS guidance.](#)

Part 2- The Bystander...

Active Bystander skills refers to an evolving area of social sciences which looks at different ways we can safely respond to situations in which a person is experiencing a form of discrimination or problematic behaviour.

Interestingly research suggests that people are less likely to help if in a group of people. However if people are alone they are more likely willing to get involved (Campos-Mercade, 2021).

*We offer further training on Active Bystander Training and Allyship Training please email for further details



2 - There are some significant challenges to this work, and primarily this is the way human's behave when in groups. The following video explores something called the Bystander Effect, and is a good example of why people tend to not stand up and act when they see a person suffering.

Consider if there has been a time that you have been a bystander? What were the actions you took? Did you feel safe to intervene. If you didn't feel safe why?

Three A's of becoming an Active Bystander

Assess

Act

Assess

Assess

Assess safety and risk to yourself and victim

Assess What type of intervention is needed

Assess power dynamics

Act

Directly

Indirectly

After the event

Offer education

Access

The resources you need such as:

private space to talk

Senior support

Security

Reporting tools

Documentation

Calling in and out behaviour

Sometimes calling out behaviour can seem intimidating or we might struggle to find the words. It can feel like an uncomfortable conversation to have. However it is an important conversation to have especially if we sit within an advocating or leadership role.

Calling In:

offers an opportunity for learning.

- When there is an opportunity to explore deeper, make meaning together, and find a mutual sense of understanding across difference
- When we are seeking to understand or learn more
- When we want to help imagine different perspectives, possibilities, or outcomes
- Provides for multiple perspectives and encourages paradigm shifts
- Focused on reflection, not reaction
- Is not just a suggestion with an uptick (Don't you think you should...?)

If someone makes a comment that makes you feel uncomfortable you can use these questions to help you frame a conversation.

I'm curious. What was your intention when you said that?	How might the impact of your words/actions differ from your intent?	What sort of impact do you think your decision/comment/action might have?
How might someone else see this differently? Is it possible that someone might misinterpret your words/actions?	How might your own comfort level, assumptions, expectations, prior experiences be influencing your beliefs, decisions, process?	How is ____ different from ____? What is the connection between ____ and ____?
What criteria are you using to measure/assess etc?	How did you decide, determine, conclude...	What would have to change in order for ____?
What do you assume to be true about ____?	Why is this the best way to proceed? What other approaches have you considered?	What is making you the most fearful, nervous, uncomfortable or worried?
Why do you think that is the case? Why do you believe that to be true?	Why do you think others have/haven't moved in that direction?	How do you know it's working?
Why did the result or response cause a problem for you?	What would other stakeholders say/think/feel?	In your opinion, what is the best case scenario?
Think: How might we call out the behavior, while calling in the person?		

Beyond the Black Face By Paulette Kerr (2020)

So many looks but what do you focus on when you see me?
Preconceived thoughts occupy minds, entrenched feelings hence my plea.
Is it my skin colour, my dialect, or my different textured hair?
Could it be the shape of my nose that often cause many to stare?

What do you feel when you see me, from history do you take your cue?
Do you feel dread or do pleasant thoughts come rushing to you?
If I could just let you see; to focus on the negative is to really miss me.
Oh, how sad if that is how you've been conditioned to be.

You see beyond the black face, like you; I am a part of mankind,
and there's so much more to me; if only you took time to find.
Please don't dismiss me as if I don't count, I've endured that for years;
many challenging experiences, so painful they've brought me to tears.

Let me give you a further glimpse beyond the black face,
and the jeers and downtrodden feelings that made me question my race.
My parents taught me to embrace who I am and to never give in;
so, when I face hurdles in life, and there are many, my stance is to win.

Beyond the black face, I'm witty, I'm kind, I sing, I dance but stay away from wine.
I tell myself 'you're a woman of worth', oh and I like to be taken out to dine.
I enjoy writing and studying, more to come; see I'm not done yet.
Don't worry about the small stuff, getting older, I say don't sweat.

I'm passionate about helping people, that's the nurse coming out,
I don't like spicy food and many think that's strange no doubt.

See beyond my black face I have likes and dislikes and I love life.
My heart sinks to see racism and discrimination around us; so rife!

If I was to sum up what I would want you to take away,
I'd like you think about the fundamental part you could play.
Look beyond the black face, see people, be open and simply care.
What a legacy to leave; something the next generation could share.

Further recommended reading

Reading list

This is why I resist- Dr Shola Mos-Shogbamimu

White Fragility- Robin Di Angelo

You are your best thing- Tarna Burke and Brene Brown

Anti-Racist Ally- Sophie Williams

Race talk and the conspiracy of silence- Donald Wing Sue

Why are all the Black kids sitting together in the cafeteria- Beverly- Daneiel Tatum

How to be an anti-racist- Ibram X.X. Kendi

Me and my White supermercy workbook- Layla F Saad

Data

WRES Data- <https://www.england.nhs.uk/wp-content/uploads/2021/02/Workforce-Race-Equality-Standard-2020-report.pdf> This is national but you can find individual trusts that you engage with.

OFS- <https://www.officeforstudents.org.uk/advice-and-guidance/promoting-equal-opportunities/effective-practice/>

Ethnic Inequalities in health care: rapid evidence review- <https://www.nhsrho.org/publications/ethnic-inequalities-in-healthcare-a-rapid-evidence-review/>

Podcasts

<https://www.aapf.org/imkc-podcast-episodes> intersectionality matters

about race – Reni Eddo-Lodge

<https://www.bbc.co.uk/programmes/p07915kd/episodes/downloads> - Have You Heard George's Podcast?

<http://laylafsaad.com/good-ancestor-podcast> - Layla F Saad

Website

App for

Videos

Exposed: This film was made as part of 'Nursing Narratives: Racism and the Pandemic'. A research project funded by the Arts and Humanities Research Council under the UKRI Covid-19 Urgent Response Call. www.nursingnarratives.com- <https://www.youtube.com/watch?v=nesEPY9HXAM&t=2629s>

References

Campos-Mercade, P. (2021) The volunteer's dilemma explains the bystander effect. *Journal of Economic Behavior & Organization*. 186 pp. 646–661. doi:10.1016/J.JEBO.2020.11.012.

Hargrove, T.W. (2018) Light Privilege? Skin Tone Stratification in Health among African Americans: <https://doi-org.ezproxy.uwe.ac.uk/10.1177/2332649218793670> [online]. 5 (3), pp. 370–387. Available from: <https://journals-sagepub-com.ezproxy.uwe.ac.uk/doi/10.1177/2332649218793670>doi:10.1177/2332649218793670 [Accessed 7 August 2021].

Rodríguez, J.E., Tumin, D. and Campbell, K.M. (2021) Sharing the Power of White Privilege to Catalyze Positive Change in Academic Medicine. *Journal of Racial and Ethnic Health Disparities* 2021 8:3 [online]. 8 (3), pp. 539–542. Available from: <https://link-springer-com.ezproxy.uwe.ac.uk/article/10.1007/s40615-020-00947-9>doi:10.1007/S40615-020-00947-9 [Accessed 7 August 2021].