

**Together**  
**Against Racism**



Leicestershire Partnership  
NHS Trust

# Patient and Carer Race Equality Framework (PCREF) Overview



**PCREF** is a national NHS requirement to help make mental health services fairer by tackling racism. All NHS mental health trusts must have PCREF in place by the end of 2024/25.

Our PCREF focuses on race and ethnicity, while also recognising how other factors—such as age, disability, neurodiversity, and the Equality Act’s protected characteristics—affect people’s experiences.

It applies to children and young people (0–25), adults (18–64), and older adults (65+).

**Read more about the PCREF on the NHS England site**

[NHS England >> Patient and carer race equality framework](#)



## Why PCREF matters:

People from ethnic minority communities often face:

- Barriers to culturally appropriate care
- Higher rates of detention and restrictive practices under the Mental Health Act
- Poorer experiences of mental health services
- Greater challenges in achieving good mental health and wellbeing



## How PCREF works:

- Board-led action: Our Board oversees anti-racism work and monitors progress.
- Co-created actions: Communities and patients help design what needs to change.
- Defining “what good looks like”: Priorities and standards come from lived experience.
- Real-time improvement: Patients and carers help shape services as they use them.
- Data transparency: We publish information on ethnicity and patient experience (with national monitoring too).
- PCREF is a core part of our Together Against Racism Plan and links with the Triangle of Care and Culture of Care.

“This mandatory framework will support trusts and providers on their journeys to becoming actively anti-racist organisations by ensuring that they are responsible for co-producing and implementing concrete actions to reduce racial inequalities within their services.”

NHS England

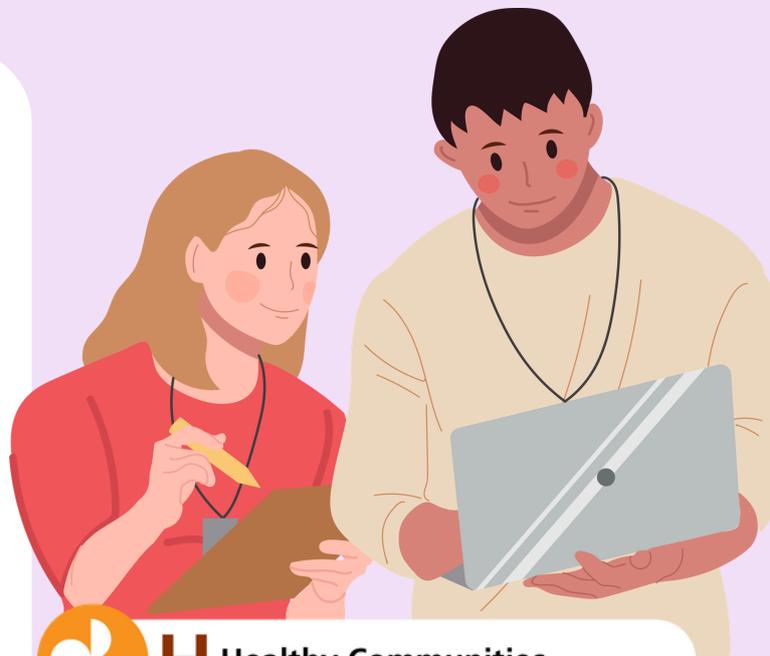
## What staff need to know:

Our latest PCREF Action Plan (agreed April 2025) has four priority workstreams, developed with patients, carers, voluntary sector partners and system partners.

- Workforce and cultural awareness
- Partnership working
- Coproduction and lived experience
- Improving data quality and insight

These workstreams link to the Trust’s THRIVE values of:

**Healthy Communities, Including everyone and Valuing our people**



**H Healthy Communities**



**I Including everyone**



**V Valuing our people**

# What we've done so far:

- **Leadership conferences:**

More than 300 leaders attended two “Where I belong, every voice matters” conferences covering inclusive conversations, psychological safety, health inequalities, and freedom to speak up.

- **Culture of Care Programme:**

Three wards are involved, including Welford Ward, which has:

1. Introduced movie nights and cultural celebration events
2. Removed blanket restrictions (e.g., only eating in the dining room)
3. Created a sensory room
4. Added sensory adaptations such as ear defenders

- **Triangle of Care:**

More than 900 staff trained in Carers Awareness.

- **Community partnerships:**

We are working with marginalised and racialised communities to understand barriers and improve health outcomes.

- **African Heritage Alliance partnership:**

Collaborating with Black and African Caribbean communities to explore what it means to feel safe, respected and able to thrive in mental health services.



**Culture  
of Care**



# How can I get involved or share my experiences?



We want to encourage our patients, service users, carers, families, community and voluntary organisations, and members of the public to get involved with working in partnership to help us deliver the PCREF.

If you are interested in getting involved in our PCREF work, or other aspects of the Trust's work, please click the link below:



[www.leicspart.nhs.uk/involving-you/involving-you](http://www.leicspart.nhs.uk/involving-you/involving-you)



We also want to hear about your experience of using our services or being a carer or family member or friend of someone accessing our services.

This might include sharing your experience of how your cultural needs were considered during your or your friend or family member's care, how your family or carers were involved in discussions about your care, or the experience of sharing your personal information.

You can contact the team by emailing our Patient Experience team:

[lpt.patient.experience@nhs.net](mailto:lpt.patient.experience@nhs.net)

