

Patient and Carer Race Equality Framework (PCREF) Overview

PCREF stands for the **Patient Carer Race Equality Framework**, which is NHS England's first anti-racism framework.

Its primary aim is to improve the experiences of individuals from diverse ethnic, racial, and cultural backgrounds within mental health services, ensuring that care is equitable and culturally appropriate.

The framework was developed following the 2018 independent review of the Mental Health Act and seeks to address racial disparities in mental health care.

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:

- Poorer access and experiences of mental health services
- Care that is not always culturally appropriate
- Higher rates of detention and restrictive practices under the Mental Health Act



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 for 26/27 has five priority workstreams, developed with patients, carers, voluntary sector partners and system partners.

- Increasing knowledge and understanding of PCREF amongst our workforce
- Improve recording of ethnicity for patients who use our mental health services
- Increase partnership work with community organisations
- Development of Community Champions/Ambassadors
- Increase the number of staff who have undertaken Race Equality and cultural Intelligence Learning

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 in 24/25:

- The African Heritage Alliance led a series of Appreciative Inquiry workshops across Leicester, exploring what it looks and feels like for Black people to be safe, respected and thriving in mental health services. The work engaged diverse groups, including young people, faith communities, care leavers, and people with and without lived experience, resulting in a shared Manifesto for Black Safety, Healing and Belonging. This sets out a collective vision for care that is holistic, culturally relevant, informative and therapeutic.
- With the Bangladeshi community we built collaborative, culturally tailored work which included four workshops, development of a culturally tailored guide (called Ashar Alo) to help with running future workshops, ran mental health awareness sessions, identified community co-facilitators, and built a partnership with organisations such as Jamila's Legacy, Dara Salaam Masjid, and the Bangladeshi Action Resource Centre.



- On the Welford Ward, an inpatient eating disorders unit, several improvements have been developed to support more personalised care. The garden was redeveloped to support trauma-informed and autism-informed care principles and there were many patient-informed changes such as brighter murals, more comfortable and flexible furniture, and spaces for relaxation and visiting. Activity options were expanded following patient input, including movie nights and cultural events.



- For children and young people across rural Leicestershire we focused on young people's challenges around transport, belonging and access to support. A key milestone was a "Your Town, Your Voice" workshop with 54 primary school children, delivered with Coalville CAN, creating a safe space to share experiences. The work is strengthened through partnerships with trusted local organisations, ensuring it is rooted in local need and connected to young people facing adversity.



- We achieved our Star 2 award which includes training over 1,300 staff in carers' awareness



**Culture
of Care**



Why PCREF matters:

To reflect its importance, NHS England has included PCREF in the CQC's framework for assessing mental health services.



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



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

Find out more on StaffNet

