



# BME Link Worker Evaluation

Clinical Effectiveness

Learning Disabilities  
South Health Support Team

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# **BME Link Worker Evaluation**

## **Background**

Two BME Link Workers have been working with the Community Learning Disability Teams since 25 February 2006 (Health and Social Services). This initiative has been funded for two years by the Learning Disabilities Partnership Board from LDDF additional funding.

The BME Link Workers support professionals from the community teams (including Access Team and CAISS Team) in working with families and service users whose first language is Punjabi.

This however is only a part of their role.

In addition to the above one BME Link Worker has made links with Talbot School and is working in partnership with a teacher to establish a parent/carer support group in the south of the city. She is also making links with the Transition Team.

One BME Link Worker is working in partnership with Respite Care provision to assist with assessments and ensure that pre admission details are obtained for service users whose carers' first language is Punjabi.

Both BME Link Workers work to identify and contact a range of BME groups and organisations across Sheffield and to date have been invited to visit 12 different groups to introduce themselves and give details of services available to adults with learning disabilities who live in Sheffield.

A joint leaflet has been developed with Sharing Caring Project to explain to professionals, service users and family carers the role of the BME Link Worker and the support offered to carers by the Sharing Caring Project.

Following an episode of work with a service user and their carer the BME Link Workers give feedback sheets to the service user, carer and the professional who referred. It is the BME Link Worker evaluation forms returned by professionals that have been audited as follows.

In total nine professionals from the community teams returned feedback forms for their rating of the BME Link Workers in supporting them when working with service users and families whose first language is Punjabi. The professionals were asked to fill in a questionnaire and the information collected will influence future service delivery by the BME Link Workers.

## Results

No		Not at all	Not very well	Well	Very Well
1	How clear did the MBE link worker make to you what support they could offer in this case?			2/9	7/9
2	How well did the MBE link worker explain/compile the work plan for this case? (2 did not respond)			3/9	4/9
3	How well did the work undertaken by the BME link worker complement your work?				9/9
4	Do you feel the BME link worker achieved a positive outcome that benefited the service user/family?		<b>A little</b>	<b>Yes</b> 2/9	<b>Definitely</b> 7/9
5	Did the BME link worker communicate with you effectively and keep you fully informed as necessary?			1/9	8/9
6	Has having access to a BME link worker been beneficial to you/the service?			1/9	8/9
7	Did the BME link worker work/communicate in a way that was appropriate to the service user's culture and background?		<b>Sometimes</b>	<b>Usually</b>	<b>Always</b> 9/9

8 What did you find most useful about working with a BME link worker?

- She enabled me to communicate with the service user's mother, while other English speaking family members were not present
- Developing a relationship with client family. Enough improved communication and knowledge of culture
- Increased and effective communication and understanding of individual needs of people from different communities
- Enabling all family members to communicate as effectively as possible and within a clear therapeutic framework enabling my questions to be asked and vice versa
- I don't know how I would have managed without her!
- Language/cultural knowledge, a useful sound of advice for me
- Her ability to discuss the information in the report, I was feeding back to the family and her amazing ability to engage early with both myself and the family
- Help with language/culture rapport with family
- It was beneficial to work with a link worker that I was familiar with and had already built up a relationship of trust with, prior to making the visit

9 How do you feel the service could be improved?

- More workers!
- Increase in provision
- Pre-meeting to explain complex information to link worker so that she wasn't put on the spot. It would also help give me an opportunity to ask about appropriate/inappropriate behaviour on the visit
- Training on service and cultural issues
- There is ongoing work that needs to be done to ensure this new service fits with existing services (in the minds of the existing services!)

10 Are there any other comments you wish to make?

- Thank you
- None – very effective service but limited due to insufficient personnel
- I am afraid I have forgotten many of the details about the visit.
- My first experience has been excellent.
- The link worker is very professional, efficient, but friendly.
- Thanks very much for enabling me to discuss this young man's communication with his family
- Very good service – excellent rapport with family member
- I think the situation that arose because of this piece of work was unavoidable but was handled very well

## **Feedback**

The questionnaires received from the professionals were very positive. One stated "I don't know how I would have managed without her!"

## **Suggestions for improvement**

Some feedback suggested

- Training on service and cultural issues
- Pre-meetings to explain complex information to link worker
- More workers should be made available due to increased demand

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