

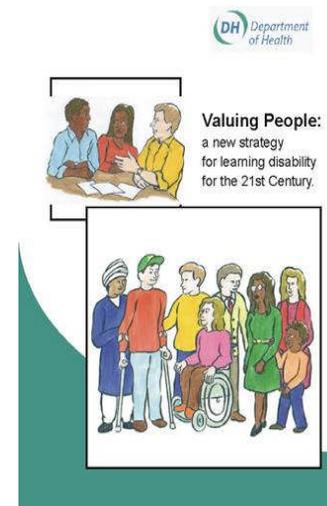


Working together to improve services

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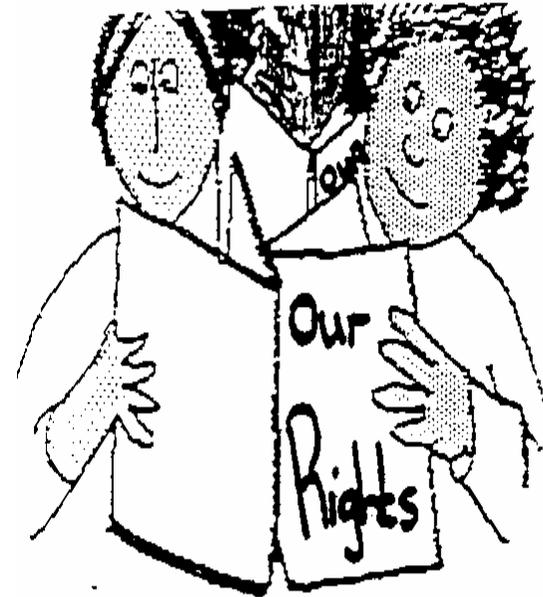
Why work towards change?

- ALL means ALL
- Inclusion is a principle of government policy
- Ethical, legal and business case



The Race Relations Amendment Act (2002)

- Any group using public money
- Must make sure it includes people from minority ethnic communities
- Not an 'extra' but a responsibility



What is cultural competence?

-  Cultural competence is **how well an organisation provides care** to people with diverse values, beliefs and behaviours.
-  This can involve **designing services** to meet social, cultural and language needs.
-  It means **valuing** individuals, families, communities and **protecting** their dignity.
-  **Knowledge about diversity** is turned into **specific standards, policies, practices and attitudes**.
-  These help to improve the quality of services and produce **better outcomes** for everybody.



What does it look like in practice?

-  Sensitivity to the needs, rights and cultural context of service users from minority ethnic communities
-  Engagement with individuals and organisations that represent their views and wishes
-  Planning and action to make services appropriate and accessible
-  Structures to monitor and review services based on:
 - ✓ Service user satisfaction
 - ✓ Service outcomes across ethnic groups
 - ✓ Cultural competence within the service

Developing cultural competence in health and social care

Cultural competence

Compliance with the Race Relations (Amendment) Act 2000 and standards developed by the Commission for Racial Equality and the Disability Rights Commission

Reviewing services Measuring service user satisfaction and service outcomes, assessing and monitoring competence throughout the service

Planning and action Deciding with these partners how to make services appropriate and accessible

Engagement Developing local partnerships and Improving information and policies. Developing existing and new resources, structures and vision statements. Employing people from minority ethnic and religious communities

Introduction Raising awareness of the needs, rights and cultural context of service users

Using research evidence as a basis for training



Becoming confident and competent

Stages of learning:

- Confident/incompetent
- Unconfident/incompetent
- Increasing confidence and competence
- Confident and competent

Confidence is based on what you know about your ability. Increased awareness can mean a loss of confidence as you realise what you didn't know about cultural competence.

Setting goals improves performance and skills development and leads to increased confidence



Understanding exclusion

- Parallels with learning disability:
 - High levels of unmet needs and disadvantage
 - Inappropriate services
 - Poor communication
 - Discriminatory practices and attitudes
- Similar solutions:
 - Adapt services to meet needs
 - Provide support to access services
 - Increase involvement in decision- making
 - Aim for a culture change in attitudes



Keeping the momentum going

- Building up internal structures/groups – regular review of progress and accountability
- Bringing in external expertise: local authority/PCT diversity officers, service users, family carers and groups representing their interests
- Linking to Regional Ethnicity and Learning Disability networks, the Ethnicity Training Network, the National Advisory Group on Learning Disability and Ethnicity and the ARC Ethnicity Network

