

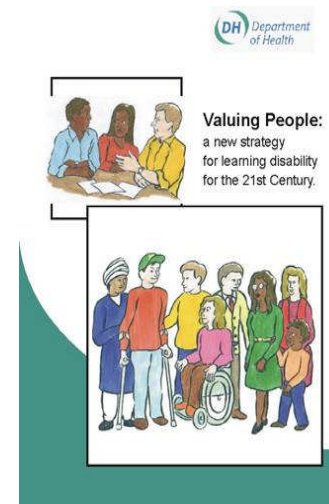


# Working together to improve services

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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

