

# *All staff are prepared to care:* Good Outcomes for Culturally Diverse Communities

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<https://loros.co.uk/research-at-loros/thinking-ahead>

# Specialist palliative care services response to ethnic minority groups with COVID-19: equal but inequitable—an observational study



# Ambitions for Palliative and End of Life Care:

A national framework for local action 2021-2026

01

## Each person is seen as an individual

*I, and the people important to me, have opportunities to have honest, informed and timely conversations and to know that I might die soon. I am asked what matters most to me. Those who care for me know that and work with me to do what's possible.*

## Each person gets fair access to care

*I live in a society where I get good end of life care regardless of who I am, where I live or the circumstances of my life.*

## Maximising comfort and wellbeing

*My care is regularly reviewed and every effort is made for me to have the support, care and treatment that might be needed to help me to be as comfortable and as free from distress as possible.*

## Care is coordinated

*I get the right help at the right time from the right people. I have a team around me who know my needs and my plans and work together to help me achieve them. I can always reach someone who will listen and respond at any time of the day or night.*

## All staff are prepared to care

*Wherever I am, health and care staff bring empathy, skills and expertise and give me competent, confident and compassionate care.*

06

## Each community is prepared to help

*I live in a community where everybody recognises that we all have a role to play in supporting each other in times of crisis and loss. People are ready, willing and confident to have conversations about living and dying well and to support each other in emotional and practical ways.*

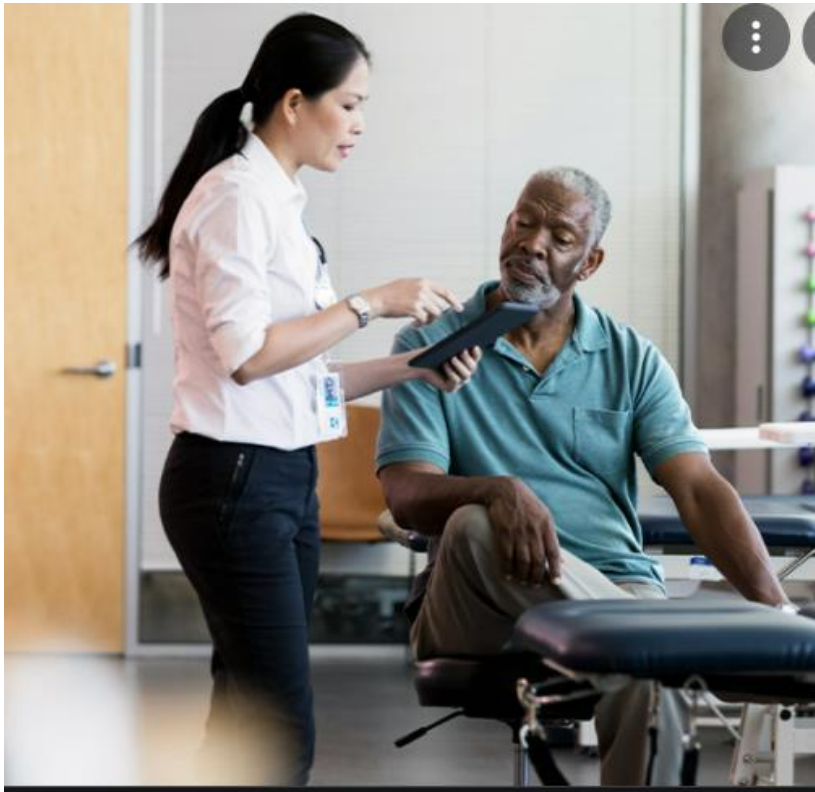
## **01: Each person is seen as an individual**

- I, and the people important to me, have opportunities to have honest, informed and timely conversations and to know that I might die soon.
- I am asked what matters most to me.

## **05: All staff are prepared to care**

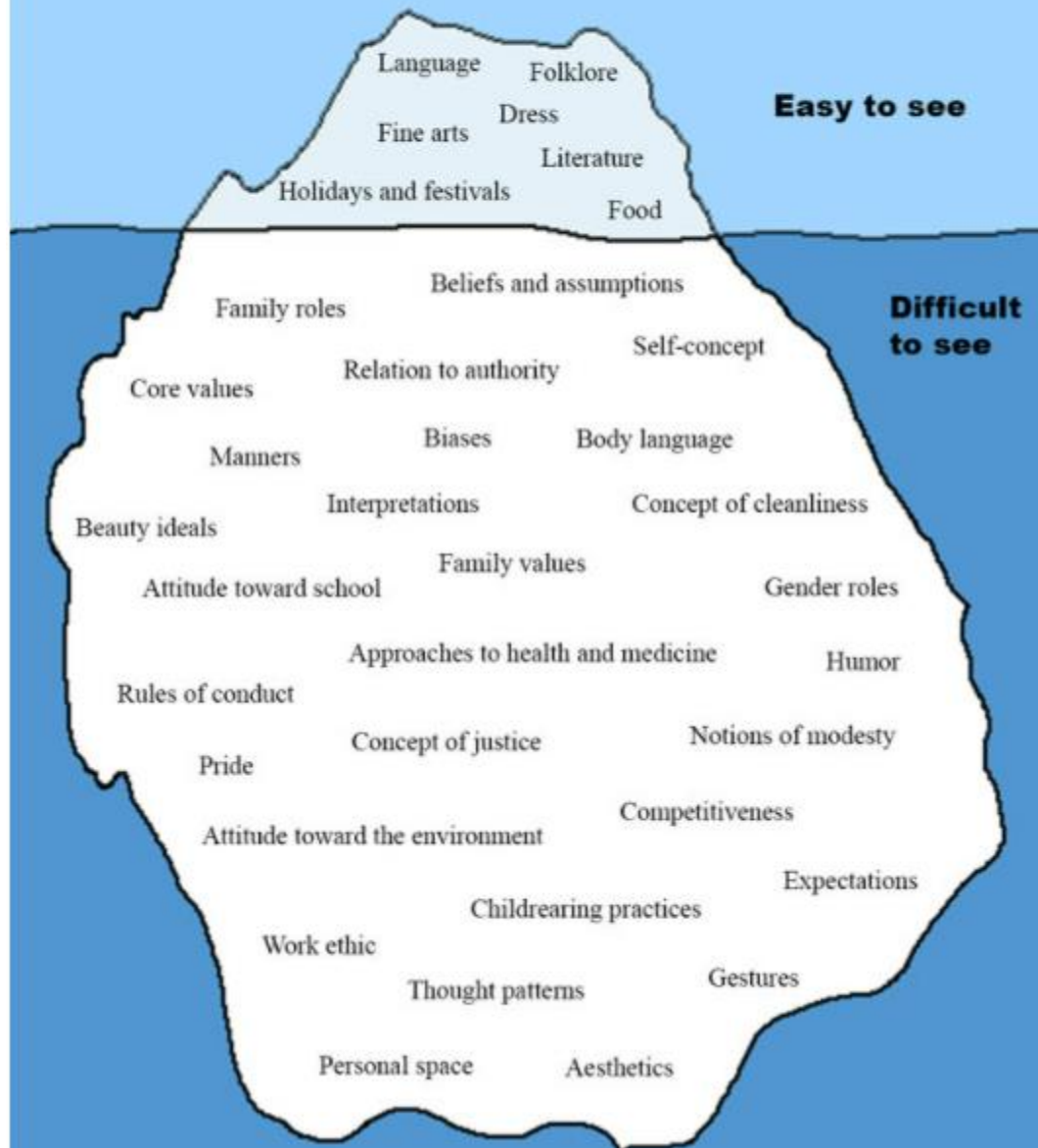
Wherever I am, health and care staff bring empathy, skills and expertise and give me competent, confident and compassionate care

# Hello doctor



- Mr Sampson has prostate cancer with widespread bone metastases
- He is in some pain

# The Cultural Iceberg



It's your  
Birthday!



Celebrating individual birthdays is rare in Vietnam

Some Muslims may not celebrate birthdays at all; others see it is an expression of gratitude to Allah.

For some Hindus lamps are lit and not blown-out unlike the candles on a western traditional cake. Lighting a lamp is reminding the child of the true path to follow, the importance of shining like a lamp to the others. In Western culture children are encouraged to make a wish for themselves.





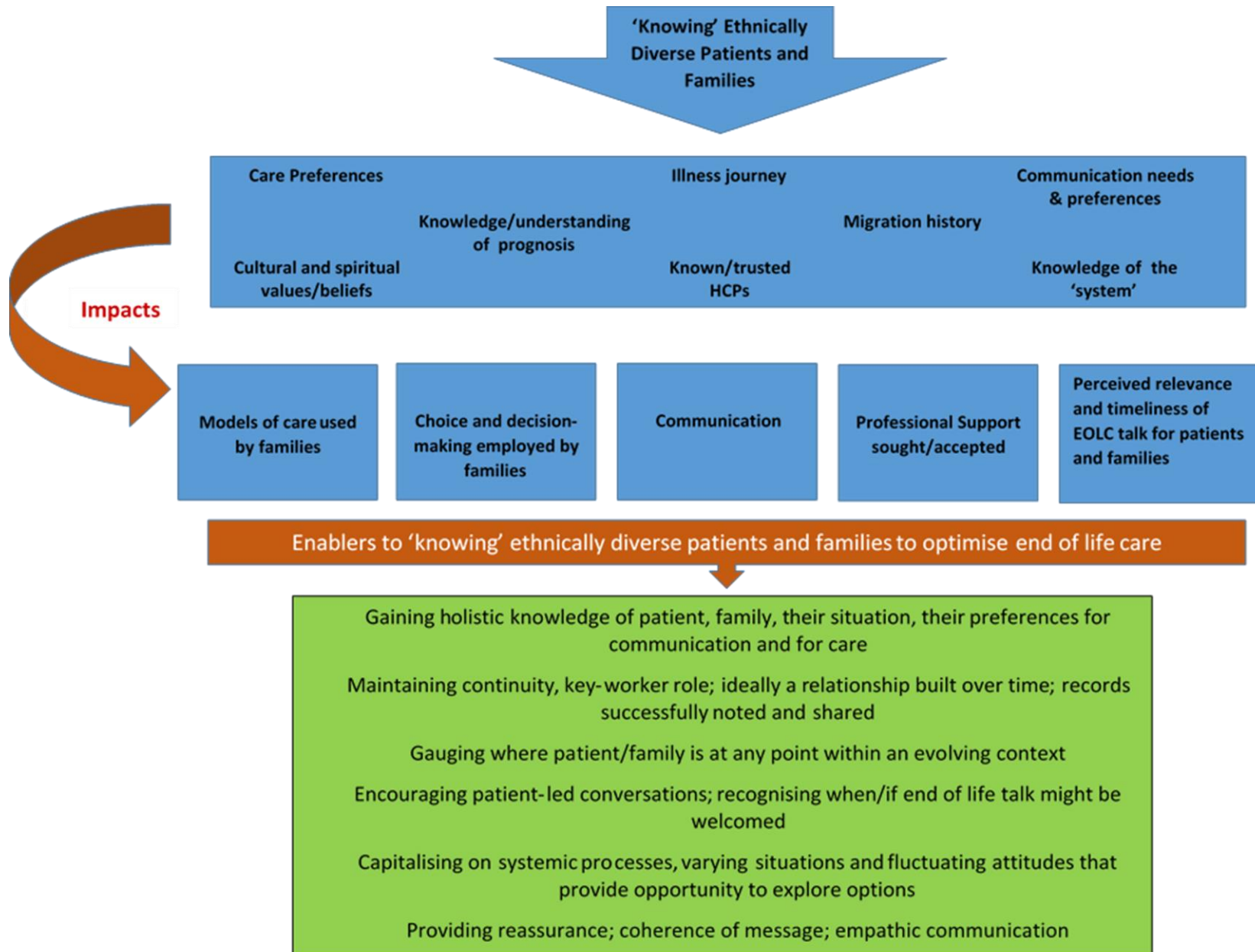
Mr Sampson

# Being Known: Sawubona

More than words of politeness, sawubona carries the importance of recognizing the worth and dignity of each person

- Building rapport – spotting attitudinal/behavioural change
- Recognising family influence and impacts – hearing the patient’s voice
- Recognising and managing ‘resistance’, reluctance or passivity
- Recognising religious/cultural nuances – often not perceived to be any
- Appreciating personal stances and life priorities
- Listen to insights into experience of care





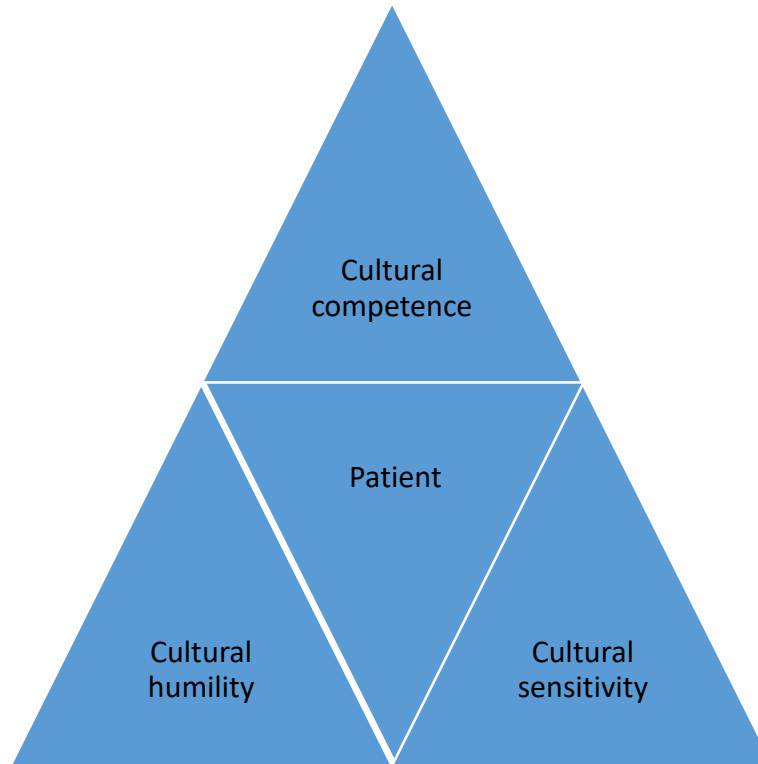
# Language Identification Chart



<b>Unë flas Shqip</b>	Albanian
<b>አማርኛ፡ እኛላለሁ።</b>	Amharic
<b>أنا أتكلم اللغة العربية</b>	Arabic
<b>Ես Հայերէն կը խօսիմ</b>	Armenian
<b>Мен азәрбајан дилинда данышырам</b>	Azeri
<b>আমি বাংলা ভাষায় কথা বলি</b>	Bengali
<b>Govorim bosanski/hrvatski</b>	Bosnian/Croatian
<b>Аз говоря български</b>	Bulgarian
<b>ကျွန်ုပ် ခြေစာလိတဝီတဝီသတည်း</b>	Burmese
<b>我説粵語</b>	Cantonese
<b>Mluvím česky</b>	Czech
<b>I speak English</b>	English
<b>Ma räägin Eesti keelt</b>	Estonian
<b>من فارسی حرف میزنم</b>	Farsi
<b>Je parle français</b>	French
<b>მე ვლაპარაკობ ქართულად</b>	Georgian
<b>Ich spreche Deutsch</b>	German
<b>હું ગુજરાતી બોલું છું.</b>	Gujerati
<b>Na yia Hausa</b>	Hausa
<b>אני דובר עברית</b>	Hebrew
<b>मैं हिन्दी बोलता हूँ</b>	Hindi
<b>Beszélek Magyarul</b>	Hungarian
<b>Anam asu Igbo</b>	Ibo
<b>Saya bicara bahasa Indonesia</b>	Indonesian
<b>Мен казахша билемин</b>	Kazakh
<b>Nvuga ikinyarwanda</b>	Kinyarwanda
<b>나는 한국말을 합니다</b>	Korean
<b>من به کوردی قسه ده که م</b>	Kurdish
<b>Es runāju latviski</b>	Latvian
<b>Na lobaka Lingala</b>	Lingala
<b>Aš kalbu lietuviškai</b>	Lithuanian

<b>Jas zboruvam makedonski</b>	Macedonian
<b>Saya bicara bahasa Malay</b>	Malay
<b>我说汉语</b>	Mandarin
<b>मी मराठी बोलतो</b>	Marathi
<b>Би Монгол хэлээр ярьдаг</b>	Mongolian
<b>म नेपाली बोल्छु</b>	Nepali
<b>Mówię po polsku</b>	Polish
<b>Falo Portugues</b>	Portuguese
<b>ਮੈਂ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ</b>	Punjabi
<b>زه بېښتو خبرې کولای شم</b>	Pushto
<b>Vorbesc limba română</b>	Romanian
<b>Я говорю по-русски</b>	Russian
<b>Ja говорим српски.</b>	Serbian
<b>Ndino taura Shona</b>	Shona
<b>මම බසනු ශාඛා මට්ටමට</b>	Sinhalese
<b>Rozprávam po slovensky</b>	Slovak
<b>Waxan ku hadlaa af Soomaali</b>	Somali
<b>Hablo español</b>	Spanish
<b>Ninasema Kiswahili</b>	Swahili
<b>Maranong ako magsalita ng Tagalog</b>	Tagalog
<b>நான் பேசும் மொழி தமிழ்</b>	Tamil
<b>မာမာယူမြန်မာ</b>	Thai
<b>నేను తెలుగు మాట్లాడతాను</b>	Telugu
<b>ነ-ግርኛ እነረብ እየ።</b>	Tigrinya
<b>Türkçe konuşuyorum</b>	Turkish
<b>Meka Twi</b>	Twi
<b>Я розмовляю по-українськи</b>	Ukrainian
<b>میں اردو بول سکتا ہوں</b>	Urdu
<b>Мен ўзбекча гапираман</b>	Uzbek
<b>Chúng tôi nói tiếng Việt</b>	Vietnamese
<b>me le so yoruba</b>	Yoruba

# Cross Cultural Working



# Cultural Humility

- Active listening: learn from patient narratives without assumptions or stereotyping
- Being aware of our own culture and examining (un)conscious biases
- Authentic curiosity:

*What do I need to know about you as a person to give you the best care possible?*

- Embracing complexity

# Cultural Humility (HUMBLE) Model

- **H: Humble about the assumptions you make**
- **U: Understand your own background and culture**
- **M: Motivate yourself to learn more about the patient's background**
- **B: Begin to incorporate this knowledge into your care**
- **L: Life-long learning**
- **E: Emphasize respect and negotiate treatment plans**

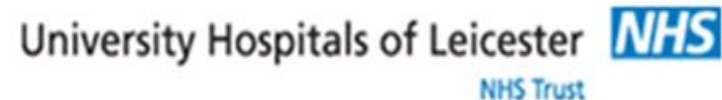
# Thinking ahead about medical treatments in advanced illness: A qualitative study of barriers and enablers in end-of-life care planning with patients and families from diverse ethnic backgrounds

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