

Culturally Competent Care: A good practice guide for care management in developing services for black & minority ethnic older people and their carers

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Too often Black and minority ethnic older people have laced access to care services and, despite the efforts and hard work of many staff, have received inappropriate assessments and been faced with services that do not adequately reflect their way of life and aspirations.

The NHS Plan signals that a key part of modernising the NHS and social services is the need to challenge discrimination and to become more responsive to Black and minority ethnic communities. These principles are central to the effective implementation of the National Service Framework for Older People.

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