

MEETING TRAINING NEEDS

Dr Ghazal Mir, University of Leeds

Learning Disability and
Ethnicity:
training for change

Ghazala Mir

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Ethnicity Training Network

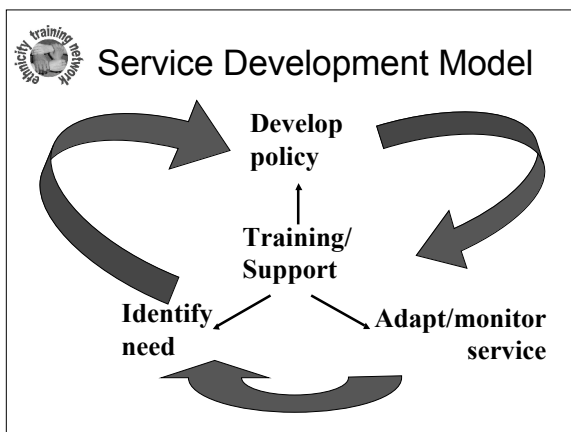




Cultural competence in health and social care

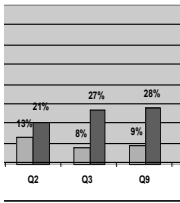


Cultural competence	Compliance with the Race Relations (Amendment) Act 2000 and standards developed by the Commission for Racial Equality and the Disability Rights Commission
Reviewing services	Measuring service user satisfaction and service outcomes, assessing and monitoring competence throughout the 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

Organisation training: findings about knowledge

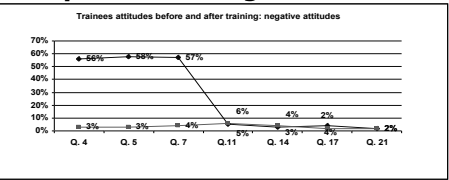


2. I have a good understanding of the needs of disabled people from minority ethnic communities [agree]
3. Some minority ethnic communities prefer to look after their own members and do not wish to have service support [disagree].
9. I would ask family members to interpret if a service user does not speak English [disagree].




Impact of training on attitudes

Trainees attitudes before and after training: negative attitudes



Q4. Organisation staff should reflect the communities it serves.
Q5. There should be positive images of diversity throughout the organisation.
Q7. Written materials should be appropriate for people from different cultures.
Q11. I step in when other staff behave in a way that is culturally insensitive.
Q14. I would like to work in ways that meet the needs of minority ethnic groups better.
Q17. I would like to change the way I work to achieve this .
Q21. People/organisations need to change the way they work to become culturally competent.



Developing capacity

- Organisation based training
- Training for Trainers
- Cultural Competence in Health and Social Care (diversity leads/service managers)
- Coaching and Mentoring Programme

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Training Priorities

What do you think are the most important areas to tackle?

- From the findings
- From your own experience

What kind of training works best to improve

- Knowledge?
- Attitudes?
- Skills?

Give examples of effective materials/exercises you have used or been involved in