

# CULTURAL AWARENESS FOR MINORITY ELDERS



# Implementation of Core Curriculum in Kineton Manor Nursing Home



Kineton Manor Nursing Home, Warwickshire, England

# Study Facilities at Kineton Manor Nursing Home



Technology available for training & study purposes



The test group in the lounge during one of the training sessions

# Objective

To implement the Core Curriculum of Cultural Awareness for Minority Elders in Kineton Manor Nursing Home.

# Problem Statement

Cultural Awareness are lacking in Nursing Homes.

(ref. oxfordjournals.org - Minority ethnic elders in care homes: a review of the literature)

# Methodology

- A one hour long session once a week since April 2011, still in progress.
- Session takes places during work time.
- Relaxed environment – in lounge.
- Theory explained by lecturer.
- Reflective Exercise completed by students.
- Course Evaluation Questionnaire compiled and completed by students.

# Course Content

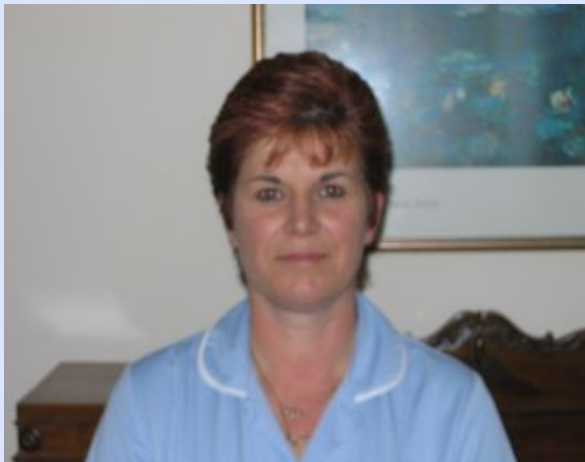
<b><u>Section 1</u></b>  <b>Cultural Awareness</b>	<b>1.1 Working in a culturally-sensitive way and why it is important</b> <b>1.2 What does 'ethnic minority' mean?</b> <b>1.3 Cultural awareness</b>
<b><u>Section 2</u></b>  <b>Communication</b>	<b>2.1 Language</b> <b>2.2 How people communicate</b> <b>2.3 Communication challenges</b> <b>2.4 Partnership working</b>
<b><u>Section 3</u></b>  <b>Cultural Competences</b>	<b>3.1 Person-centred care and universal values</b> <b>3.2 Staff attitudes</b> <b>3.3 My cultural competences</b>

# Course Content

<b><u>Section 1</u></b>	
<b>Cultural Awareness</b>	<b>1.1 Working in a culturally-sensitive way and why it is important</b> <b>1.2 What does 'ethnic minority' mean?</b> <b>1.3 Cultural awareness</b>
<b><u>Section 2</u></b>	
<b>Communication</b>	<b>2.1 Language</b> <b>2.2 How people communicate</b> <b>2.3 Communication challenges</b>
<b><u>Section 3</u></b>	
<b>Cultural Competences</b>	<b>2.4 Partnership working</b> <b>3.1 Person-centred care and universal values</b> <b>3.2 Staff attitudes</b> <b>3.3 My cultural competences</b>

# Data obtained from Questionnaire

- Students attending test course were from 7 different countries, each with their own unique culture.



Hilary Lawson - Lead Carer  
Ireland



Dr. Paula du Rand - Matron  
South Africa



Noor Khan - Registered Nurse  
Pakistan





Urszula Kowalczyk  
Senior Carer  
Poland

Zhongxiang (Kitty) Chen  
Senior Carer  
China



Dybien Gabato  
Senior Carer  
Philippines

Tintu Tom  
Carer  
India



# Data continued

- None of the students speak English as a first language.
- 40% speaks 2 additional languages apart from their own language and english .
- 100% enjoyed the course.

# Data continued

- Characteristics distinguishing cultures :
  - Religion
  - Music
  - Food
  - Sports
  - Lifestyle (outdoor/indoor)
  - Traditional wear



# Data continued

- Most enjoyable aspects of course :
  - Gaining an understanding of different cultures
  - Watching videos about different cultures
  - Personal discussions about other cultures
  - Section 1: Cultural Awareness
  - Section 2: Communication

# Data continued

- 90% of the students will be able to complete the course as a **self-study online course**.
- 10% of the students will not be able to complete such a course due to :
  - lack of self-motivation
  - group discussions integral to success of course

# Data continued

- **Improvements suggested :**
  - More media (dvds)
  - More discussion sessions
  - More detailed information about all the different cultures of the world
- **How will knowledge obtained change current work practice :**
  - Increased mindfulness of how people from different cultures should be treated.
  - Better understanding of colleagues from different cultures.
  - Increased mindfulness of importance of treating everyone as individuals.
  - Better understanding of why one should do what a person asks and not what you think is good for them.

# My Personal Reflection

- The course was enriching and enjoyable.
- It benefited me as manager as communication problems in the workforce were identified than can now be addressed.
- I got to know six members of my staff much better.
- The module is well constructed with good reflective exercises.



# Challenging Aspects

- Expensive to photocopy all the workbooks
  - £500.00
- Not cost-effective for company to have the sessions during work time :
  - 6 workers @ £10 ph
  - = £60 x 50 weeks
  - = £3,000.00 per annum
- Planning and organisation of course takes up a lot of time.
- Having to lead a one hour training session every week adds pressure to my very time constraint schedule.

# Recommendations

- The course needs to be **accredited**.
- The course should be constructed as a **self-study online course** with both online and offline discussion sessions.
- The **theory** in the workbook needs to be **more detailed**.
- Students should be provided with **links to additional resources** with information about the different cultures of the world.
- The course should be **facilitated** with students divided into **groups** no smaller than 5 and no larger than 10 so as not to affect the group dynamics.
- Every group should contain students representing no less than 4 **different cultures**.

# Recommendations continued

- The first offline discussion group needs to be right at the start of the course, with students having to deliver a 20 minute **presentation on their own culture** and what makes it unique.
- Only 1 introduction presentation is necessary per culture in the group, so it can be delivered by small groups if more than one student in the group is from the same culture.
- Offline discussion sessions should be held in a **relaxed atmosphere**, not in a classroom environment.

# Recommendations continued

- **Online discussion sessions** should be arranged with **enough notice** to students so that everyone can attend so as not to affect group dynamics.
- The **technological requirements** for online sessions should be made clear to students before they sign up so that everyone will have access to these sessions.
- A **course facilitator** should be available to students for support as well as to organise and lead offline discussion sessions.
- All **tests** and **evaluation** measures should be completed **online**.
- Students should obtain a **certificate** on completion.

# Reasons

- Online course will be more cost-effective
  - Save money not having to print workbooks
  - Company saves money as students do not need to attend training sessions during work time
- Course will be too impersonal without offline discussion sessions
- Test students expressed desire for more information of different cultures of the world
- If groups are too small, students' exposure to different cultures will be limited
- If groups are too large, sessions become impersonal
- Relaxed atmosphere important to enhance discussions