



## More **P**ride, Less Prejudice

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Where are you from?

Where is 'home' now?

*Discuss in pairs*



## What do we know about the dementia care workforce?

### **More likely:**

- To be female (87%)
- To work part-time
- To be employed by an agency
- To be less qualified

*Hussein, S and Manthorpe, J (2012)*



## What do we know about the dementia care workforce in terms of ethnicity?

- 81.1% white
- 1.2% mixed
- 6.5% Asian/Asian British
- 8.7% Black/Black British
- 2.6% other

2010 NMDS-SC data of 191,716 workers in dementia care

*Hussein, S and Manthorpe, J (2012)*



## Skills for Care 2010 Study of 89,437 workers of which 44,568 working with older people with a dementia

- 17% Philippines
- 10.8% Poland
- 10.8% India
- 8% Zimbabwe and Nigeria

*Hussein, S and Manthorpe, J (2012)*



More recent data by NMDS-SC gathering information  
on nationality and country of birth

‘Initial sample indicates that the  
proportion of non-British workers is  
significantly higher among the dementia  
care workforce than the rest of the  
social care workforce’

*Hussein, S and Manthorpe, J (2012)*

When I as a child, my dad built a boat. I was always swimming in the sea, climbing in trees and I liked the contact with the land; growing potatoes, picking berries or apples..

Freedom is very important to me.

**Sanna**

I come from a village and the life of the countryside which was about farming and fishing. I love peaceful. Before you wake up you hear the sound of birds singing, the cool of the morning before the heat of the day. You know who is who. You know each other, the help you give each other. The respect is beautiful.

Asad



There is not a word for 'dementia'. I have known someone who was locked in chains to stop him leaving the house. I think things are getting better now.

Usha

I came to England not as an economic migrant; it wasn't for a 'better life' - I was coming for a place of safety. There was terrible destruction in my country and some of my neighbours and family were murdered. None of us wanted to leave our country..

What would you do if a bomb was going to be dropped on you?


Asad

You have to start learning fast to fit into a society. The hardest thing was the communication, not speaking the language. You want to be one of them. If you are the only black person, you need to live with them to show them I can be a part of you! My skin it doesn't matter. We are all the same. They will accept you.

Asad


**It was very difficult on  
both sides at the  
beginning. The  
residents taught me to  
read English.**

**Marta**



It was difficult at first  
coming to the UK and I  
wanted to go home. I felt a  
stranger as my husband's  
family spoke English..

Usha

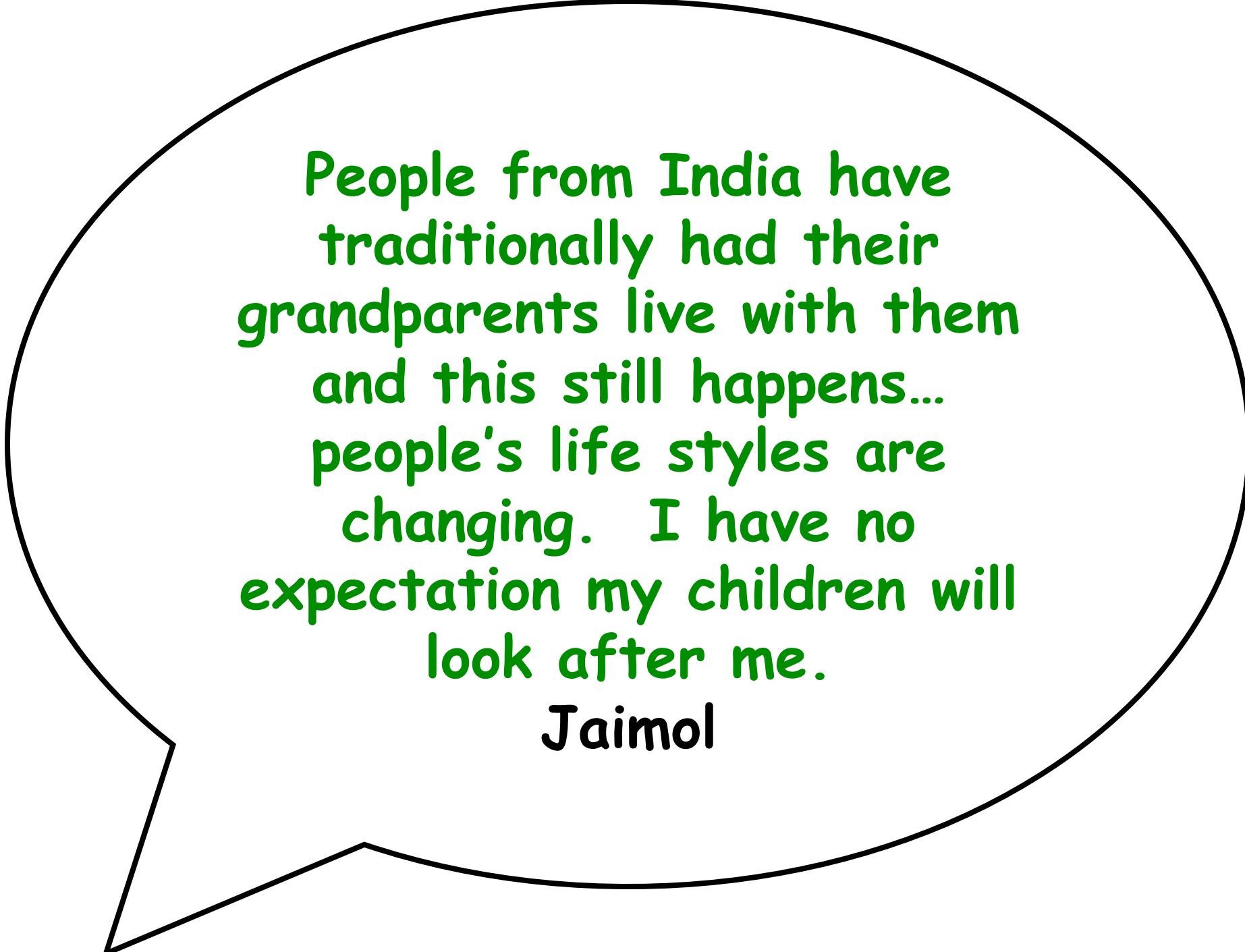


When I took someone  
out for a walk, the  
staff would say "You  
are doing more than you  
should."

**Marta**

I see residents as the same as me. They may be much older but they are still a friend. They may have had dreams like me to improve yourself, to get more education, have a home, marry, have children.. Someone may have lost something in their mind, but you do not lose emotions.

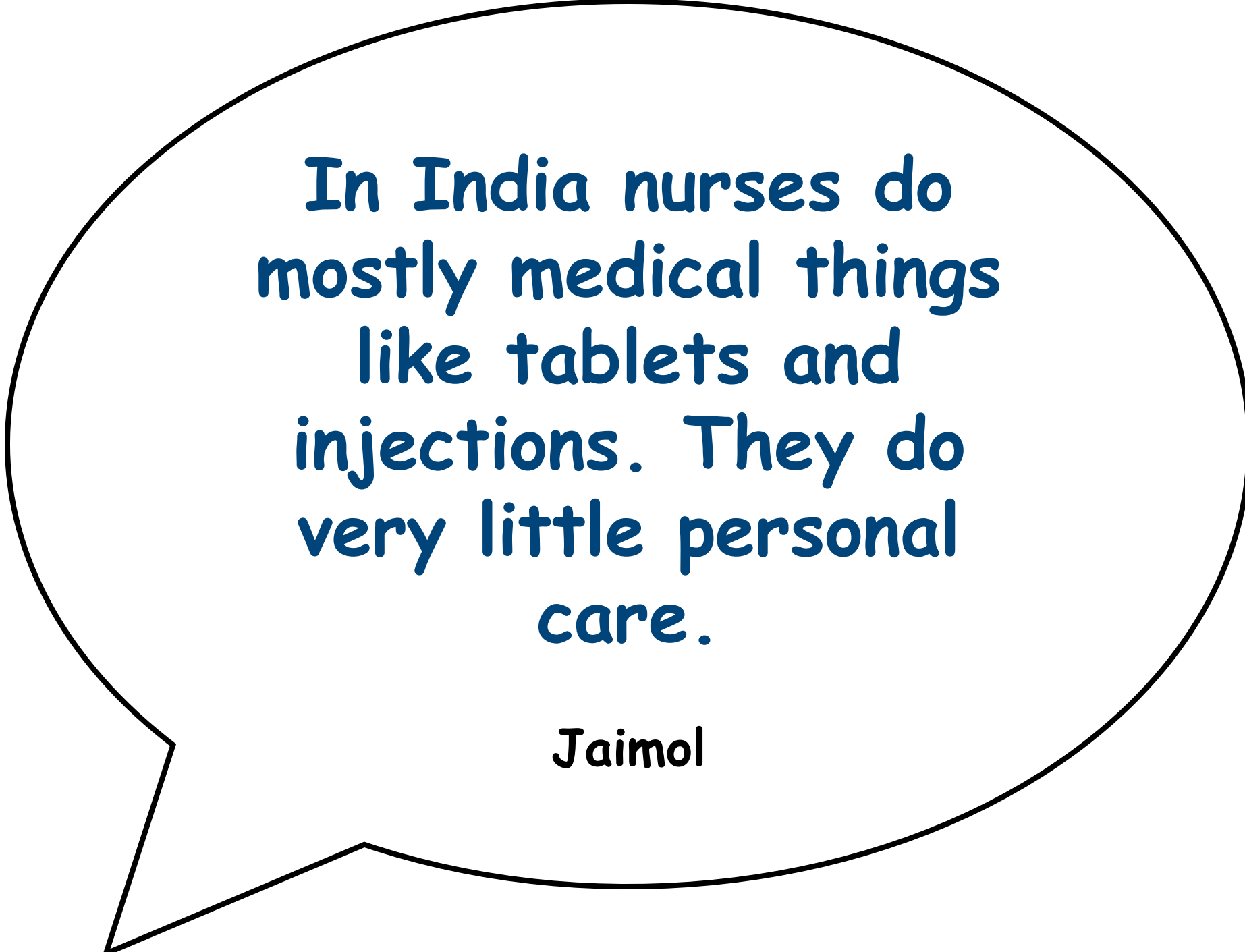
Wojckiech



People from India have  
traditionally had their  
grandparents live with them  
and this still happens...  
people's life styles are  
changing. I have no  
expectation my children will  
look after me.

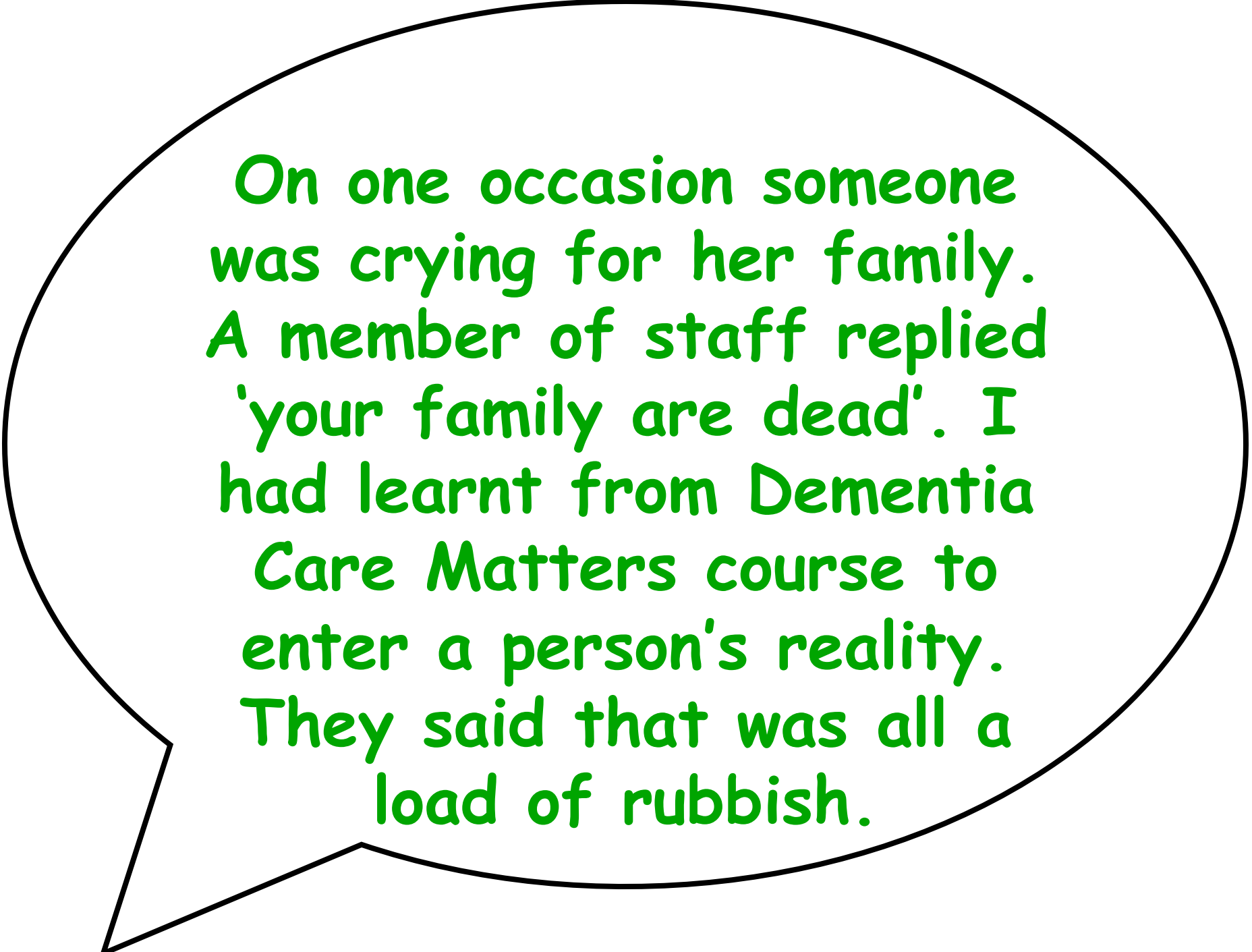
**Jaimol**





**In India nurses do  
mostly medical things  
like tablets and  
injections. They do  
very little personal  
care.**

**Jaimol**



On one occasion someone was crying for her family. A member of staff replied 'your family are dead'. I had learnt from Dementia Care Matters course to enter a person's reality. They said that was all a load of rubbish.

On some occasions I have felt undervalued. They see my quiet approach as weak or lacking in confidence. I think I have been judged on my culture but now I assert myself to prove I can do it. Sometimes I feel I have to follow the routines of others to get along, but I do this slowly and gradually so I can develop relationships with people.

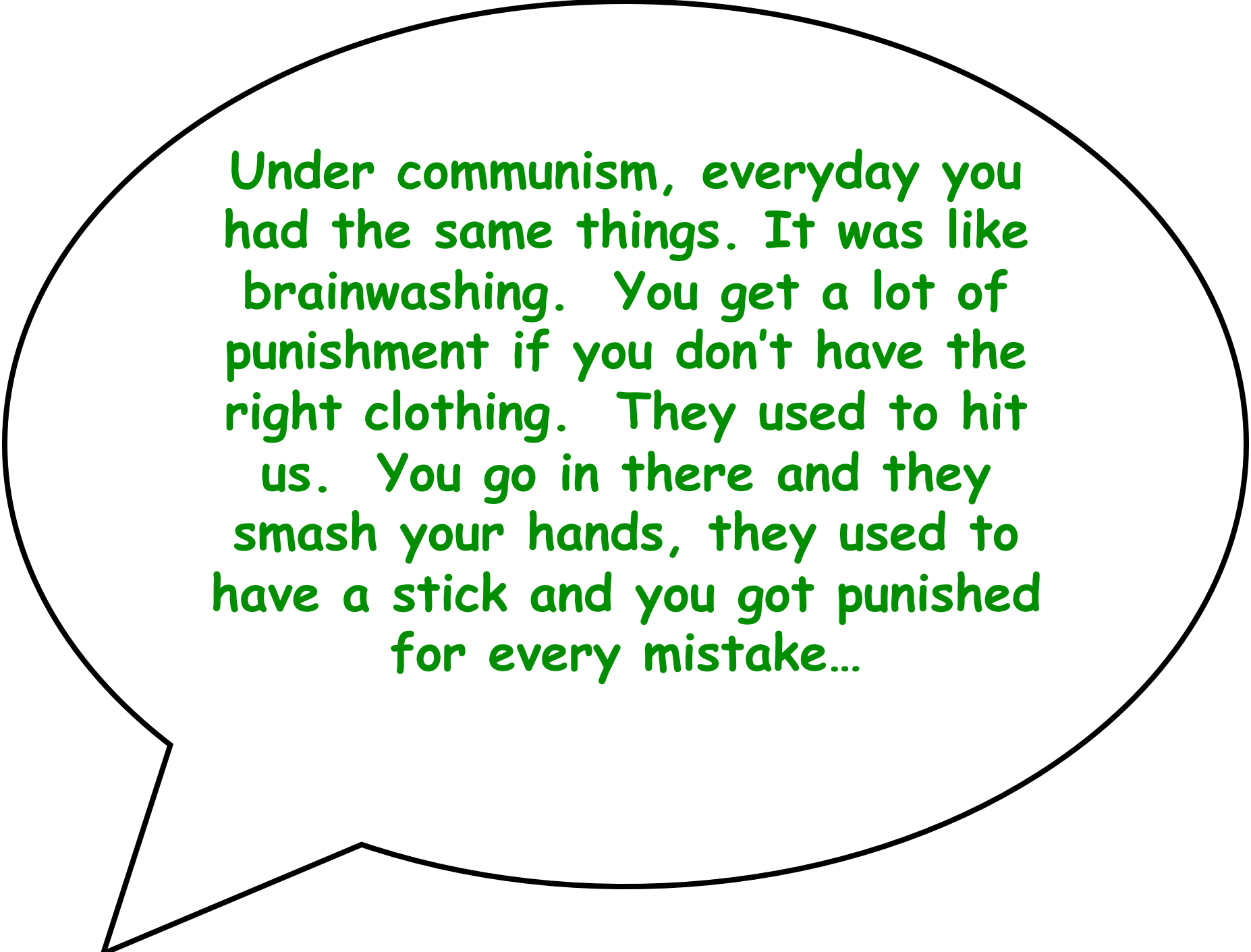
Juliette

I can't describe what it means to be person-centred. All I know is I feel it in here. (taps on chest) It is just being yourself; it's what you have inside. I think the feeling I have is also linked to my culture and the need to care for people.

**Juliette**

I never felt judged on my culture by the people I care for; but I have felt judged by staff I have worked with who form opinions about me on what they see. I think the people who live here judge you on something different.. Not what they see, something else that they feel.

**Juliette**



Under communism, everyday you had the same things. It was like brainwashing. You get a lot of punishment if you don't have the right clothing. They used to hit us. You go in there and they smash your hands, they used to have a stick and you got punished for every mistake...

... everything was the same, the whole of life was the same. Everything was like routine. That is why I feel sorry for the residents.. If you force somebody go to bed at a certain time.. You have your bath today, you cannot have it on that day.. You destroy them, you destroy their life..

Sorin

Some of the older more experienced staff have the routines they had before. I see them like communists - wake everybody up at 7am! It can be harder for the younger carers to question these ways and will they stay? Many of them are going to college.

**Sorin**



Usually the normal training take dementia like some sickness, brain images.. They explain things but it doesn't help at all. To really look after someone is more than to use the hoist or to wash someone.. It is coming from your heart.

**Sorin**

You don't see the dementia so much in my country. But here people change house so they don't have the memories around them. My grandfather had the same bed as his grandfather... so how can you lose that memory, there is no way when you see that bed, you will not realise that bed is home.

**Sorin**


In those early days in nursing in Kenya, we did everything for the elderly person as the attitude was that they had 'done their bit'. But even then I knew that elders just sitting there watching the world go by, in some cases for many years, waiting for death, wasn't right.

People needed to be **doing something!**

Hannah

The attitude in one home I worked in was very cold and they treated the job, like mechanical.. Like I don't finish this car, but it is alright because I can finish it tomorrow. Some people are just told to wait for a drink. What is happening to that person's mind? I don't want to think about this..

**Sorin**

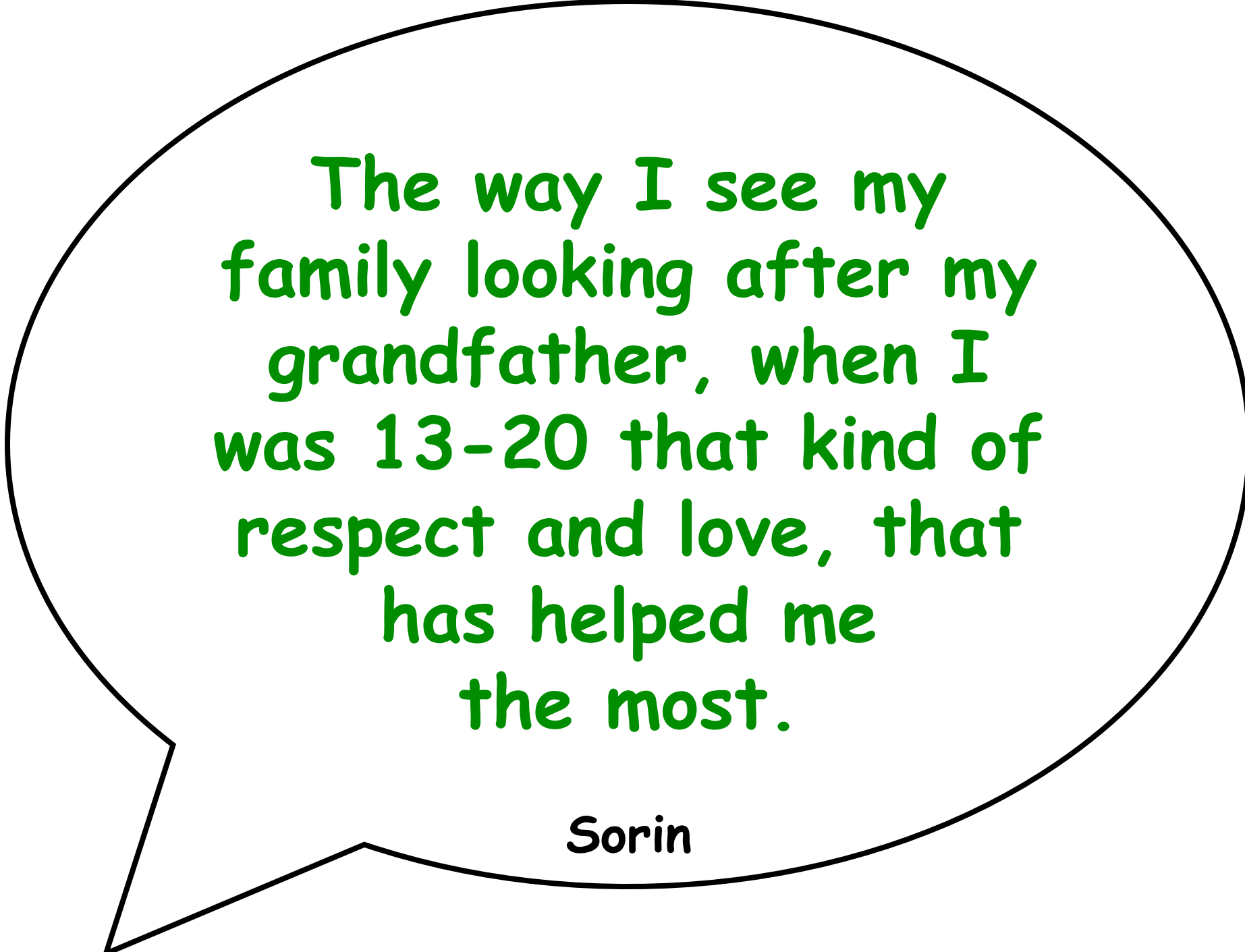


I have had things said by residents.. They usually say things like "that foreigner he steals things from my rooms.." I don't take it personally, I know they have some problems and the next day is different.

**Sorin**


I had to wear a uniform. The last time I did was at school. People also look a bit scared of you sometimes. If I came and was rude to you, you get afraid. And then the next person who is coming has the same uniform, even if that person is nice, you will be afraid again..

**Sorin**



The way I see my family looking after my grandfather, when I was 13-20 that kind of respect and love, that has helped me the most.

Sorin



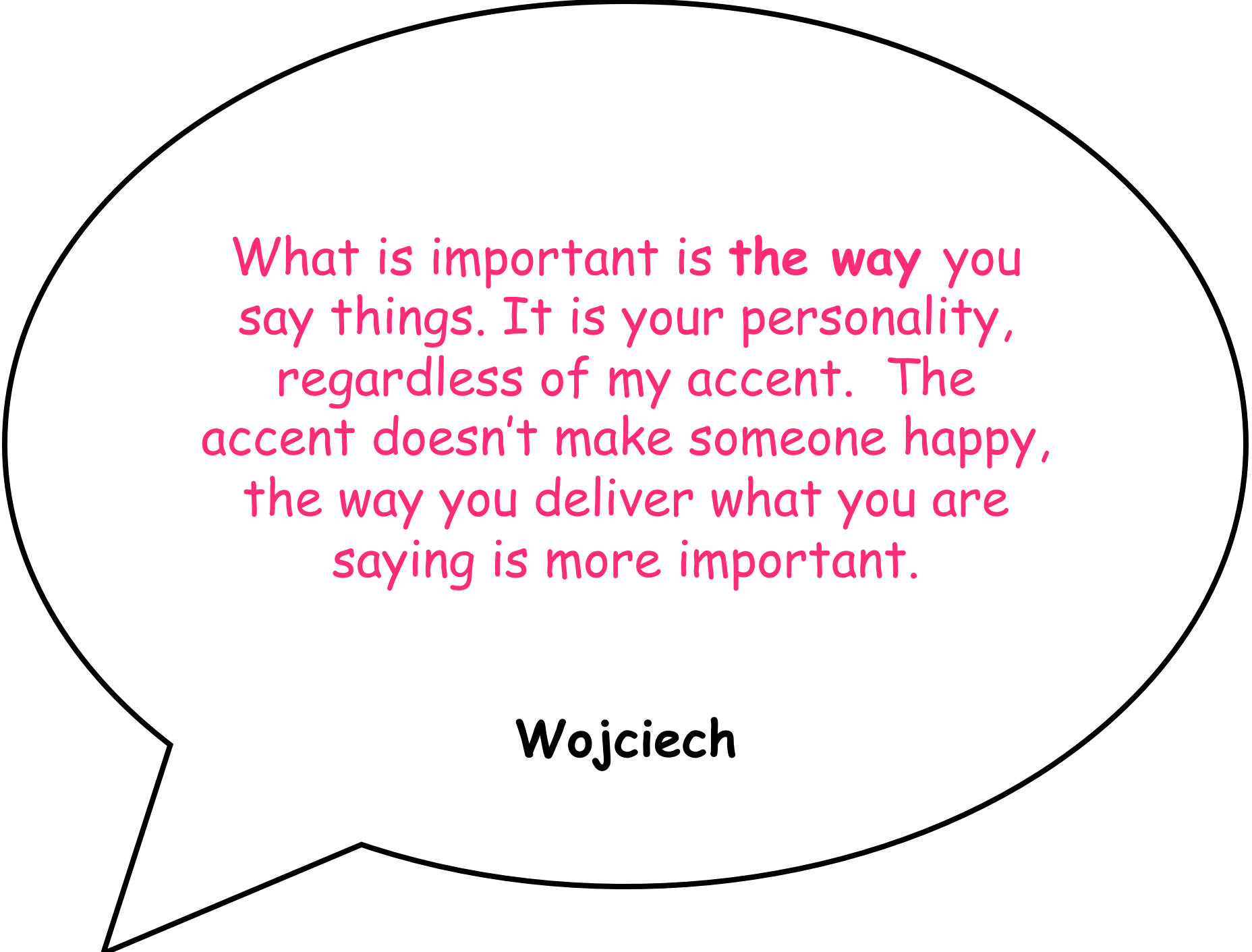
Without much English, there was a real communication barrier, But I kept chatting to the residents and they corrected my pronounication. I said "If you don't understand me, please help me!"

**Agustin**




I have struggled with the language and the Yorkshire accent. I familiarised myself with the accent by listening to DVDs and my colleagues are very supportive and willing to help and explain.

**Rosalie**



What is important is **the way** you say things. It is your personality, regardless of my accent. The accent doesn't make someone happy, the way you deliver what you are saying is more important.

**Wojciech**



I still feel some  
discrimination because  
of my skin colour. They  
like white. But later on  
they accept me.

**Agustin**

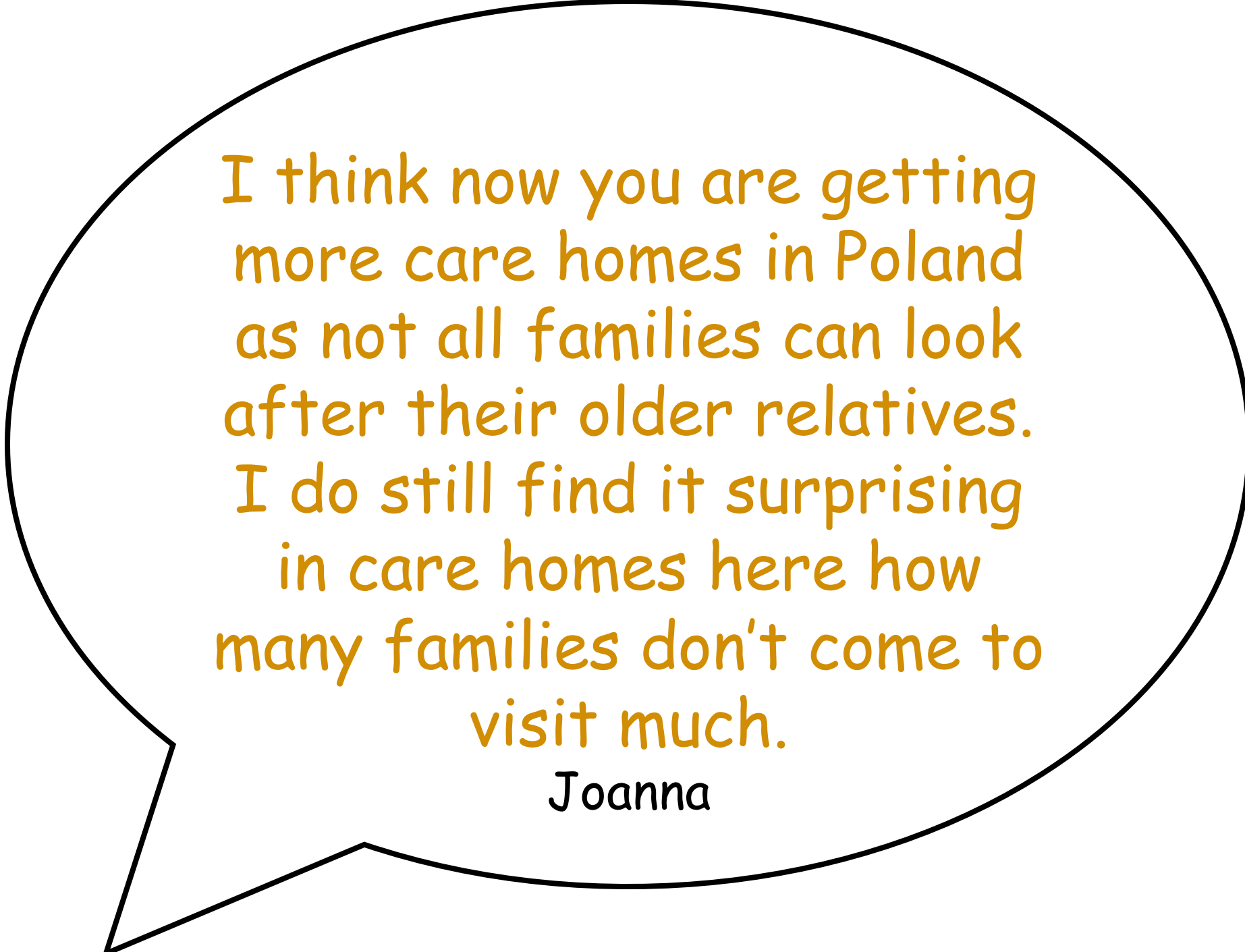
A good worker is always smiling - they need to trust you. There is some laughter, some madness, some anger and some tears - you never know! My happiness now is dancing with residents - they know me!

**Agustin**



We have not had a holiday since 2006. British people have a very different life. They are used to the good times, they have holidays, not the same as us. We save for our families and our future.

Agustin

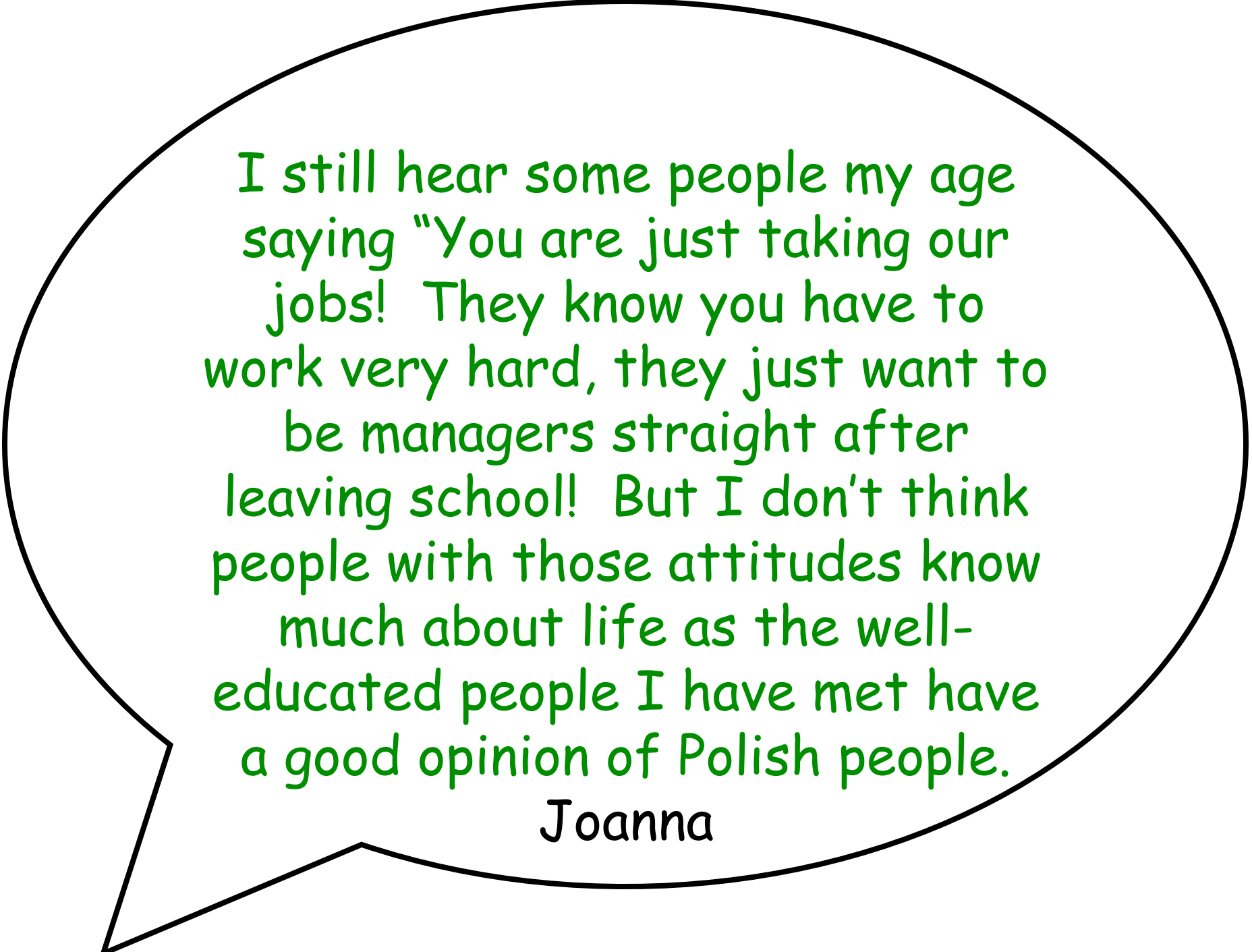


I think now you are getting more care homes in Poland as not all families can look after their older relatives. I do still find it surprising in care homes here how many families don't come to visit much.

Joanna

Care in the UK feels very different as families are not always kind like my own. They don't bring gifts; not even chocolate and when they visit it is often for only 20 minutes. I am surprised that people do not provide for their families.

Rosalie



I still hear some people my age saying "You are just taking our jobs! They know you have to work very hard, they just want to be managers straight after leaving school! But I don't think people with those attitudes know much about life as the well-educated people I have met have a good opinion of Polish people.

Joanna



There are many things that help people feel they matter. There is one woman here who has a picture of the Virgin Mary and a little church book from her grandmother she carries everywhere. I can understand this as I have a picture of the Virgin Mary my mother gave to me.

Joanna

Wearing our own clothes can really make a difference. I was going home one day and I was wearing a T-shirt with a big heart on it and a woman noticed it, smiling and making the shape of a heart to me. Eating together is also important. If I go to someone's room, they often want me to eat. They are more likely to eat themselves if you share..

Joanna

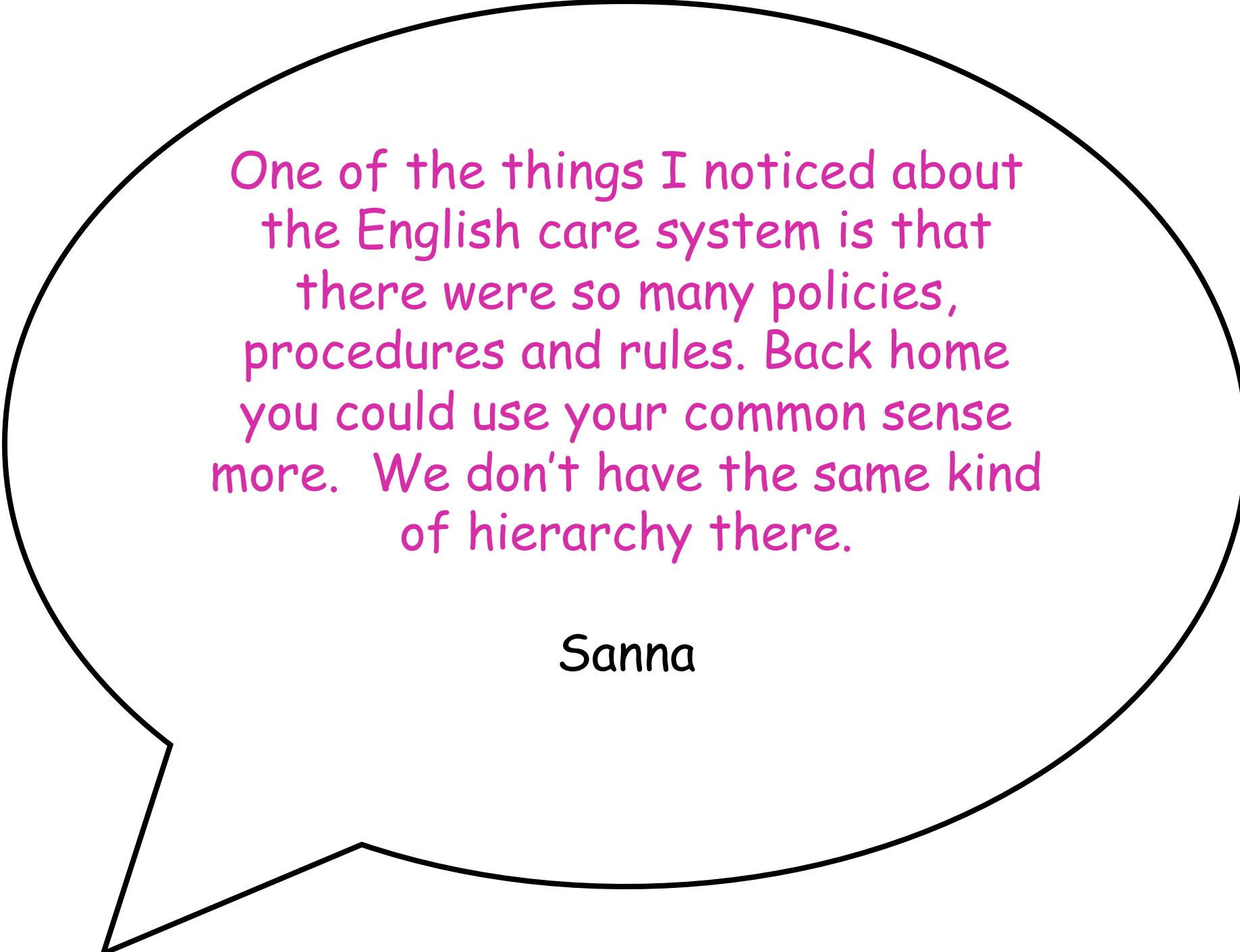
In the past I have found it hard to challenge staff who are older than me even when I have known something isn't right. A good team is when you can do that with each other whatever your age, your qualification or experience.

**Joanna**

With some English people, there is this 'stiff upper lip' approach which means there is a lack of emotion in their connection with people especially those with a dementia.

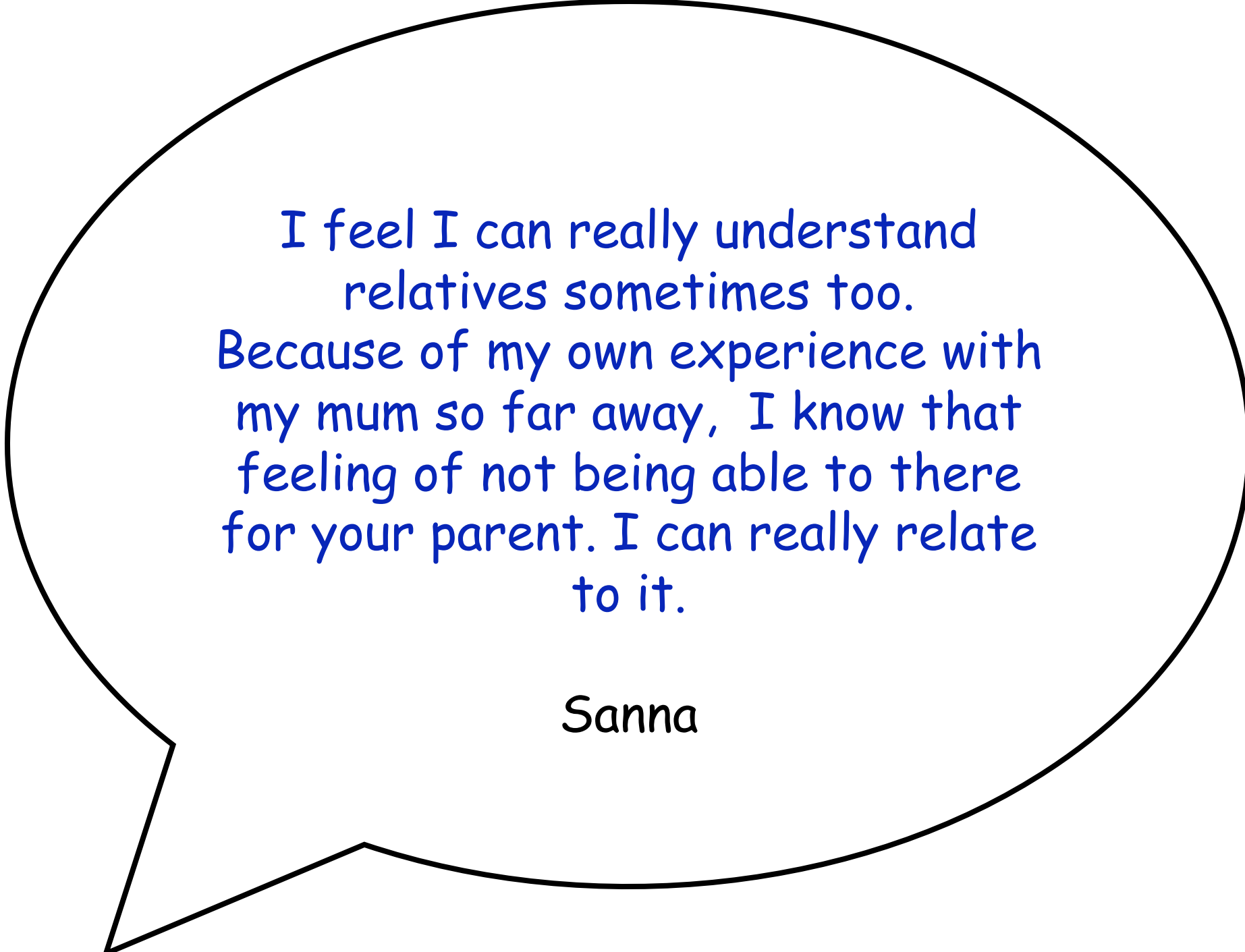
There is some formality and conservatism in Kenya too. There needs to be more hugs and kisses with people letting themselves go!

Hannah



One of the things I noticed about the English care system is that there were so many policies, procedures and rules. Back home you could use your common sense more. We don't have the same kind of hierarchy there.

Sanna




I feel I can really understand  
relatives sometimes too.  
Because of my own experience with  
my mum so far away, I know that  
feeling of not being able to there  
for your parent. I can really relate  
to it.

Sanna

I didn't know much love in my childhood. I was treated as a maid really. They didn't tell me how my mum died. You don't know where you belong unless you can find love. Normally you go home to be safe, but home wasn't safe for me. But my faith has been a great comfort to me.


Blessing



England is home for me now. I'm encouraged to be me here. When people reject, neglect or misuse you, you don't think you are worth anything. But here people love me. It's not about the colour of your skin, it's your approach.


Blessing





I need longer for holidays. You spend so much money and time getting there and back. Really we need more unpaid leave, but the care home cannot always afford to release you.

Elizabeth



I love my job. I can treat the people living in the home as family because my family aren't here. I am not able to look after my own family, but I hope they are proud that I can care for other people.

Rosalie



## In pairs

**What are your first feelings and reactions to these words and experiences?**



- What are the potential difficult areas when recruiting migrant workers to work with predominantly white British older people?
- How might organisations address these challenges?

I do think there are some disadvantages of caring for older people from a different cultural background. I cannot go into a lounge and sing old British songs. I can't make the same connections as I don't have the familiarity of the British history and culture.

Sanna

# The Hard 'Bits'

- **Prejudice**
- **Accents**
- **Cultural incompatibility**
- **Misunderstanding**



- What are the many positives of a multi-cultural workforce? How can organisations nurture and develop these further?
- What are 10 key actions that organisations could take to ensure that they are more nurturing of migrant workers?

# Workforce Being Truly Person Centred





# Workforce Being Truly Person Centred

- **Language support – ESOL (English for Speakers of Other Languages)**
- **Enhance cultural understanding. Be aware of the country, history etc.**
- **Assimilated into the care team as soon as possible – not to be made to feel too different to others in the team**

# **Workforce Being Truly Person Centred**

- **Allocate a mentor for support and guidance. An established member of the team**
- **Life stories where they share with the residents/families – residents and all staff**
- **Thorough induction to the home and organisation**
- **Dementia Care Training**

# **Workforce Being Truly Person Centred**

- **Training on values in care**
- **Supervision with manager maybe on a weekly basis initially**
- **Support by HR on systems e.g. employment law, health and welfare**