



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 use **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

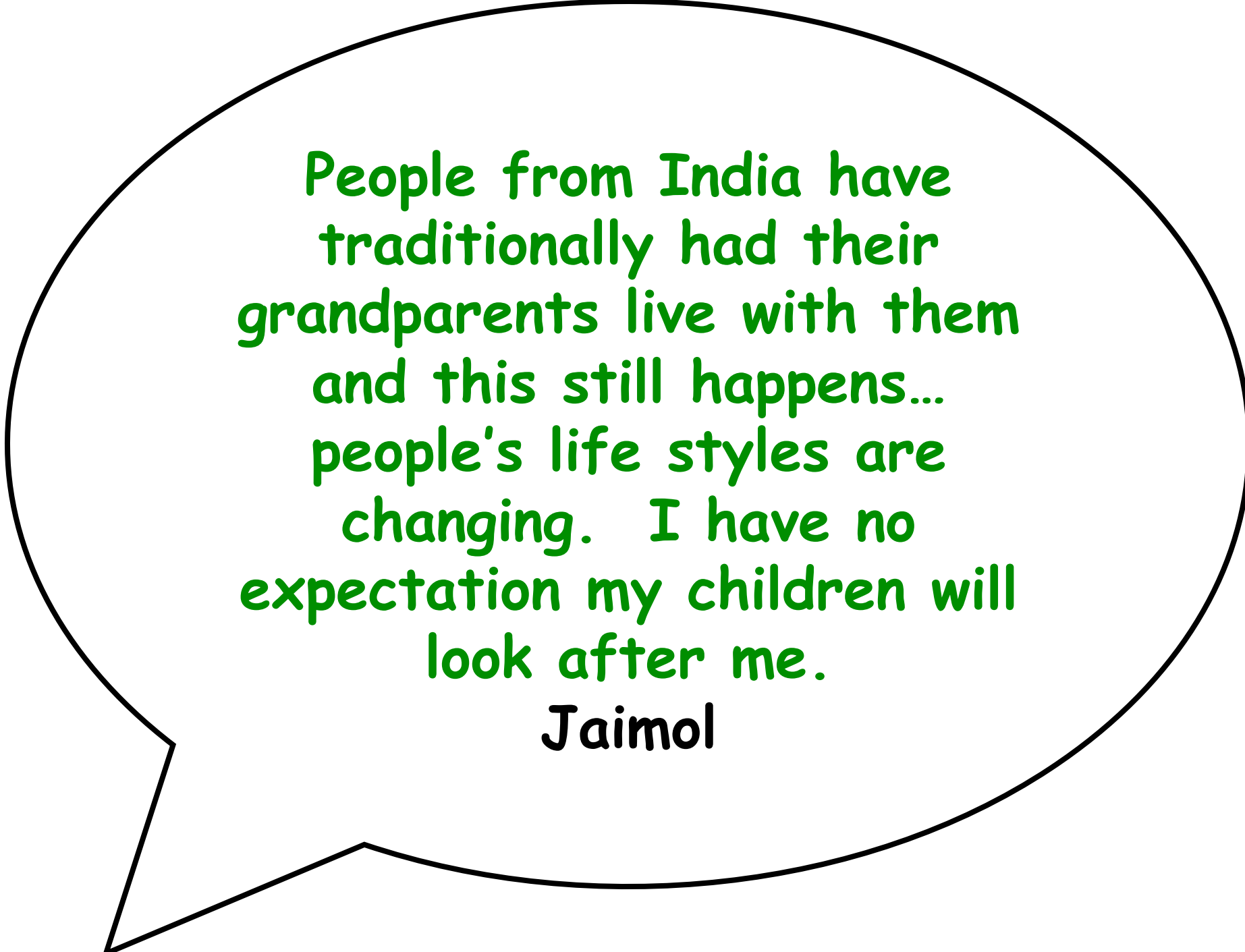


When I took someone
out for a walk, the
staff would say "You
are doing more than you
should."

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

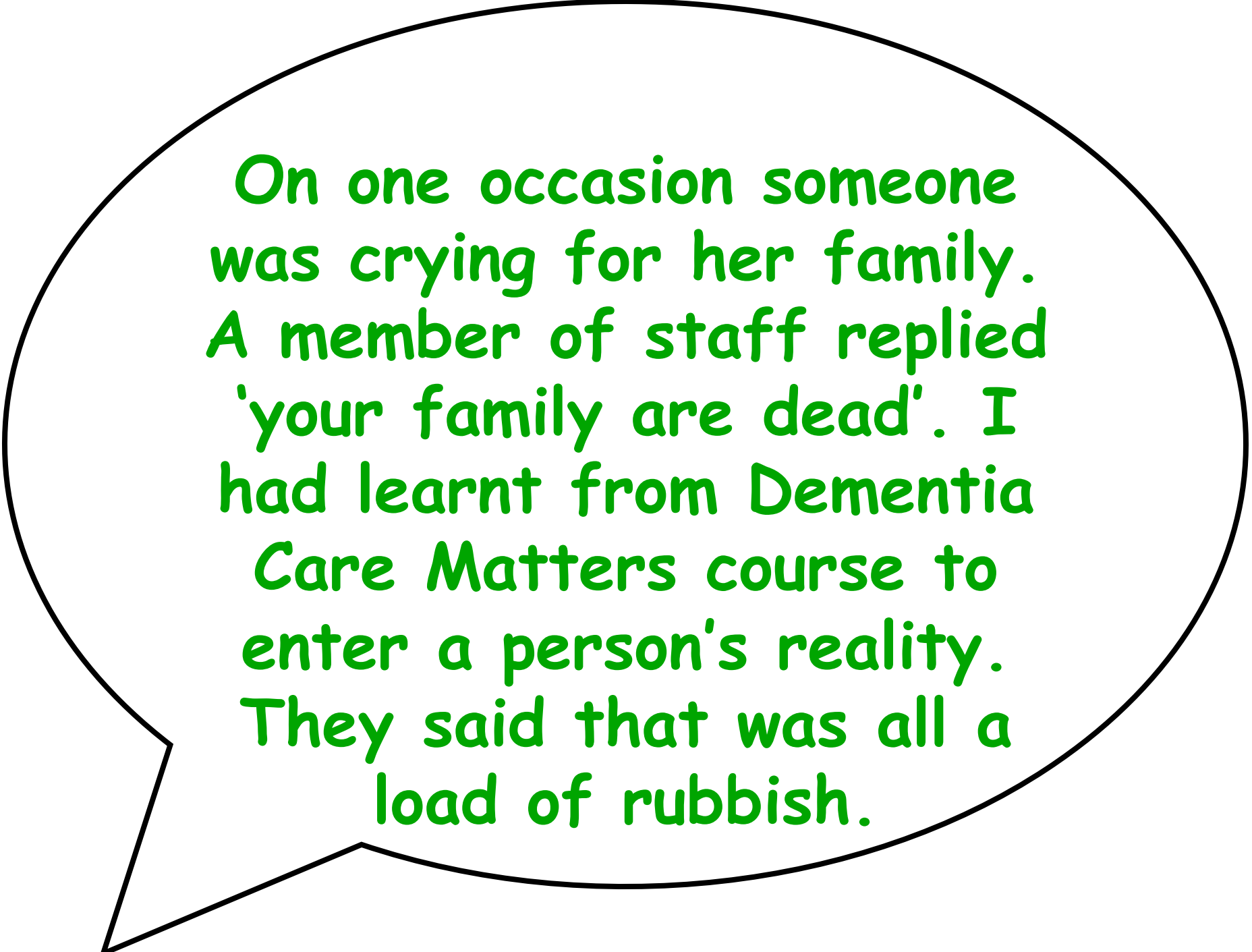


People from India have
traditionally had their
grandparents live with them
and this still happens...
people's life styles are
changing. I have no
expectation my children will
look after me.

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.

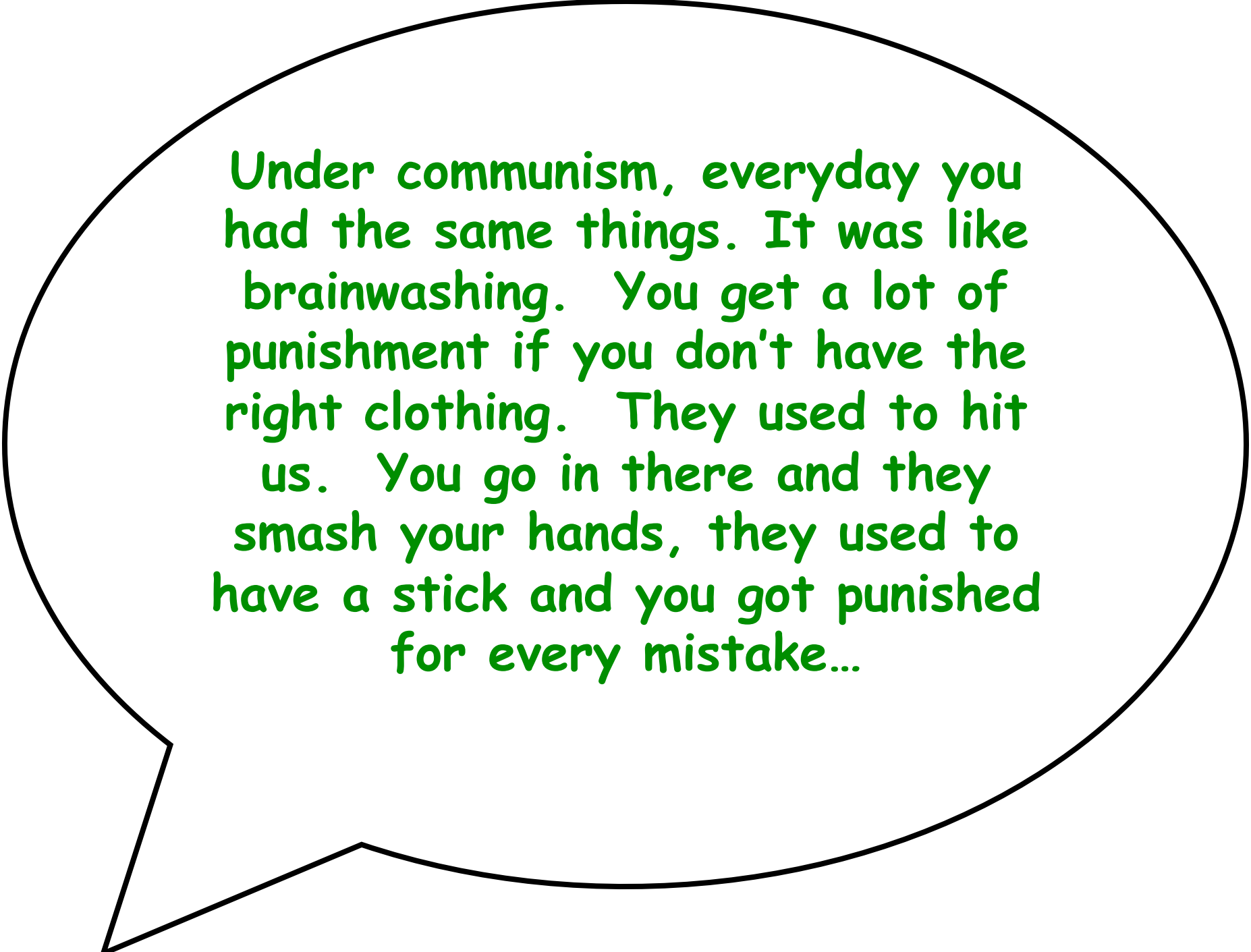
Juliette

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..

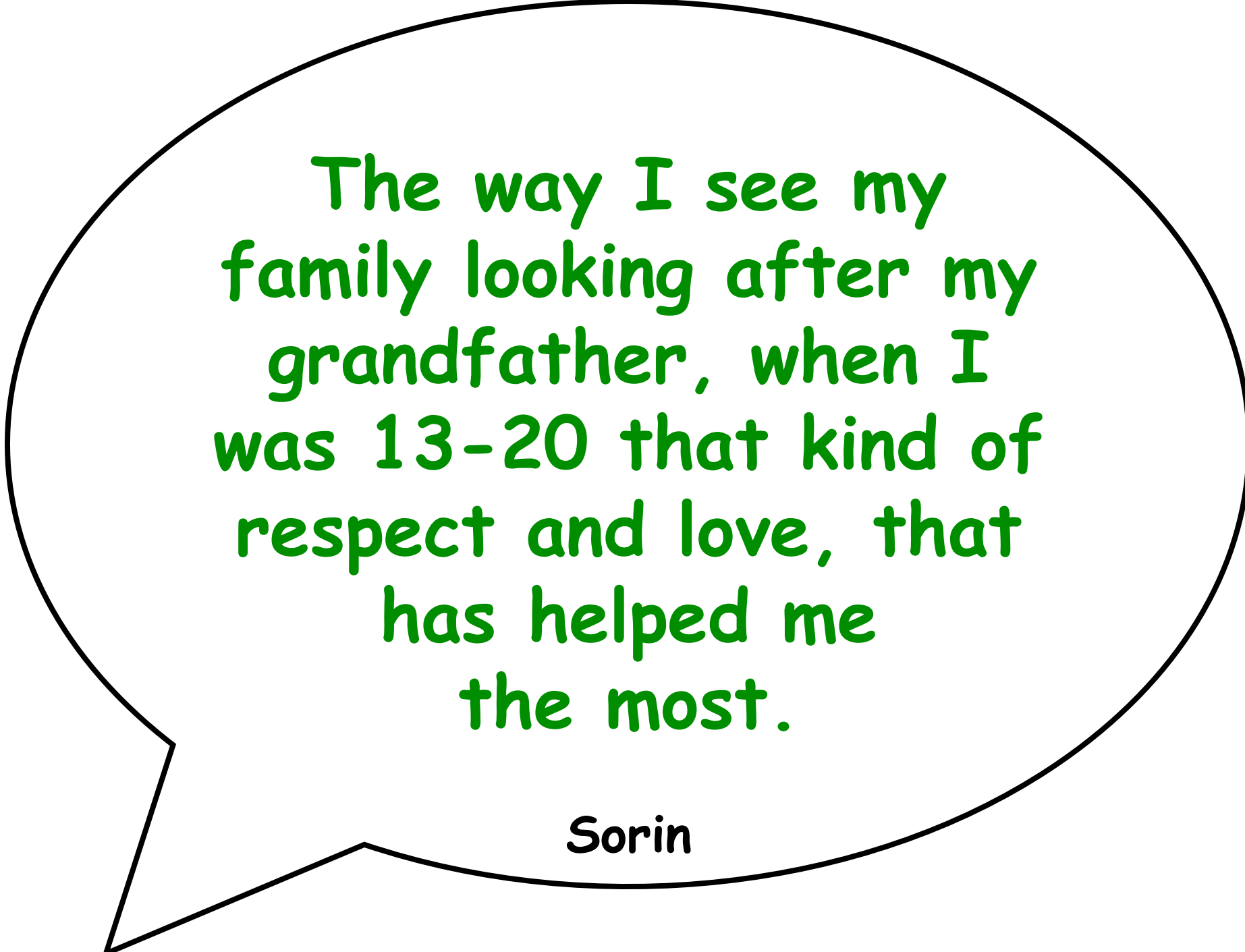
Sorin

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.

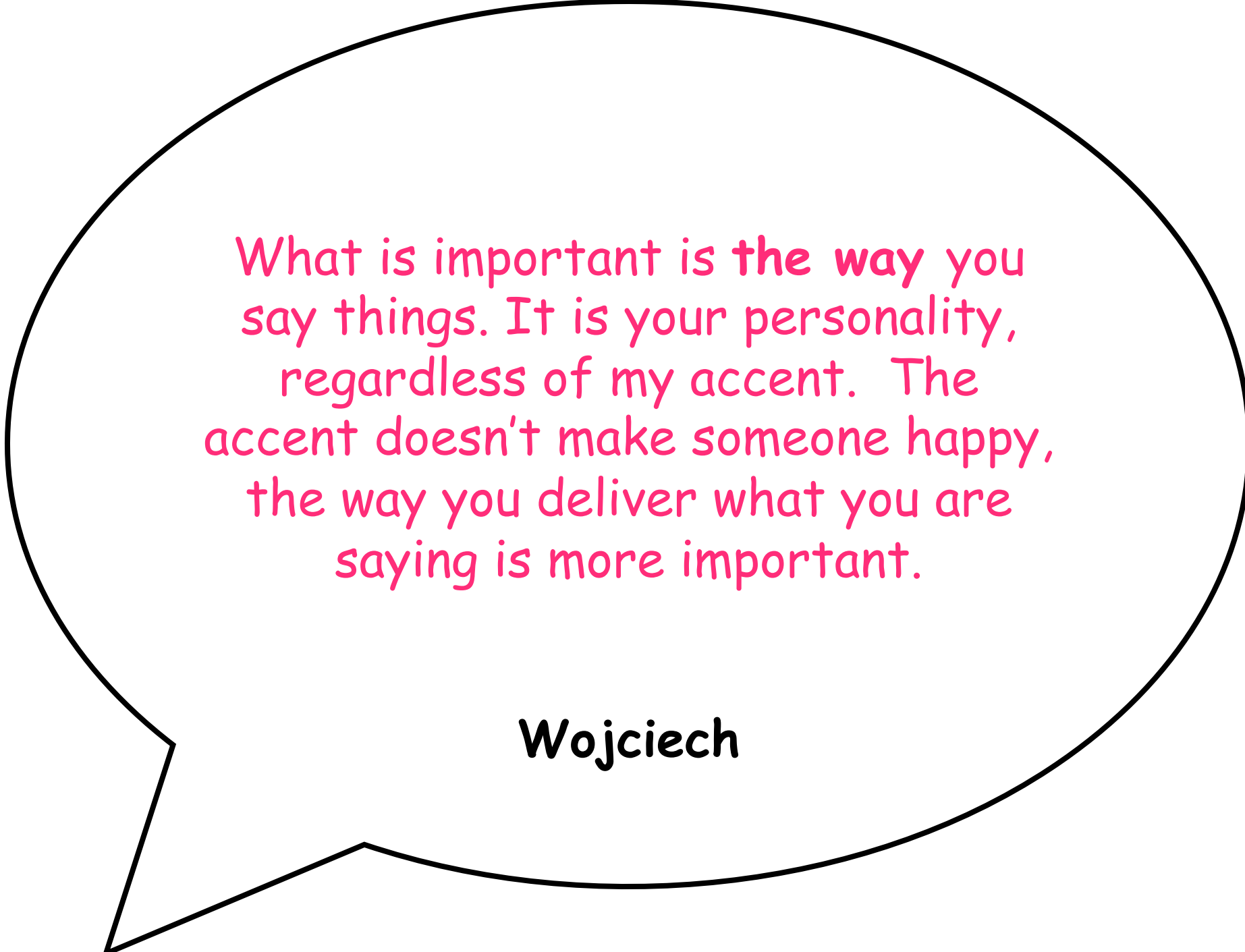
Sorin

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.

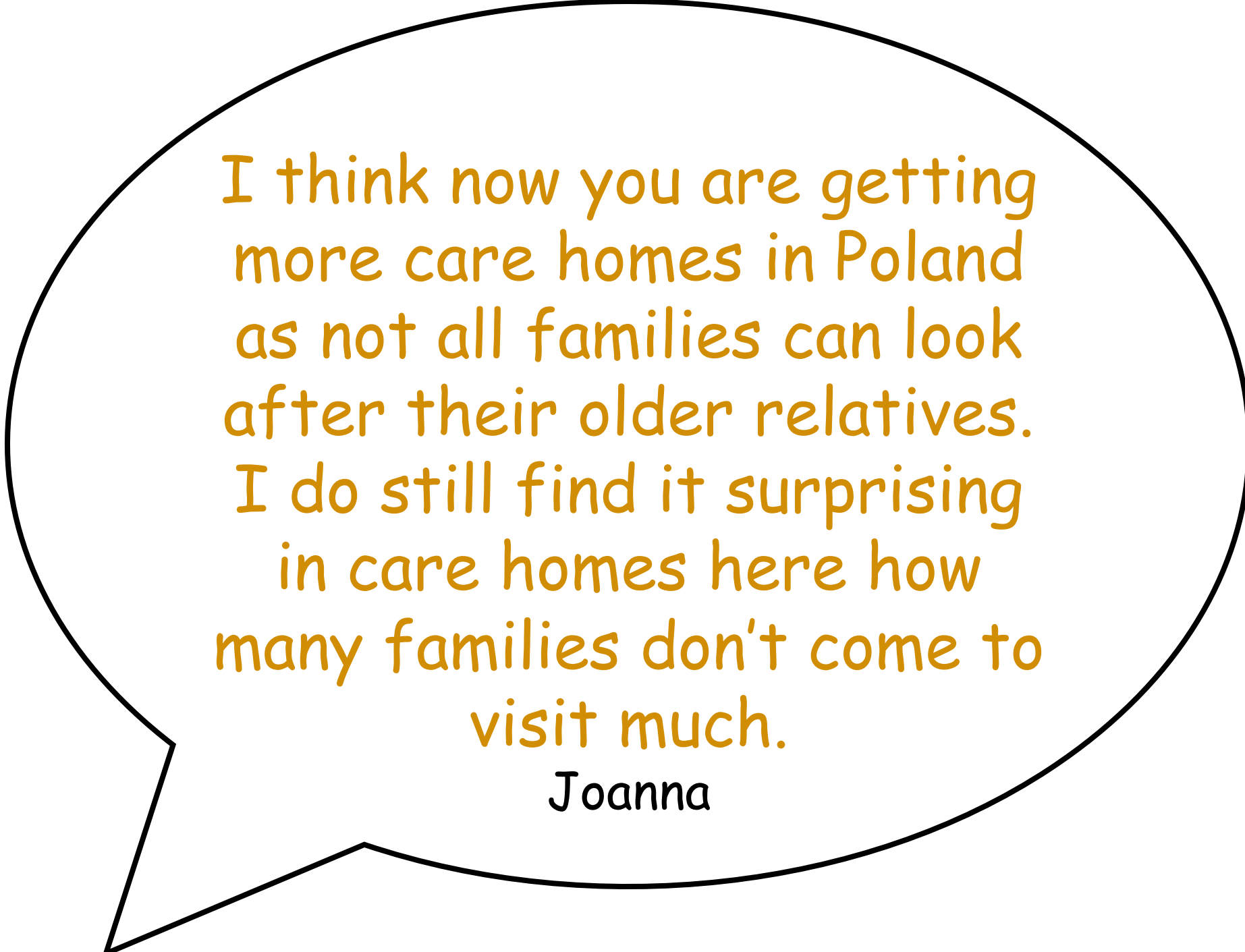
Agustin

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



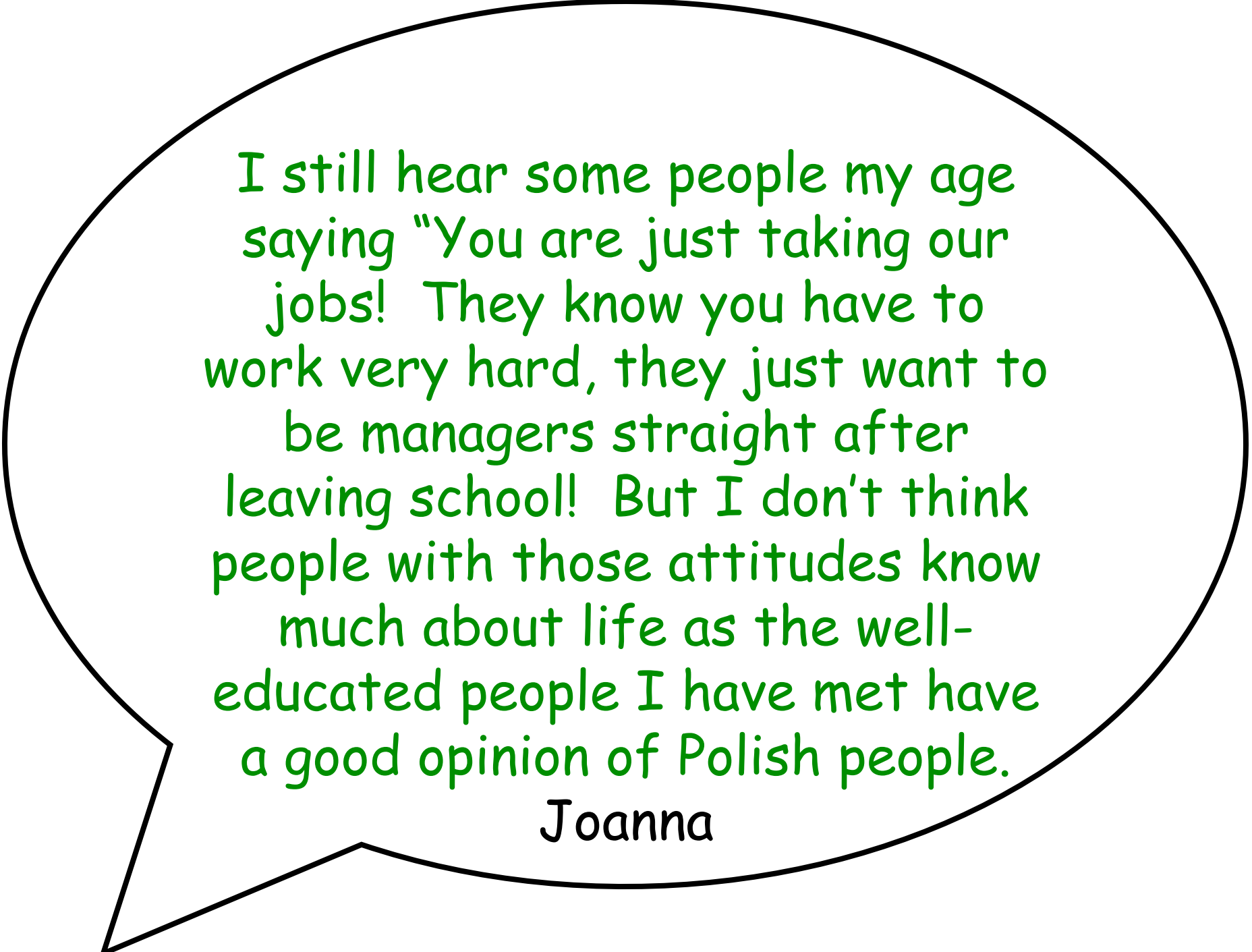
I think now you are getting more care homes in Poland as not all families can look after their older relatives. I do still find it surprising in care homes here how many families don't come to visit much.

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.

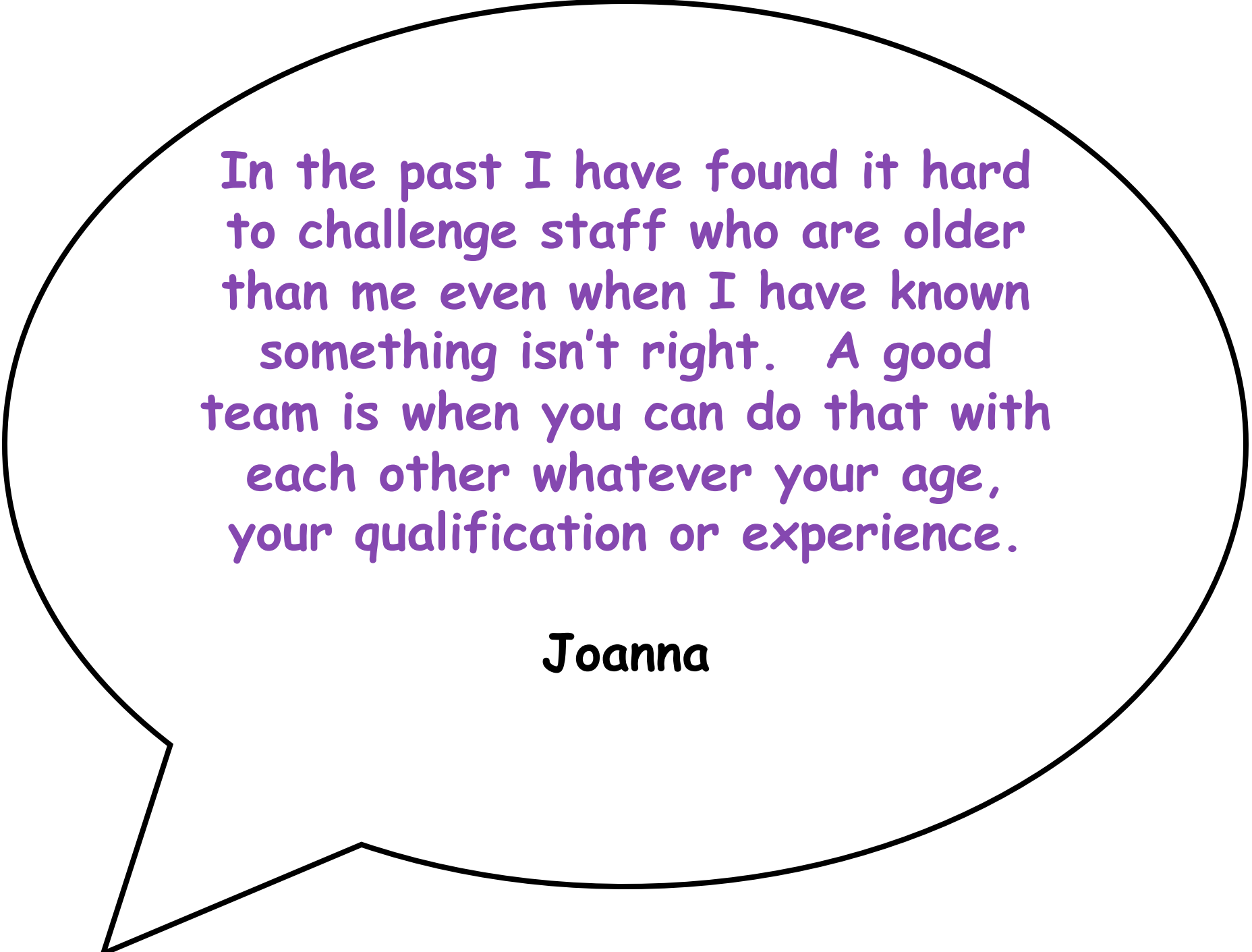
Joanna

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



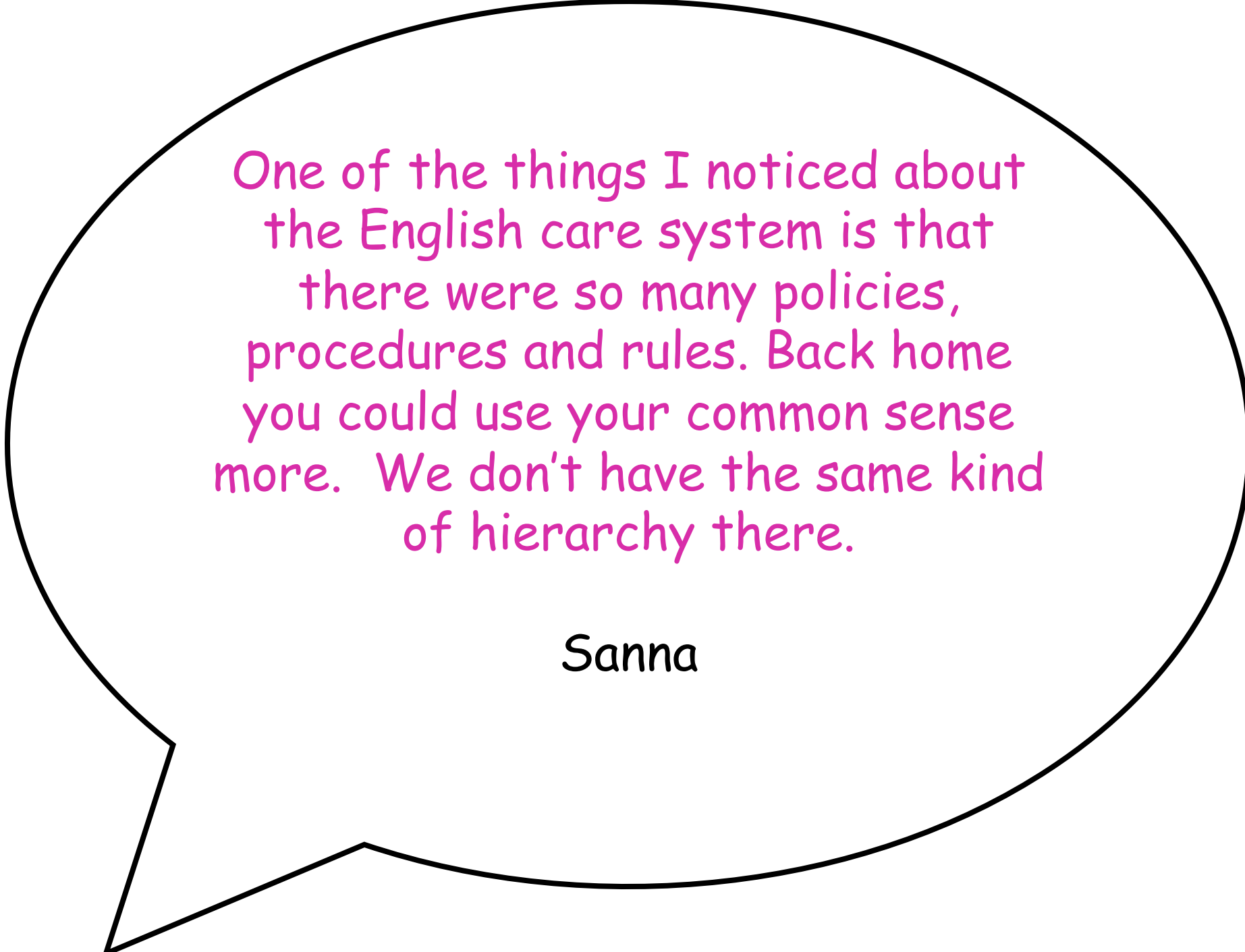
In the past I have found it hard to challenge staff who are older than me even when I have known something isn't right. A good team is when you can do that with each other whatever your age, your qualification or experience.

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.

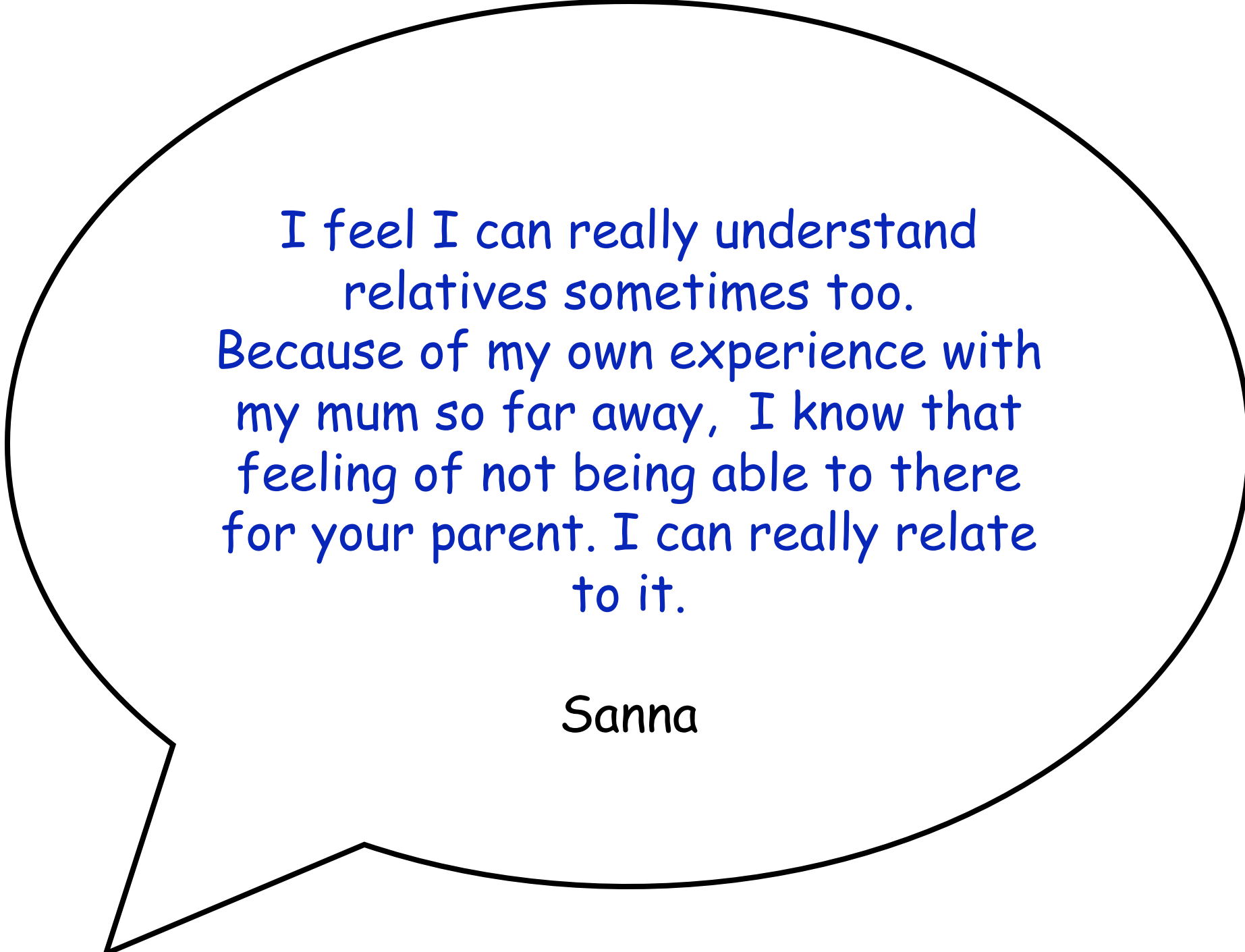
There is some formality and conservatism in Kenya too. There needs to be more hugs and kisses with people letting themselves go!

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**