

TDC report – Response July 2023

- 1. Service users from culturally and ethnically diverse backgrounds should have ample opportunity to discuss their care and support needs with Adult Social Care staff. Allowing additional time to ensure service users fully understand issues around their support needs may be necessary and appropriate. For some language barriers make it difficult to fully contribute to these discussions and interpreting may be required.***
- We have a prompt on the case management system (Eclipse) which reminds practitioners to review a person’s communication needs (including language)
- We have prompt on the case management system (Eclipse) – providing info on advocacy options.
- We have a prompt on the HASC on-line referral form to aid understanding of people’s communication needs.
- The current community advocacy offer includes bilingual advocacy for health and social care issues, and provision for other specialist community advocacy providers to access interpreting.

Proposed actions:

- Ensure the review of case load allocation methods in Assessment Teams considers interpreting support (the need to account for additional time)
- Review HASC Training to ensure there is emphasis on the message to allow additional time when working with people whose first language isn’t English.
- Guidance for practitioners on the best routes to access an interpreter to be reviewed and updated.
- Further promote the existing Sussex Advocacy Partnership and provide clear information on advocacy.

- 2. Increased cultural sensitivity. Questions of cultural sensitivity is of itself sensitive. Whilst respondents want to feel their culture and ethnicity is not a barrier to effective services, they do not want to feel singled out either. All respondents believed that it is important for service providers to have knowledge of cultural factors that influence the lives of culturally and ethnically diverse service users.***

Consideration should be given to exploring how Health and Adult Social Care can become more diverse in its staff and through initiatives supporting culturally and ethnically diverse advocates and support groups. Training in cultural sensitivities and working with people who have English as an additional language could be provided for staff.

- Re-promotion of available Equalities Training –including Cultural awareness training. Important staff are aware of the profile and needs of the communities they support.
- We are committed to our [Work Force Race Equalities Standard \(WRES\)](#)- our Directorate Fair & Inclusive Action Plan sets out the steps that are being taken to address the profile of the workforce.

3. Clear and accessible information about services is needed to ensure service users have realistic expectations. A lack of knowledge about Health and Adult Social Care provision affects service users support expectations. Service users need to know the nature and extent of care and support they can expect to receive. They need to understand what can be offered and what can't. This will help reduce perceptions of a poor service based on previously high and unrealistic expectations.

Proposed actions:

- In process of recruiting new role: **Information, Communications and Engagement Officer** which will support the development of the information offer/front door access. Work plan will include:
 - Develop HASC Information Pack which can be handed to people following initial contact; including clear accessible information on what to expect of the assessment process, core leaflets (advocacy leaflet, interpreting leaflet etc) and info on what HASC provide and what services they are not responsible for providing- to manage expectations.
 - Review the current Threshold Document- which describes the levels of support HASC are likely to offer depending on the need of the person.
 - Develop the HASC web pages to provide the same info set out in the new *HASC Info pack* (online version)- co-design with service users.
 - Develop the HASC web pages to ensure services that might be of interest/benefit to people with different cultural backgrounds are well sign posted.

4. Consider greater joint working with health, housing and employment providers. The extent to which service users from culturally and ethnically diverse backgrounds can live independently is dependent on factors beyond the scope of health and care support.

In many instances improved independence is related to housing, employment, and transport. Social prescribing offers would enable service users to navigate and deal with these other elements of life. This would require increased close working with other providers across health (NHS, primary and secondary care), housing and the Department of Work and Pensions.

Acknowledgement that this is a system level consideration and only elements are achievable by Health & Adult Social care alone.

- We have re-arranged our social care team's so they are now working at neighbourhood level, which will improve access to local support, opportunities and activities for people living in the city.
- Developing Integrated Community Teams is one the Integrated Care Systems three long term priorities. The aim of this work is to better integrate health, care and wider community sector partners to provide a more proactive and holistic health and care approach for communities across Sussex. This will include being more proactive in ensuring that the wider determinants of good health are integrated into the way system partners work together. Over the next 12 months all System partners will support the design phase of integrated community teams and ensure that we consult with people from culturally and ethnically diverse backgrounds.
- Direct Payments Policy is being developed to support individuals; to provide independence, choice and control by enabling people to commission their own care and support in order to meet the outcomes agreed in their support plan. Focused work will be undertaken to consider the needs of Black and Racially Minoritised Communities- Equality Impact Assessment in progress.