



ETHNICITY MATTERS: CULTURAL COMPETENCE IN MENTAL HEALTHCARE

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Mary Seacole Awardee 2017/2018

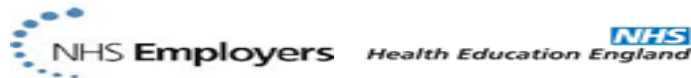
Internal Mentor – Andy Weir

External Mentors - Tom Sandford (Director RCN England) &
Professor Calvin Moorley (South Bank University)

Mary Seacole Award

Mary Seacole was a Jamaican/Scottish nurse and businesswoman, celebrated for her bravery in nursing soldiers during the Crimean War (1853–56).

- Fund a project that aims to improve the health outcomes of people from black and minority ethnic communities.
- Developmental programme



Why did I apply for the award? (Staff)

Promotional
opportunities

Experience as
RCN Rep

Discriminatory
behaviours from
service users
towards BAME
staff

Review of
Disciplinary
Cases at
LYPFT

Training
opportunities

Review of Disciplinary Cases at LYPFT (April 2015 to June 2016)

BAME staff were more likely to be disciplined in comparison with their white counterparts (2.8% vs 2.0%)

White British /White Other –63.1%	% Ethnic breakdown of the disciplinary cases	% Ethnic breakdown of staff in LYPFT	White British /White other– 78.8%
Mixed Ethnicity – 0%			Mixed Ethnicity - 2.1%
Asian/Asian British – 8.0%			Asian/Asian British – 5.4%
Black/ Black British – 13.1%			Black/ Black British – 11.6%
Chinese - 0%			Chinese - 0.5%
Other Ethnic Group - 1.3%			Other Ethnic Group - 0.5%
Missing - 14.5%			Not stated - 0.7%

Why did I apply for the award? (Service user)

Contact with mental health services

- 40% more likely than White British to come into contact with mental health services through the criminal justice system. (The independent review of the Mental Health Act: Interim report 2018)

Diagnosis

- More likely to be diagnosed with a psychotic disorder. The prevalence rates are higher among black men (3.2%) than men from any other ethnic group (0.3% white, 1.3% Asian). (McManus et al 2016)

Given more medication

- Black patients were more likely than White patients to be given emergency medication and to be secluded after a violent incident. (Gudjonsson et al 2014)
- BAME patients are more likely than other patients with schizophrenia to receive long acting injection of antipsychotics. (Aggarwal et al 2012)

Why did I apply for the award?

(Service user)

Detention under MHA

- rates of detention for the 'Black or Black British' group were over 4 times those of the White group. (NHS Digital, 2017)

Placed on CTO

- rates of CTO use for the 'Black or Black British' group were almost 9 times the rate for the White group. (NHS Digital, 2017)

Developmental programme

Workshops

Chris Ham (CEO of The Kings Fund) – 21 March 2018
Seminar on health inequalities at The Kings Fund.

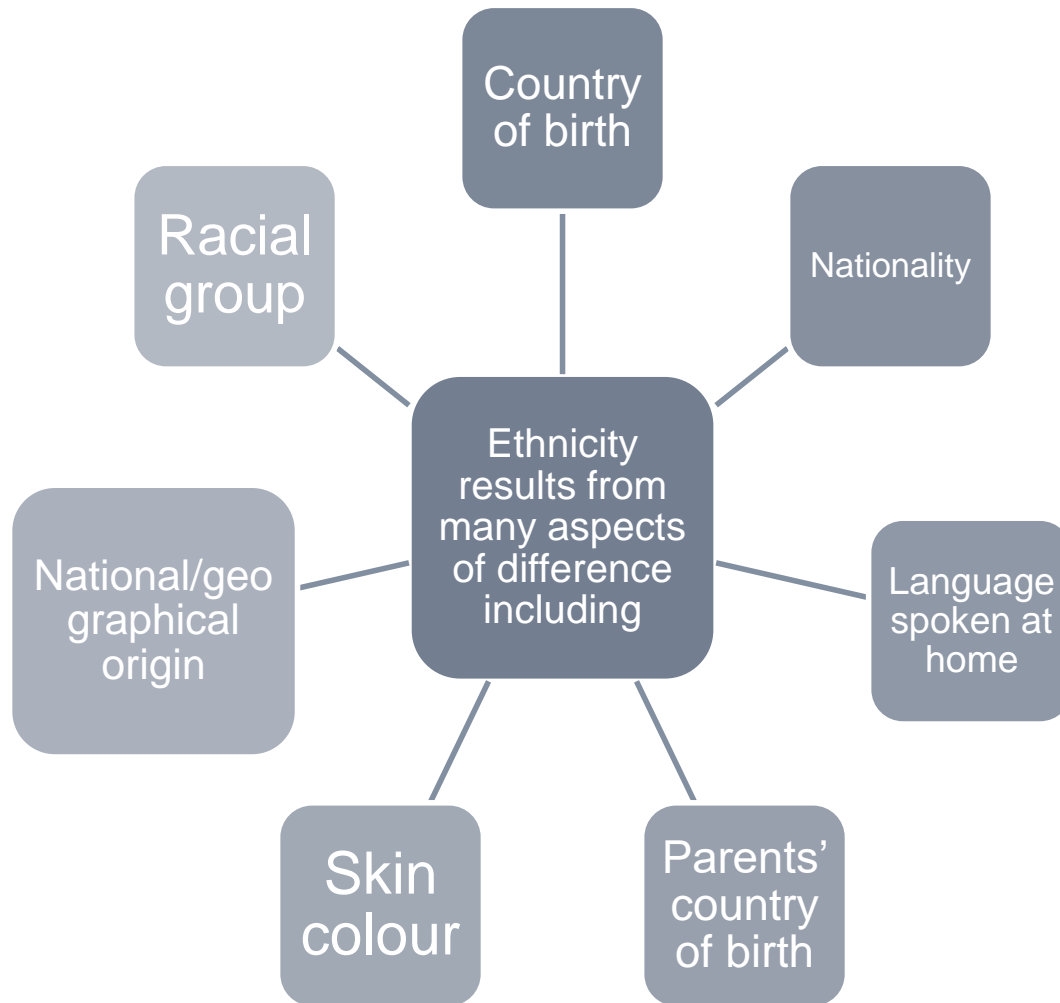
Jackie Doyle-Price (Parliamentary Under Secretary of State for Mental Health and Inequalities) - 14 June 2018

Jane Cumming (CNO) - 11 July 2018

NHSE Equalities and Health Inequalities Team - 11 July 2018

Windrush NHS 70 Celebration

Definition of Ethnicity





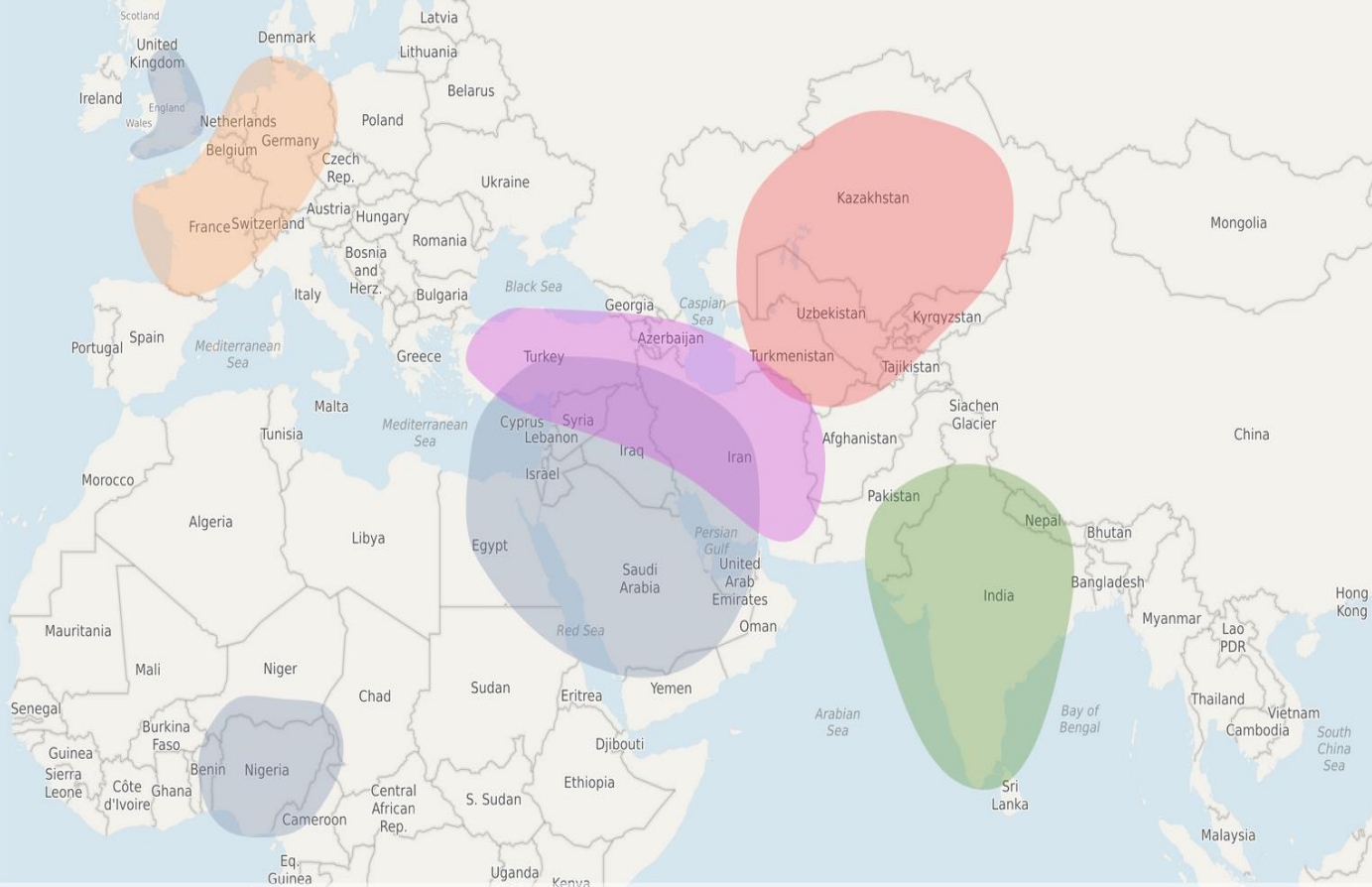
72.4%
West Asian

6.7%
North and West European

6.7%
Central Asian

6.5%
South Asian

7.7%
3 more ethnicities



▶ Play again

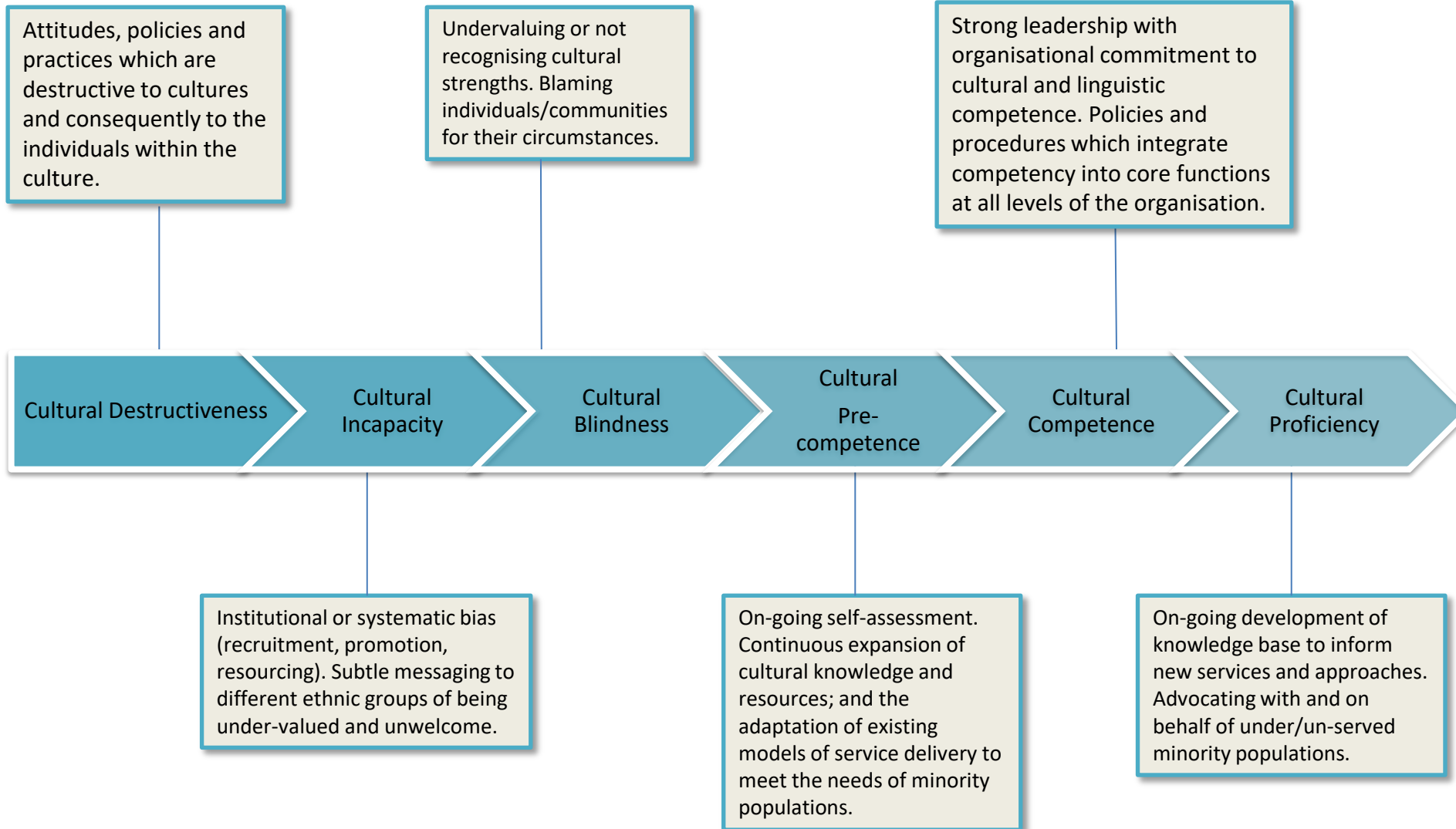
View full Ethnicity Estimate

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Cultural competence

- There is evidence that some of the inequalities faced by BAME communities could be because of a lack of cultural competence in mental health services (NIMHE Inside outside, 2013).
- Definition
 - “A set of congruent behaviours, attitudes, and policies that come together in a system, agency or among professionals and enables that system, agency or those professionals to work effectively in cross cultural situations”. (Cross et al 1989)

Cultural Competence Continuum



Cultural Competence

Individual

- Develop knowledge, attitudes, behaviours re cultural competence
- Foster person centred care:
 - Care is personalised
 - Care is enabling
 - Care is coordinated

System

- Effective policies and procedures
- Mechanisms for monitoring
- Sufficient resources
- Policies that support involvement of culturally diverse communities in health matters

Organisation

- Cultural competency is valued, integral to core business, supported and evaluated
- Skills and resources to support diverse clients are in place
- Management committed to diversity e.g. training for staff, cultural and linguistic diversity in staffing

Project

- Aim

To assess the Trust's cross-cultural strengths and weaknesses in order to design an action plan that promotes greater cultural competence across the organisation.

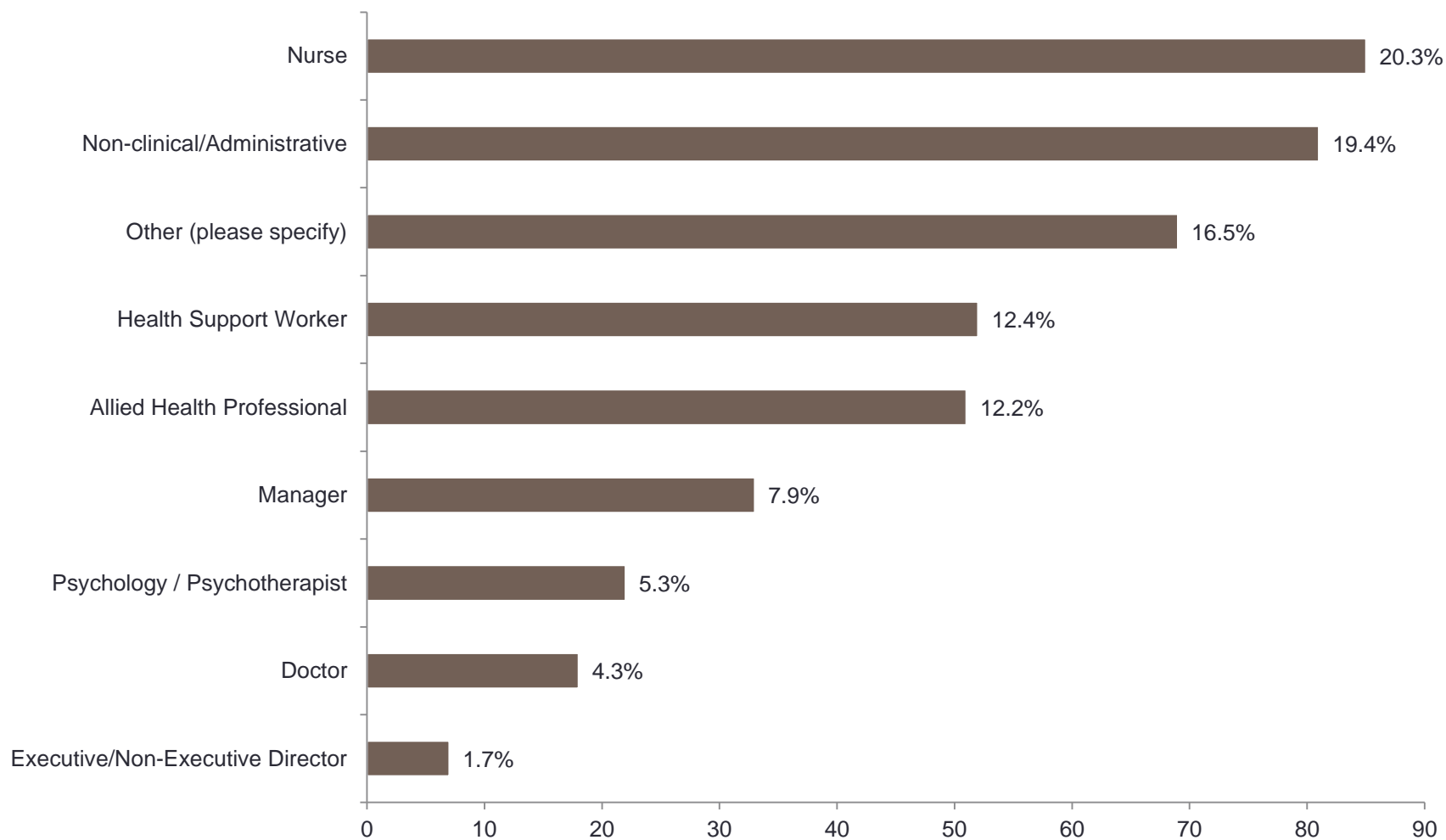
- Methodology

- ❖ Online Survey (staff)
- ❖ Scoping Exercise
- ❖ Literature Review

Findings (Survey)

- 420 staff participated in the survey, giving a response rate of 20%
- The majority of the respondents were White British female in the 45 to 54 age range. This represents the profile of staff at the Trust
- The majority of the respondents (31.4%) have worked in the NHS for less than 5 years

Role within the organisation



Scoping exercise

Objective

- Do we collect ethnicity data?
- What happens to the data?
- How does the Trust use these data?

Process

- Informatics department - Data for the 2013 to 2017
- MHA Legislation
- Patient Experience Team
- PALS
- Complaints
- Pharmacy
- DATIX
- CPA

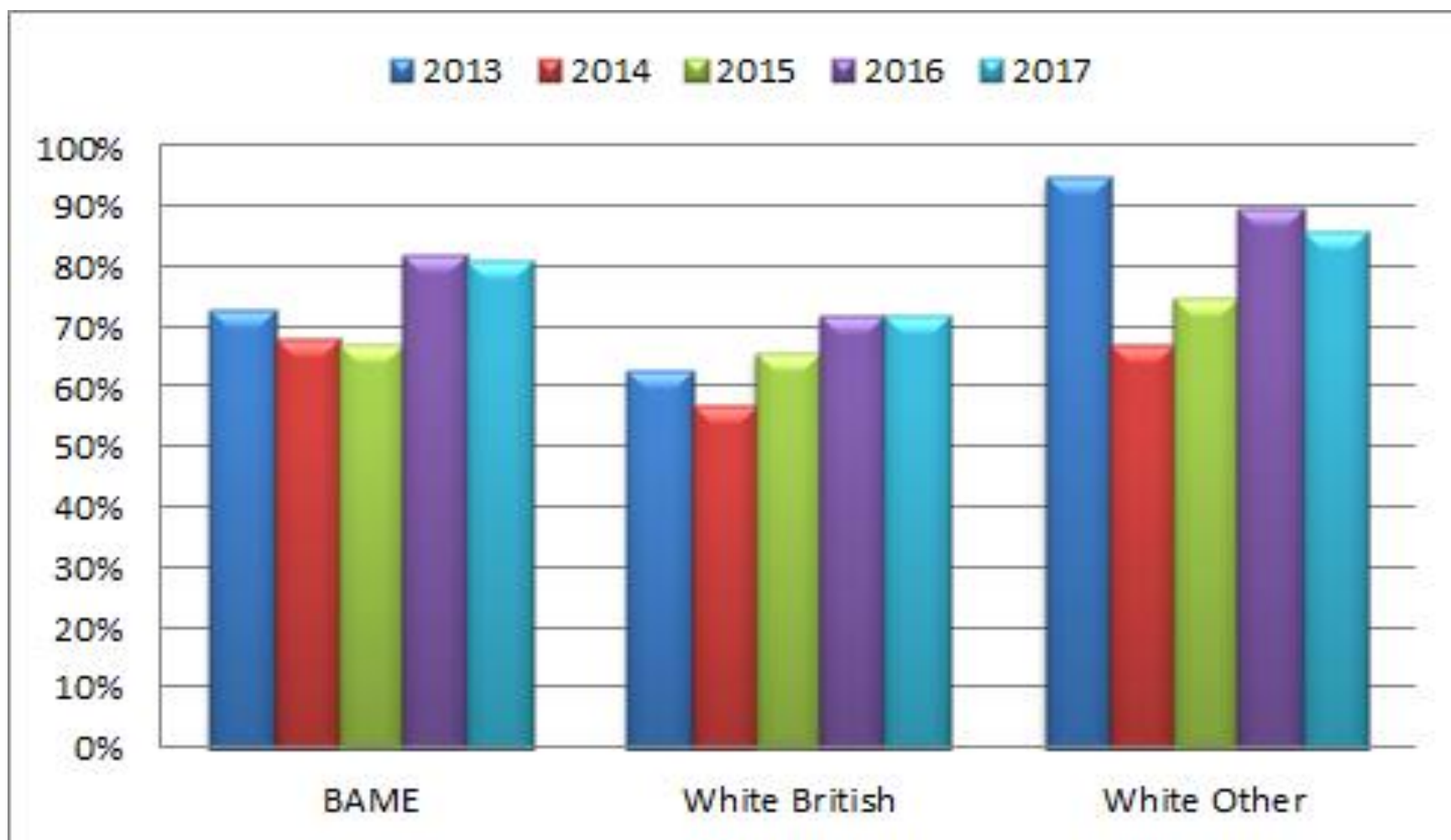
Percentage of Referrals and Admission based on Ethnicity

Ethnic groups	National %	Leeds %	2013 %		2014 %		2015 %		2016 %		2017 %	
			R	A	R	A	R	A	R	A	R	A
White British	80.5	81.1	86.7	79.0	86.6	80.5	86.8	79.8	85.9	75.8	86.1	74.6
White Other	5.5	3.9	3.7	4.1	3.5	3.3	3.2	3.9	3.4	4.5	3.5	4.4
Asian/Asian British	7.5	7.7	4.5	7.1	4.5	6.2	4.4	6.3	4.5	8.8	4.3	7.0
Black/Black British	3.3	3.5	2.2	5.4	2.4	5.1	2.3	5.3	2.5	6.6	2.3	7.6
Mixed Ethnicity	2.2	2.7	1.9	2.8	1.9	4.0	2.2	3.5	2.5	2.8	2.5	4.4
Other Ethnic group	1	1.1	1.0	1.7	1.1	1.0	1.2	1.2	1.2	1.4	1.2	2.0

R – Referral

A - Admission

Detention under MHA



Action plan

- Ethnicity Data
 - To collect ethnicity data on DATIX
 - To collect feedback from BAME patients either during or on discharge from services
 - Encourage BAME patients to get involve in the Trust operational and strategic groups.
- To ensure issues in relation to a differential impact on BAME patients are discussed at CG.
- Overmedication
- Diversity and Inclusion training
- CPA - To include the impact of culture on patients.

Shukrā Jazīlā

ngiyabonga

рахмат

Баярлалаа

спасибо

faafetai lava

merisi

kia ora

barka

welalini

tack

spas

danke

謝謝

tesekkür ederim

mahalo

tapadh leat

vinaka

спасибі

blagodaram

dank je

misaotra

matondo

paldies

grazzi

gracias

хвала

asante

manana

obrigada

tenki

enkosi

nanni

nandri

kiitos

dankie

dhanyavadi

hvala

mauruuru

koszónom

bedankt

bayaralaa

gracie

thank you

akun

dankon

aciú

mochchakkeram

djere dieuf

tau

дякую

mamnun

dziękuję

sobodi

dekuji

chnorakaloutioun

gratias ago

gracies

sulpáy

go raibh maith agat

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rahmet

grazie

diolch

dhanyavadagalú

shukriya

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merpsi

obrigado

mési

didí madloba

sagolun

najis tuke

kam sah hamnida

rahmat

terima kasih

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감사합니다

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