

***Community Hospitals Association Improving Practice***

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| **Innovation and Best Practice Award Winner 2018**  |
| **Title:** |
| Cultural awareness app |
| **Background:** |
| This app was developed as part of a piece of work looking at supporting colleagues, particularly in community hospitals, to provide more culturally congruent care. This came about from anecdotal feedback in Black and Minority Ethnic (BME) communities that community hospitals ‘are not for us’, and a couple of complaints received in community hospitals. This was also supported when looking at our data, which showed that there were very few attendances from BME populations in our community hospitals, which are in rural and predominantly white British areas of the county.Katie worked with local communities and colleagues from across our 7 community hospitals, including hotel services, clinical colleagues and community hospital leaders to develop a number of actions to address these concerns and support colleagues. This included:* Introducing spiritual rooms at all the community hospitals;
* Making the Halal menus a bright orange colour to increase visibility;
* Delivering cultural awareness training sessions at all the community hospitals;
* Re-commissioning translation and interpretation services for the organization and increasing awareness;
* Developing the cultural awareness app.

The app came out of a suggestion that colleagues did not always feel confident having conversations with patients and families about their cultural and spiritual needs, for fear of offending them by saying ‘the wrong thing’. This then meant that needs weren’t understood and met. This app was suggested to support colleagues with the confidence to start a conversation, knowing areas to raise as something to consider, and ensure they felt comfortable engaging in a conversation to identify what matters most to that patient and their family.The app was developed in partnership with local communities, ensuring that the guidance and resources reflected their key concerns when accessing health services, and what health professionals may need to know. Matt Fuller in the GCS IT team built the platform to host all this information, and patiently worked with Katie and clinicians to develop the resource over several iterations to ensure it was user friendly and accessible.Colleagues from across the organization, particularly those in community hospitals and nurses providing end of life care, were also involved heavily in the development of this resource. This was to make sure that it contained the right information to give them confidence to have conversations, and to ensure it was easy to navigate and use. |
| **Description:** |
| The app covers the seven largest religious communities in Gloucestershire; Anglican, Catholic, Islam, Hinduism, Sikhism, Buddhism and Judaism. The homepage advises colleagues that this is an information resource; this is not to be used as a definitive list of what patients need, but a resource to support informed conversations with patients and families about how we can best care for them in a way that is sensitive to their cultural needs. It also covers key generic areas to think about, such as diet, prayer and gender interactions.Each religion has an introduction, talking about UK and local populations, to give colleagues a broader understanding of our local communities. At the request of clinicians, each ‘homepage’ for an individual religion also includes a top 5 things to think about, for situations where colleagues are under time pressure (such as in Minor Injury and Illness Units). This covers the key things that may need to be discussed with a patient who is from that religious community and has been well received by clinicians.There are then several more detailed sections under each religion, giving an overview of key beliefs, religious practices and festivals, dietary considerations, things to consider when going in to someone’s home, and information about death and dying. This one was felt to be particularly important, as we have only one chance to get it right supporting patients and families at end of life. The end of life quality group in GCS were key to developing this app, and it was presented to colleagues from across the system at the End of Life countywide workshops in November 2017, where it was well received. |
| **Outcome and Impact:** |
| The app was rolled out to the 2500 colleagues employed by Gloucestershire Care Services and has received overwhelmingly positive feedback from colleagues across the organization, particularly in community hospitals and Minor Injury and Illness Units where there is limited time to prepare. Colleagues have particularly commented that the app is user friendly, easy to access and navigate, and provides the information they need to have confident, informed conversations with patients, carers and families about what matters to them.The app was also highlighted as outstanding practice in the recent Care Quality Commission inspection with a view that it was the first of its kind the inspectors had seen. Following the success with colleagues in Gloucestershire Care Services, the app is now available to all colleagues and partners in health and social care across Gloucestershire. This is to ensure that all colleagues feel confident and supported to have conversations with patients, families and carers about their spiritual and cultural needs, to ensure we are providing the best outcomes for those individuals. The app has been discussed and shared with colleagues across the health and social care system and has received overwhelmingly positive feedback and has had over 3100 page views to date.There are already plans in place to develop this further, to include information for other non-religious cultural communities, including Eastern European, Chinese and Gypsy Traveller communities.The app was highlighted as outstanding practice in the recent Care Quality Commission inspection with a view that it was the first of its kind the inspectors had seen. |
| **Supporting Information:** |
| Please see link to the app below:<https://www.glos-care.nhs.uk/CulturalAwareness/index.html>  |
| **Organisation:** |
| Gloucestershire Care Services NHS Trust |
| **Contact details:** |
| Katie ParkerCommunity Partnerships Manager0300 421 8599Katie.parker@glos-care.nhs.uk |
| **CHA Judges Comments:** |
| *This work was highly inclusive of the community and provides information for staff in an effective way, improving care for patients across a range of services. It was great to see the partnership between care and IT services achieving such a great outcome.* |