

Pray for me: Navigating cultural differences and needs in Case Management

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Main points

- What is culture?
- Why is important?
- Perceptions and prejudices
- How culture affect perceptions?
- Why is it important to consider culture?
- Diversity of our clients
- How culture can impact outcomes
- What we do in practice
- Cross-cultural settings

What is culture?

- Groups of people: ethnicity, gender, religion, social class, sexual orientation (Harley, Feist-Price, & Alston, 1996)
- Norms and values
- What is considered healthy: physical symptoms, appropriateness of behaviour, expression of symptoms, treatment, attitudes to disability and rehabilitation, norms
- Locus of control – external or internal
- Collectivist/individualist
- Culture – socioeconomic status



Perceptions and Prejudices

Perceptions are influenced by our cultural lenses.

Rights and Wrongs

What was your immediate judgement of the person Infront of you.



Culture is.....
 Learned
 Shared
 Unconscious
 Dynamic
 Impulsive
 Ethnocentric

We don't see things how they are, we see things how WE are!

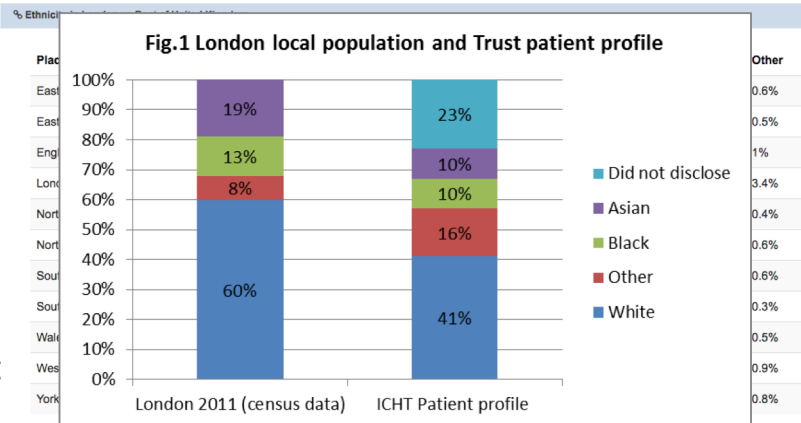
How culture affects perceptions?

- Greek participants ‘largely unaware of the possibility of chronic sequelae after minor head injury’ (Ferrari et al.,2001, p. 258).
- Vietnamese sample - withdrawal from communities – feelings of shame, social wrongdoing, madness (Simpson et al., 2000)

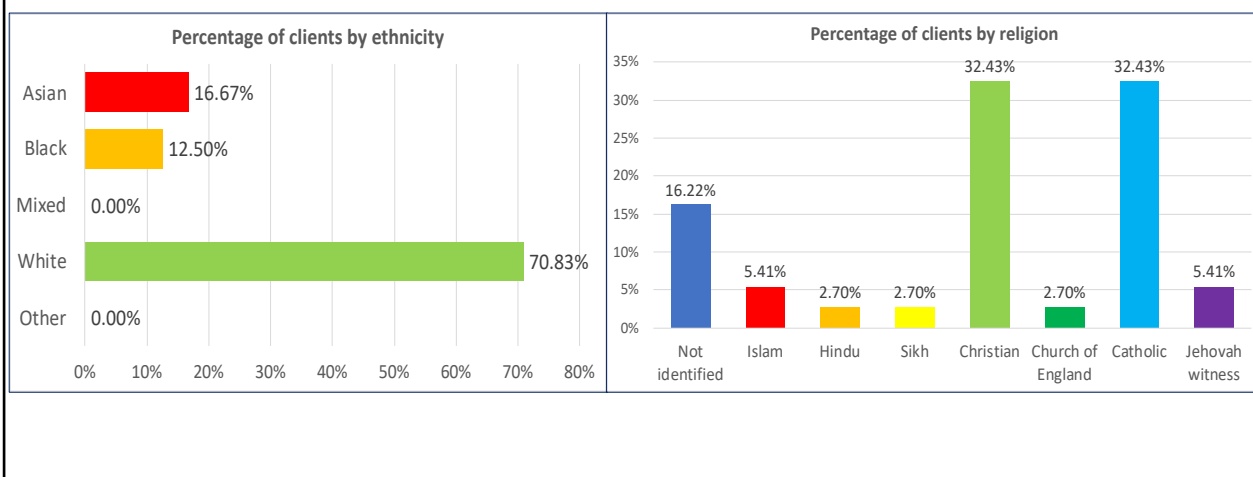


Why is it important to consider culture ?

- Migration to the UK has been the main driver of population growth since the 1990s
- An estimated 226,000 more people moved to the UK in the year ending March 2019 (net migration)



Diversity of our clients



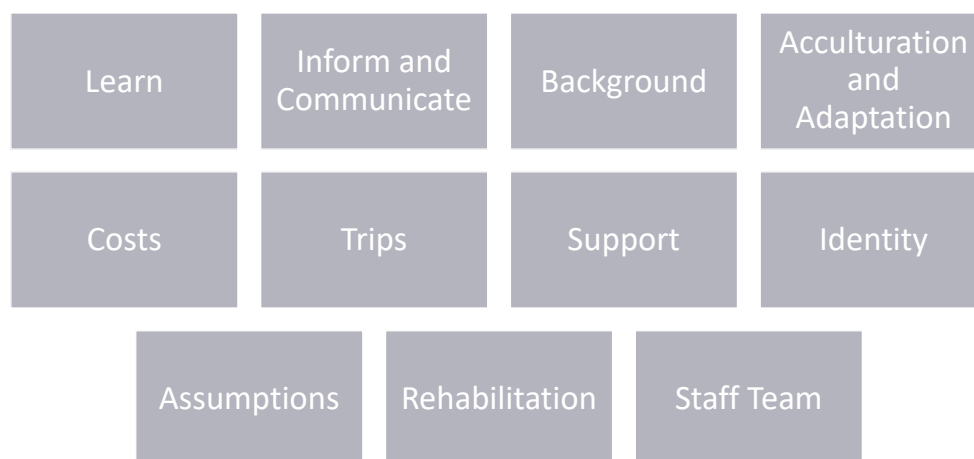
How culture can impact outcomes



There can be implications to outcomes from our client's culture which can affect many aspects, including:

- Access to services
- Access to benefits and impact to education
- Social economic factors
- Prejudices from others working with or close to the client.
- Family prejudices impacting clients well being or treatment (from our perspective!)
- Access to treatment and outcomes
- Understanding of input and (our Western) rationale to input
- Effectiveness of input
- Goal Planning

What we do in practice



Cross Cultural Settings

- Learn about the cultural traditions of the client you care for.
- Pay close attention to body language, lack of response, or expressions of anxiety that may signal that the client or family is in conflict but perhaps hesitant to tell you.
- At the initial assessment stages ask the client and family open-ended questions to gain more information about their assumptions, background, adaptations to living in the UK and expectations.
- Remain non-judgmental when given information that reflects values that differ from yours and be aware of your own prejudices and cultural differences so not to influence
- Follow the advice given by clients about appropriate ways to facilitate communication within families and between families and other health care providers.

Source; <http://www.euromedinfo.eu/how-culture-influences-health-beliefs.html/>

Quotes

"inappropriate comments towards different cultural clothing"

"football culture is highly important to him. Therapists have noticed that if you link football into sessions or conversations he engages more"

"Family first and foremost"

"Family refuses to have any paperwork or documentation in the home"

"Parents like to joke and banter. People around them have to relate to this and join in. Not be offended"

"Client is unaware of his own identity and so can be easily imprinted upon by others – has a neutral culture because of this"

Wrap up

Be culturally aware

Don't be shy to ask the questions

Don't forget the client is the expert on themselves

