

CULTURE & COMMUNICATION IN HEALTH AND SOCIAL CARE

A DAY OF LECTURES, SEMINARS AND WORKSHOPS ON THE KEY CONSIDERATIONS IN CROSS - CULTURAL COMMUNICATION WITH BLACK AND MINORITY ETHNIC COMMUNITIES.



1ST JULY 2011
London Conference



Ethnic Health Initiative
bmehealth.org

ETHNIC HEALTH INITIATIVE

Promoting a better understanding of BME
psychological health and well-being

CULTURE & COMMUNICATION IN HEALTH AND SOCIAL CARE

A DAY OF LECTURES, SEMINARS AND WORKSHOPS ON THE KEY CONSIDERATIONS IN CROSS-CULTURAL COMMUNICATION WITH BLACK AND MINORITY ETHNIC COMMUNITIES.

This one day conference will consider a number of issues which require consideration in order to be able to communicate effectively across cultures. Styles of communication can vary in several ways. Examples include the extent to which communication is implicit versus explicit, the extent to which emotions are displayed, the extent to which self disclosure is acceptable and the extent to which the focus is on the individual versus the collective. In addition, the manner in which distress is communicated can differ across cultures. Race and culture shapes how distress is communicated. In some cultures metaphors are used to communicate distress. The body may be used as a metaphor and as a means of communicating distress. An example of this is where a person may complain of "the sinking heart" to denote low mood. In some cultures it is appropriate to somatise distress. The impact and meaning of different forms of non verbal communication may also vary. The cultural background of the clinician / therapist can also influence the clinical and social encounter. Understanding minority communication styles and patterns is then indispensable for social and health care professionals working with black and minority ethnic groups.

The conference will aim to address the following key areas:

- **What are the key considerations when communicating with service users and carers from a diverse range of cultural backgrounds?**
- **What are the potential challenges clinicians may face and what are the possible solutions?**
- **How do you establish the primary language/s spoken by a service user? What are the important issues to consider in non verbal communication?**
- **How do you establish a communication style which the service user is comfortable with? What might the impact of gender, age or generational factors be on effective communication?**
- **When should you involve an interpreter? What are the key considerations when working with an interpreter?**
- **What can we learn via feedback from service users? In any interaction, how do you know whether or not you are communicating effectively with the other person?**

The conference will critically advocate for cross cultural perspectives in understanding minority communication styles and how this knowledge can better enhance communication and practice for health and social care professionals working within multi-ethnic communities. Good practice guidance on producing written information including key considerations when translating written materials will also be explored.



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Who Should Attend?

This conference will be relevant to all professionals in the field of Mental Health and Social Care, including those from Local Authorities and NHS trusts across the UK, Psychiatrists, Psychologists, Psychotherapists, Counsellors, Early Intervention Teams, CPN's, OT's, Social Workers, Chaplains, Community Faith Leaders & Healers, Equality Leads, Community Development Workers, Service User Representatives, Charities, Third Sector, Educational Establishments, Academics and Policy makers.

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PROGRAMME OF THE DAY

9.00 – 9.30

Registration, Tea & Coffee

9.30 – 10.40

CULTURE BOUND VALUES AND CROSS-CULTURAL COMMUNICATION IN HEALTH AND SOCIAL CARE SETTINGS

Professor Lena Robinson
CHAIR & INTRODUCTION

10.40 – 11.30

NOT LOST IN TRANSLATION: GETTING THE BEST FROM INTERPRETING AND INTERPRETERS IN YOUR CLINICAL PRACTICE

Dr. Patricia d'Ardenne

11.30 – 11.45

Tea & Coffee

11.45 – 12.30

MOTHER TONGUE OR NON-NATIVE LANGUAGE? LEARNING FROM CONVERSATIONS WITH BILINGUAL/MULTILINGUAL THERAPISTS ABOUT WORKING WITH CLIENTS WHO DO NOT SHARE THEIR NATIVE LANGUAGE

Beverly Costa

12.30 – 1.00

Morning Q&A Session

1.00 – 1.45

Lunch

1.45 – 2.35

LEARNING HOW TO ASK. CROSS-CULTURAL COMMUNICATION IN MENTAL HEALTH PRACTICE

Dr. Inga-Britt Krause

2.35 – 3.25

THE ROLE OF ADVOCACY AND INTERPRETATION SERVICES IN THE DELIVERY OF QUALITY HEALTHCARE TO DIVERSE MINORITY COMMUNITIES IN LONDON

Professor Walid El Ansari

3.25 – 3.40

Tea & Coffee

3.40 – 4.30

WORKSHOP 1

LEARNING FROM CONVERSATIONS WITH BILINGUAL/MULTILINGUAL THERAPISTS.

Beverly Costa

WORKSHOP 2

TOWARDS EFFECTIVE COMMUNICATION IN A CULTURALLY DIVERSE COMMUNITY'S CARE SYSTEM

Dr. Nundita Reetoo

4.30 – 4.45

Afternoon Q&A Session

4.45 – 5.00

Plenary, Closure & Evaluation sheets



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Speaker Profile

Professor Lena Robinson is Professor of Social Work and Human Services at Central Queensland University, Queensland, Australia. She was Professor of Social Work at the University of the West of Scotland from 2005-2010 and Senior Lecturer in Psychology and Social Work at the University of Birmingham from 1998-2005. Her research interest is in the field of cross-cultural and cross-national research. It involves developing cross-cultural perspectives in psychology and social work. She is an international scholar who has published and researched widely in the field of race, culture, ethnicity and social work practice. She was recently involved in an international study (involving thirteen countries) of ethnocultural youth. She is currently involved in a comparative study of Muslim youth in UK and New Zealand. She is working on a joint authored book for Macmillan on 'Mental health and minority groups' in Australia and UK.

Dr. Patricia d'Ardenne is a Consultant Clinical Psychologist with over 40 years' experience of developing and directing clinical services for diverse communities in the NHS, the University and voluntary sector. She has published widely in the field of transcultural psychological practice, including an outcome study of interpreted CBT for refugee clients with Post traumatic Stress Disorder. She is currently Chair of a Global Health Partnership between East London Foundation NHS Trust and Butabika Hospital, Kampala, Uganda, where she has been lead trainer in psychological therapies since 2006, funded by the DOH and DFID. She is an Associate of Interhealth International, helping to evaluate their psychological screening for Humanitarian Aid workers overseas. In 2012 Sage will publish her book, 'Transcultural Counselling for a Restless World'.

Dr. Inga-Britt Krause is a Social Anthropologist and a Consultant Systemic Psychotherapist. She is Training & Development Consultant in the Tavistock & Portman NHS Foundation Trust. She has carried out ethnographic research in the Himalayas and in the UK and has helped set out specialist cross-cultural mental health services in the NHS. She is particularly interested in developing cross-cultural psychotherapy services and has published widely on this topic. Her latest book 'Mutual Perspectives. Culture and Reflexivity in Systemic Psychotherapy' will be published by Karnac Books in October 2011.

Beverley Costa was born in London and raised in a bicultural and bilingual family. After training as a group and individual psychotherapist and psychodramatist, she worked in a multi-cultural educational organisation in Reading. During this time, she encountered many people trying to cope with distressing situations with no appropriate outlet for expression. In 2000 she founded Mothertongue multi-ethnic counselling service and she has been its director until the present day. Mothertongue provides a professional culturally and linguistically sensitive counselling service to people from the black and minority ethnic communities in their preferred language. The organisation developed a model for working therapeutically with Mental Health Interpreters and they now have a dedicated team of Mental Health Interpreters funded by the local PCT to provide Mental Health Interpreting to all their mental health teams. Mothertongue has won a number of awards including the Award for Excellence in the Practice of Counselling and Psychotherapy from the British Association for Counselling and Psychotherapy and The Queen's Award for Volunteering. Beverley has published a number of articles on interpreting in a mental health context and the effect of therapy conducted across languages and she has contributed a chapter about Mothertongue in Zack Eleftheriadou's book Psychotherapy Across Cultures, Karnac Books 2010.

Professor Walid El Ansari
See website for information

Dr. Nundita Reetoo
See website for information



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