

Developing a Culturally, Linguistically and Spiritually Appropriate Care Plan

Tuesday 27 February 2024

OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

OUR SERVICE AREAS



Inclusive practice
training and
workshops



Capacity building to
promote cultural
inclusion and equity



Diversity advice and
consulting

The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

Answer in the Chat

Does your organisation have cultural care plans in place for your clients? What useful resources have you come across that support culturally inclusive care planning?

Karin Blavo

Karin has over 40 years of lifestyle and occupational therapy expertise, training and education across Germany, the United Kingdom and Australia's health, aged care and wellbeing sector. Karin places individualised care at the centre of her work and focuses strongly on inclusive practice to enhance quality service delivery to all residents.



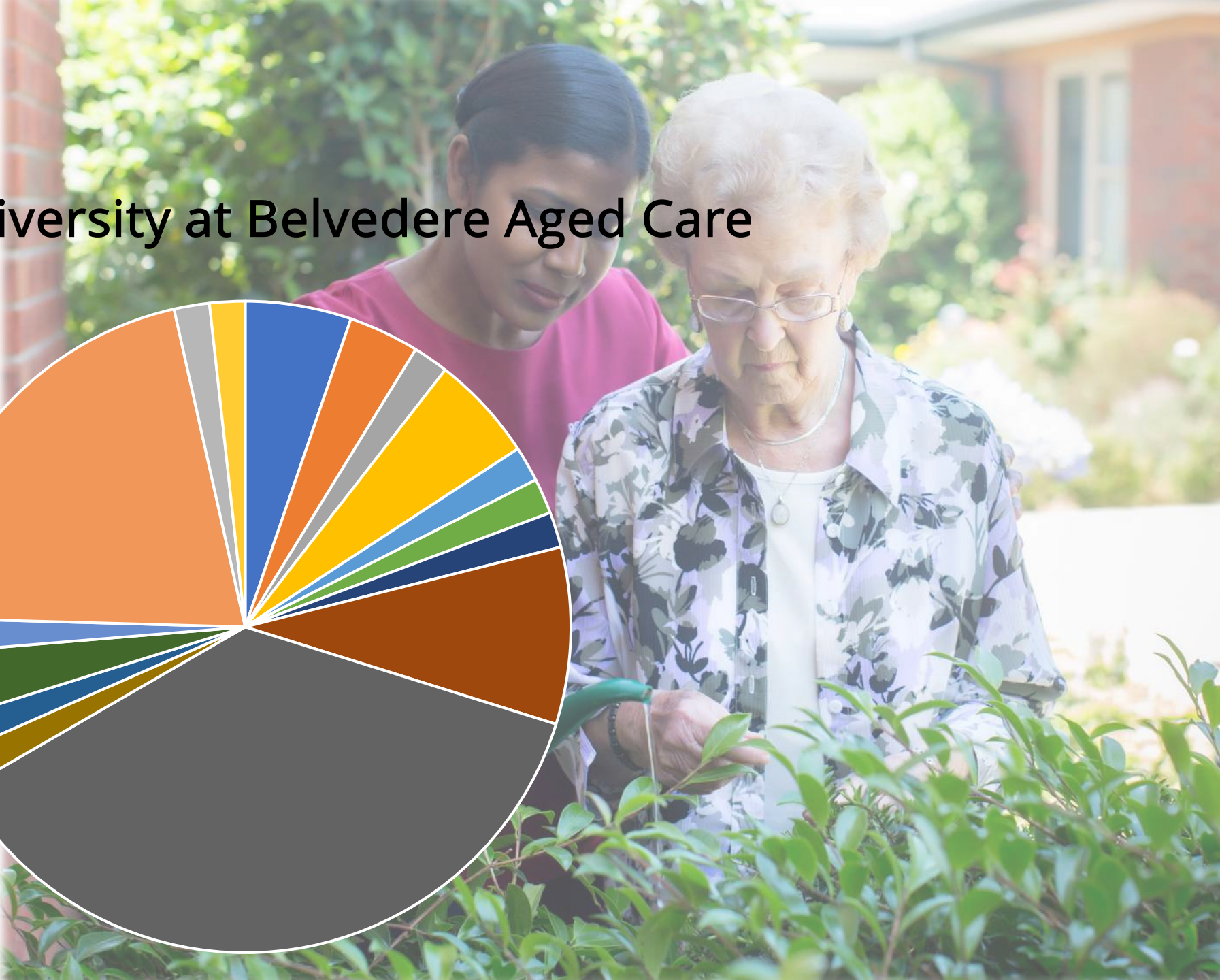
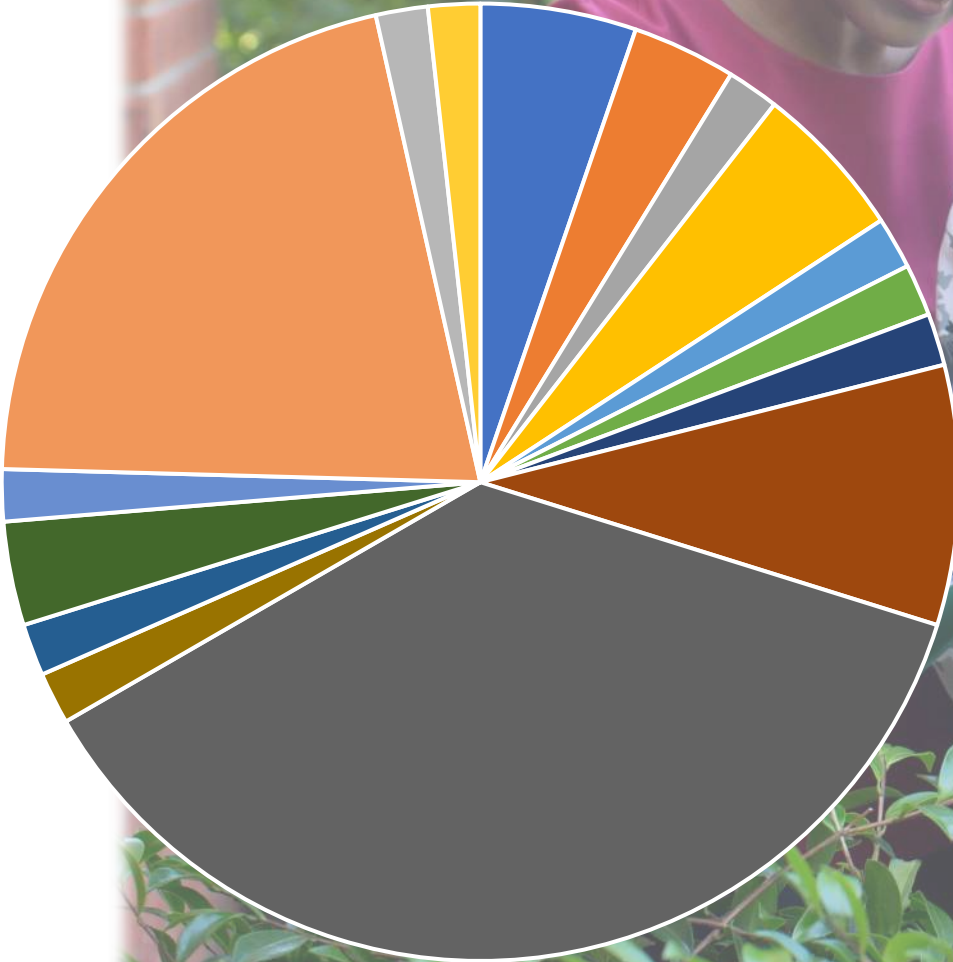
Developing a Culturally, Linguistically & Spiritually Appropriate Care Plan

Karin Blavo
Social Support Manager



Cultural Diversity at Belvedere Aged Care

- Maltese
- Sri Lankan
- Indian
- German
- Austrian
- English
- French
- Greek
- Italian
- Latvian
- Polish
- Croatian
- Dutch
- Australian
- Chilean
- Irish



Start of the journey – what stands in the way of cultural diversity and spirituality?

1

Listen to the residents' concerns – write them down, discuss with the team

2

Act on them – make the team aware what HOLISTIC really means

3

Utilise the knowledge of our Residents and the Team knowledge

4

Get help from an organization such as Centre for Cultural Diversity in Ageing

5

Honour cultural and spiritual influences in our residents' lives

Ways to bridge cultural diversity

Pre-admission and/ or
Admission process

Recognise
CULTURE
DIFFERENCES

Recognise
INDIVIDUAL
DIFFERENCES

Be
AWARE OF YOUR
OWN BEHAVIOUR

Show
RESPECT

Speak
CLEARLY

Be
TRANSPARENT

Clarify
ASK FOR CLARIFICATION
WHEN NEEDED

Involve
ALL STAFF, FAMILY,
PARTNER, CARERS
AND MOST OF ALL –
THE RESIDENT!

Diversity & Spirituality Under The Magnifier

–

**Making Sure Individual Interests, Customs,
Beliefs, Cultural And Ethnic Backgrounds Are
Valued And Fostered**

Supportive questions in the assessment – Minimising Stereotyping

Life Story

- Birthplace/ country
- Family (wider and immediate)
- Authority within the Family
- Education
- Places of work
- Hobbies and Skills/ Strengths
- Places of Residences
- Generation/ Veterans
- Significant events/ others
- Illnesses/ Disabilities/ Mental Health/ Dementia

Spirituality & Beliefs

- Religion
- Holistic Self
- Culture, Beliefs, Body Language and Behaviours
- Traditions
- Rituals
- LGBTIQ+/ Preferences and impact to their culture
- Personal Preferences

Environmental

- Language and Barriers
- Appearance/ Modifications
- Location
- Socio-Economical Background/ Disadvantages
- Changes in Quality of Life
- Behaviours
- Foods/ Art/ Literature/ Observances

How to create Spiritual and Cultural well-being

Make-up of a person

- Background
- Needs v Wants
- Preferences
- Rights
- Goals
- Relationships
- Wishes
- Values

Support

- Respect identity
- Allow personal growth
- Assist, support and allow autonomy
- Create ways of joy
- Establish the sense of safety
- Provide meaningful moments
- Stay connected, be aware of modification needs
- Identify medical conditions/ needs

Well-being Goal

- Create opportunities for staying connected with their surrounding, feeling safe with the sense of belonging
- Uphold respect, dignity, comfort, privacy as cornerstones of Well-Being as a sign of understanding

Diverse Perspectives in CALD & End of Life Care

Uphold quality of life,
respect and dignity at all
times

Management of pain

Provision of clean and safe
space

Emotional and practical
support – non medical
concerns

Preferred environment

Family involvement

Be aware of own barriers

Transparency of actions
and reporting to ensure
services are appropriate,
inclusive and safe

Cultural & spiritual Individuality

Respect individual differences –
Cultural & Spiritual individualism

Recognize uniqueness

Ensure Consumer Care Directed Goals

Beware health and well-being

Assess capacity and support and enhance the methods to achieve a life the resident chooses to live



Supporting tools

Cultural and Spiritual inclusive Care Plan Development

- Care Plan as suggested by Centre for CALD in Ageing as a tool to translate your Lifestyle Profile into an Action Plan/ Care Plan
- Empower the resident to be part of the Resident Profile by translating questions into their own language

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

Name of consumer:
Name of organisation consumer receives services from:
Date care plan was conducted:
Staff Member who completed the plan and role title:

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

Support Need	What the Consumer needs	Actions	Staff involved	Others involved (e.g. Family, Carers, Community Supports, Multicultural organisations)	Additional Comments
Culturally or Spiritually appropriate community connections (including links to family and friends overseas)					
Culturally or Spiritually appropriate rituals, significant days and events					
Culturally or Spiritually appropriate personal care needs					

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

Support Need	What the Consumer needs	Actions	Staff involved	Others involved (e.g. Family, Carers, Community Supports, Multicultural organisations)	Additional Comments
Culturally or Spiritually appropriate music					
Culturally or Spiritually appropriate media and entertainment (e.g. radio, newspapers, TV, movies)					
Language support (e.g. interpreters, translations, other)					
Culturally or Spiritually appropriate food					

Consumer Culturally, Linguistically and Spiritually Appropriate Care Plan

Other cultural, linguistic or spiritual care needs identified					
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Questions

Thank you for listening

Acknowledgements

Thank you so much to the following organisations which inspire my work every day:

- Eastern Sector Development Team
- Centre for Cultural Diversity in Ageing
- Palliative Care Australia

Answer in the Chat

In your opinion, what does high quality, person-centred, culturally inclusive care look like in practice?

Word Cloud

What would help you to improve care planning for consumers from culturally, linguistically and faith diverse backgrounds?

Q & A Session

Answer in the Chat

Can you identify one thing you've learned from the session today?

Thank you!

Thank you for participating today.

For more information, good practice stories and resources visit

 culturaldiversity.com.au

 [Centre for Cultural Diversity in Ageing](#)

 [CCDAAUS](#)

Feel free to contact us at info@culturaldiversity.com.au

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