

The Elephant in the Room

Training for Bristol Health Partners

Delivered by

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1pm – 4pm, 13th July 2021

Introductions and housekeeping

- Your name
- Your role
- Geographical place of work

Ground rules for respectful and inclusive learning

By the end of the session.....

Bristol Health Partners will be able to:

- develop practical tools and skills to address barriers to access. This includes developing new practices to widely engage members of minority ethnic communities with services.

What's the elephant in the room?

Barriers in your services for engaging re minority communities (race)

- Who are you engaging with / who's missing? Be specific.
- What are your reference points for working with black communities? List the local or regional groups and organisations you currently engage with in order to encourage inclusive engagement

What's the elephant in the room?

Barriers in your services for engaging re minority communities (race)

- Based on your own practice, scrutinise the provision you offer and expand on how you could improve the service for all communities.

Challenging your stereotypes

What do you do to suspend your use of stereotypes and archetypes on different communities?

Getting to the watering hole?

Unlike lions, zebras sense danger when getting to the watering hole.

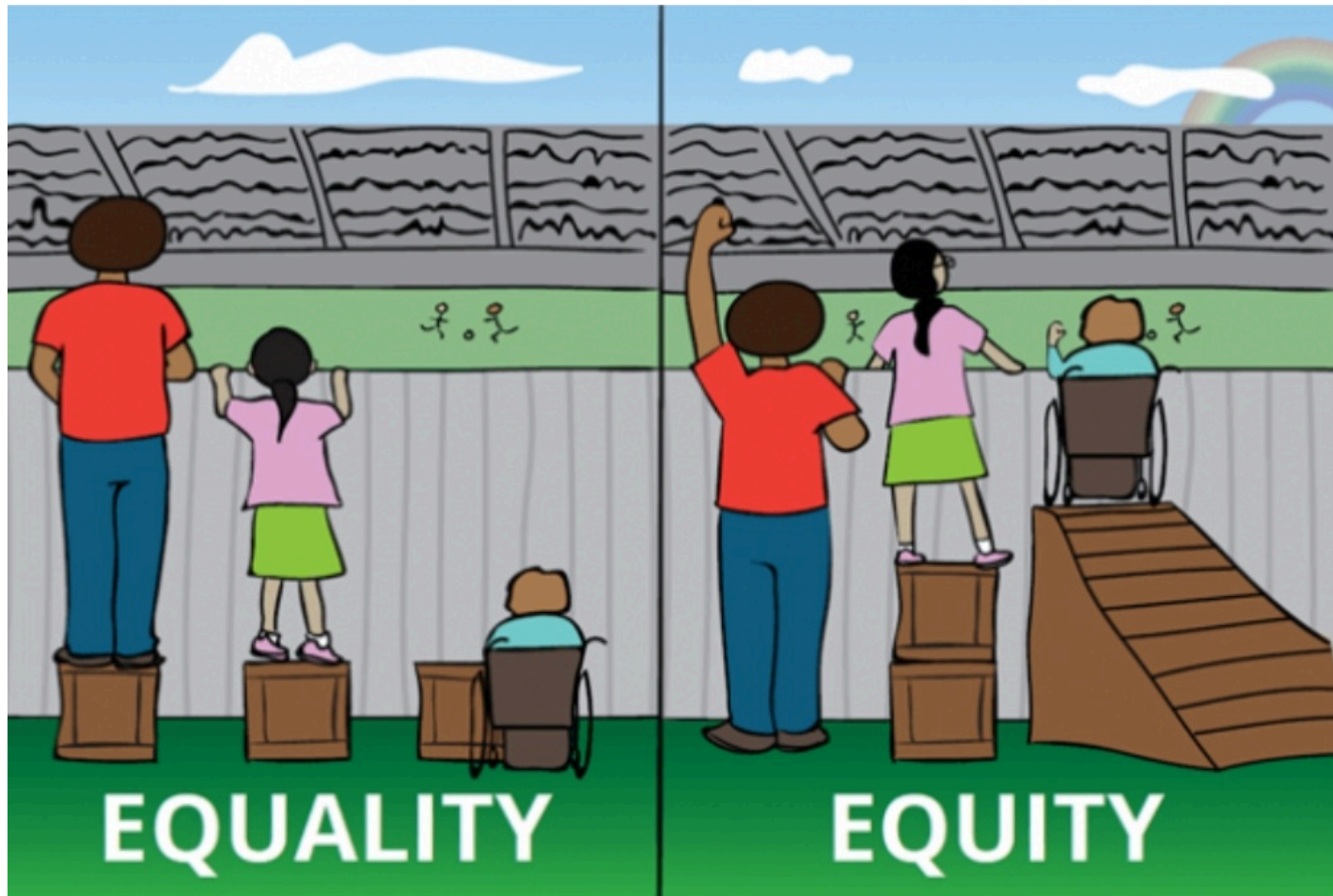
- What would Zebras need to see in order to feel safe enough to get to the watering hole in order to drink from it?
- Consider: what might be their fears.

Equality versus Equity

“We treat everyone equally the same”

This does not achieve equity. There are processes that need to be put in place to enable all to equally participate or benefit.

Equality versus Equity



Role play 'Loathing the Leaflet'

- How could the contents of the leaflet have been more inclusive and relevant?
- In terms of the weight management team, what practical steps could the service have taken to ensure an inclusive and appropriate service?

Engaging communities in research

- What do you need to be aware of regarding previous practices before embarking on research with diverse communities?
- How do we step off the tried and treaded path? Who is defining the research? How can we ensure the right questions are being asked?
- How do we enable individuals to feel part of their own health plan solutions to encourage self-determination? (We know that when people are invested in solutions they are more likely to achieve positive outcomes.)

Activity: Conducting research

- You are conducting research among communities towards the development of an 'exercise and weight management' service. You have been asked to produce an outline of the steps you will take and how you will utilize skills and resources that communities already have. The research findings will feed into the effective planning, development and delivery of the service.
- List the processes you would undertake.

Comfort break



Who's out there that can offer support

Umbrella organisations such as:

- Black South west Network
- Voscur
- 3SG Bath
- VANs (Voluntary Action North Somerset)
- Gloucestershire VCS Alliance
- Gloucester VCS Alliance BAME Forum

How do we identify where knowledge of relevant groups is held to enable to access the communities we need to work with?

Improving our cultural competency

‘The wide open door that still stays closed.’

A culture exists of services not being delivered in appropriate places and venues. There is an assumptive view that those who use our services lack knowledge about their own requirements.

How what does your organisation do to ensure services are co-designed and tailored to those who use it?

Activity: Cultural competency: setting up a new service

- You are setting up a new service for people of African Caribbean heritage to raise awareness of sickle cell anemia.
- Produce an outline for a new member of staff focusing on the stages of client engagement you would expect them to pursue from the onset.
- Start with what you see as barriers.
- Conclude what you would do to overcome those barriers.

Activity: Holding difficult conversations

Role Play: 'We Could Be Better'

List the practical steps you can take to initiate hearing and holding difficult conversations:

Such as: Listening actively; empathy; tuning into topical issues about race.....

- How do we hold them confidently and with due respect to other's views and ideas and on race?
- What could Tania the Practice manager have done better?
- What could Jackie, staff member, have done better?

Activity: Inclusive service provision

- What's not being done? What's being done that should stop? What's the obstacle that's preventing provision to 'stop' or 'start?'
- Divide a blank page / sheet into 3 sections: Red. Amber. Green.
- Red: Practices that you feel should stop.
- Amber: Ideas and practices that you feel should start.
- Green: Best practice that you feel should keep going.
- Why?

Action Planning

- **Individual activity**
- 2 actions for your own personal practice.
- 2 actions for your service and its delivery.

Make actions feasible, SMART, bold.

What changes to your practice will need to happen?

What might you fear about this? How can you overcome these fears?

Who will you need to call on for support?

Share what you will do differently, please put **comments in chat.**



Evaluation

Please do complete the form following this link

- <https://www.smartsurvey.co.uk/s/JVTSGG/>

With many thanks and appreciation



Thank you

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