

## **INTERNATIONAL SHORT BREAKS CONFERENCE 2010**

### **OVERCOMING CULTURAL AND LANGUAGE BARRIERS WITHIN SHORT BREAKS PROVISION FOR THE CHINESE COMMUNITY IN MANCHESTER**

The Wai Yin Chinese Women's society is aware of families in Manchester who have relatives described as having Profound and multiple learning disabilities (PMLD). The families do not receive any support from services; this is partly due to not knowing what is available and also cultural and language barriers. Families are still reluctant to use usual services and provide their own care, yet with ageing parents/carers, members of staff from the Wai Yin Chinese Women's Society have recognised that there is a need for service provision.

As an organisation we were approached to work in partnership with Wai Yin Chinese Women's project to provide an innovative service that would meet the needs of the Chinese families who have PMLD members. As a small, high quality service for short breaks we are able to cater individual needs.

This session will describe:

- the range of disabilities presented by those described as PMLD
- how we developed working protocols as two organisations
- how we were able to recruit staff from the Chinese community,
- how we were able to overcome language barriers during recruitment, complete mandatory checks during recruitment,
- how we carried out induction and other training, including good practice guidelines.

We will also provide information on how the Wai Yin Chinese Women's Society is advertising to families within the Chinese community. They are advertising that we are able to cater to individual needs, provide high quality care and have Chinese support workers available to provide their family members care whilst they are on a short break.

By the time of the conference we should also be able to report on the initial service provision to members of the Chinese community, and how it has impacted on all stakeholders, including the people staying in the service, their family members and staff providing the service.

This is long-term project and we still have many barriers to overcome and are learning each step of the way. The session will identify practical problems and how they have been, or will be, addressed.

During the session I will refer to national policies and guidelines provided by Mencap and Valuing People.