

# 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

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## OUR PURPOSE

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

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## OUR SERVICE AREAS



Inclusive practice  
training and  
workshops



Capacity building to  
promote cultural  
inclusion and equity



Diversity advice and  
consulting

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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

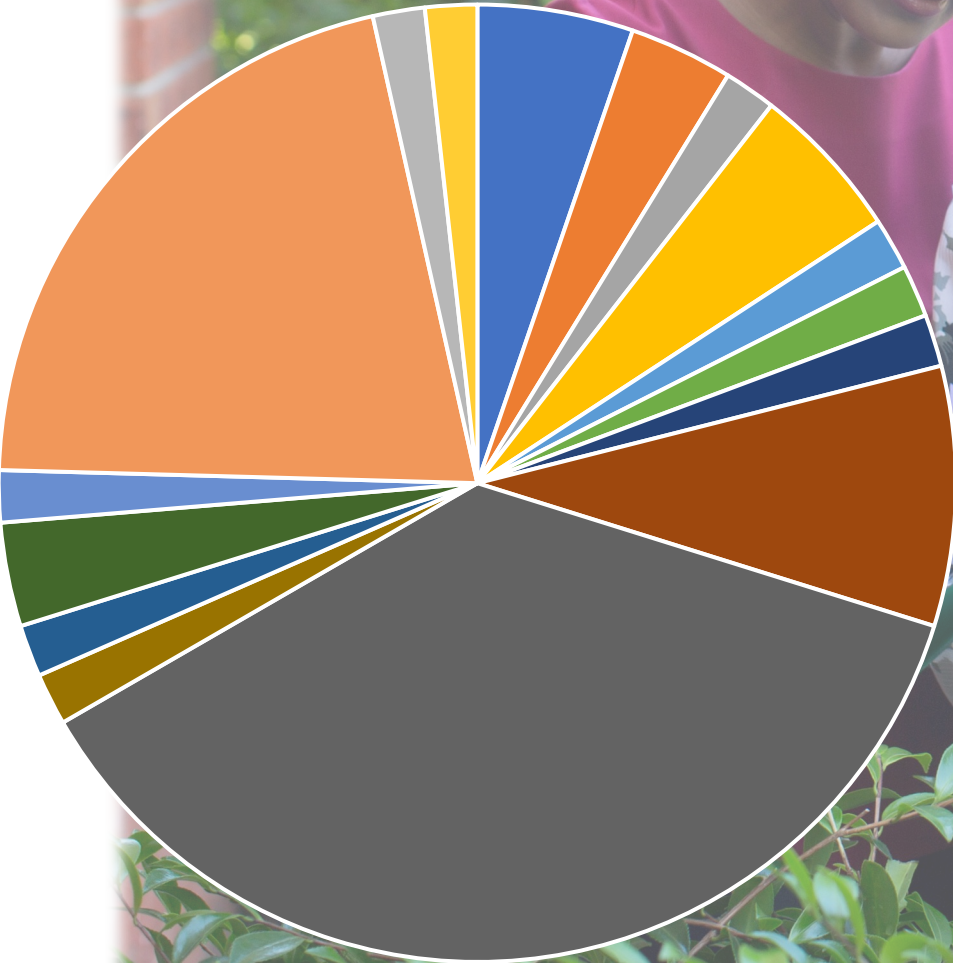
Karin Blavo  
Social Support Manager





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](http://culturaldiversity.com.au)

 [Centre for Cultural Diversity in Ageing](#)

 [CCDAAUS](#)

Feel free to contact us at [info@culturaldiversity.com.au](mailto:info@culturaldiversity.com.au)

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