

Case Study: Improving the Quality of Healthcare Provision for South Asian Communities

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Touchstone

- Mental Health and Wellbeing Charity since 1982
- BME Mental Health our USP
- 250+ staff and 100+ volunteers
- 52% staff Black, SE Asian or Minority Ethnic
- 32%+ service users BME
- 8 specific BME services across West Yorkshire



EXAMPLES



LEEDS IAPT

- Delivered a Culturally Adapted-BA Therapy for Muslim Clients with Depression
- Received training raising awareness of how religious coping can help a client with depression, for example, how Islamic teachings promote proactive behaviour in response to problems and can provide hope to counter despair or hopelessness linked to depression
- Helped therapists to be more self-aware of their assumptions, about religion in general and Islam or Muslims in particular and encouraged a patient-centred approach that actively recognises the social stigma that Muslims often face in the UK and globally.
- The approach involved use of a therapist manual that incorporates evidence-based approaches to engaging with Muslim clients. A self-help booklet bringing together Islamic teachings that support and reinforce therapeutic goals (Shabbir et al, 2013).



LEEDS IAPT OUTCOMES

- Half of those recruited to the course and 66% of those completing the six-week programme reported recovery from depression as measured by the PHQ-9 and GAD-7 questionnaires.
- In contrast, national IAPT data indicates that Muslims in the six sites we explored had rates of reliable recovery ranging from 0% - 17%.
- Outside the course, we increased access to IAPT from 2% to 18% in 1 year.

SHAFa

Shafa means “renewal, restoration and healing” in Urdu.

Who is it for?

Shafa works with people from the South Asian community who have offended.

We use a recovery and strengths-based approach.

What do we do?

Support people to access local resources, including employment, training, education and housing.

We help people to address family relationship issues and substance misuse.

We will support people to recognise and address their triggers for offending behaviour.

We focus on well being, health, housing, relationships, family, cultural considerations, employment and training.

How do we do it?

We meet with service users to agree a plan and to set the outcomes and pathway that work for them.

Staff use Motivational Interviewing techniques to maximise successful outcomes.

Staff offer a culturally sensitive service.

Work is delivered through a combination of one to one and group work.

Peer mentorship provides the benefit of lived experience

SY SHAF A OUTCOMES 2019/20

		2019		2020									
	Total	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Referrals Made:	43	1	10	3	5	2	3	4	2	4	3	5	1
Service Users: <small>As of 04/11/2020</small>	36												
	28% of service users were convicted of an offence in the 12 months before being referred to Touchstone					11% of service users have been convicted of an offence in the months since referral							
	Each of those service users committed an average of 2.1 offences over 12 months					Each of those service users committed an average of 2.25 offences since referral							
	So it appears that Touchstone may reduce the number of service users that reoffend, but doesn't reduced the amount of reoffending for those that continue												
	However the slight increase in average offences is likely driven by the small cohort of reoffenders (11% represent 3 people)												
	Of the 36 people, 3 (8%) increased their offending, 8 (22%) decreased, and 25 (70%) didn't see a change												
	Overall this shows a greater trend towards reduction in reoffending												
	However, for most service users it has been less than 12 months since their referral was made, so we don't yet have a full picture of how they reoffend since engaging with Touchstone												
	What this data can tell us is that in the first months after referral reoffending decreases or stays the same for the majority of people												
	More time is needed to draw long term conclusion												

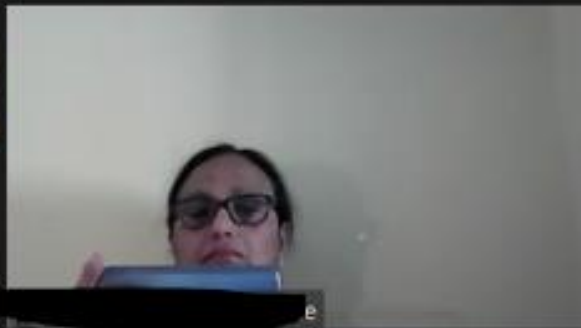
WY SHAF A OUTCOMES 2020/21

- Referrals = 100%
- Starts = 118%
- Completions = 132%
- Outcomes = 131%

Sikh Elders Service

- **What we do:**
- We support Sikh & Punjabi speaking Elders aged 55+ in Leeds
- We organise group and social activities such as yoga sessions, poetry and literature, learning new skills and opportunities to socialise
- We arrange events and trips for the service users
- We provide advice, information and signposting to other support services
- We provide individual support by offering home visits or by telephone contact
- We assign volunteer befrienders to visit the lonely Sikh Elders
- We are a dedicated team supporting the Sikh & Punjabi speaking community to improve the quality of life
- We help reduce loneliness and isolation
- We promote good mental health





Sikh Elders Service

- <https://www.youtube.com/watch?v=YwQ2i3qwcMU>
- <https://www.youtube.com/watch?v=ecVMc5kJHtE>

BME Dementia Service

- Touchstone's BME (Black and Minority Ethnic) Dementia Service provides specialist support to people living with memory problems or a diagnosis of dementia and their carers
- We provide culturally appropriate Dementia awareness talks within community settings such as Day centres, local community groups or religious centres.
- We provide person centred care by doing needs-based assessments on one-to-one bases. We can also provide support if you are having memory problems and struggling to get a diagnosis.
- We run a fortnightly South Asian Dementia Café, Hamari Yaadain. The café is for South Asian people with memory issues and their carers and delivered in mother tongue .
- We lead a BME Dementia Forum, including BME dementia workers in Leeds to improve services for people with dementia and their carer's, specifically for people from BME communities.



BME Dementia Service

<https://twitter.com/satnamvocalist/status/1395484011716304897?s=09>



TOP TIPS

- Staff representing the communities they serve
- Importance of Mother Tongue
- Culturally Competent Staff and Service Delivery
- Strong Awareness of Faith and Role in Recovery/Outcomes
- Cultural Food/Music/Resources
- Involve and Engage