

Training in Cultural Competence

6th and 27th February 2015

Dr Iyabo Fatimilehin

Consultant Clinical Psychologist

and

Marie Winterson

Trainee Clinical Psychologist

For further information and discussion please contact:

Dr Iyabo Fatimilehin

Email: info@justpsychology.co.uk

Website: www.justpsychology.co.uk

Phone: 0161 262 1622

© Just Psychology CIC 2015 | All Rights Reserved

Summary

Just Psychology gave two full days of training (06/02/2015 and 27/02/2015) on *Cultural Competence*.

The training was commissioned as part of a research project investigating Culturally Adapted Family Interventions for psychosis in African Caribbean people in the UK. In line with the study design, a different and distinct group attended each training session: volunteer Family Support Members and professional Family Therapists. Each training day thus covered similar material, but was pitched at an appropriate level for the expected existing knowledge of the group in question. This document reports the results and feedback given by the participants before and after training.

Both training days were reviewed extremely favourably by attendees in terms of content, delivery and level of difficulty. Comparison of pre and post training self-assessment measures indicate that the training was beneficial in increasing awareness of cultural competence as it relates to the research project, and the role, in question, with scores on all items increasing in both groups.

Based on feedback from the open questions asked post-training, attendees felt that there was a lot of information provided in a short space of time and would have liked training to be stretched over two days in order to devote more time to each topic of discussion. As this had been predicted, both training days were pitched as an introduction to certain topics, with attendees being provided with further resources to support their learning. Nonetheless, the varied levels of prior knowledge and experience within both groups meant that some of the open feedback is inevitably contradictory and overall reflects the complexity of the topics covered and the limited time in which to do so. A recommendation would be that attendees in both groups are offered opportunities to build upon the understanding gained from this training, potentially via supervision/reflective groups or further "on-the-job" training.

Overview of the assessment process

Before the training took place, the participants on both days were asked to complete a pre-training questionnaire to gain a baseline measure of their self-assessed knowledge and confidence regarding the training content. The questionnaire covered issues related to African Caribbean cultures; the potential impact on wellbeing of racism and discrimination towards African Caribbean people living in the UK; and the impact of both culture and social context on how African Caribbean people with mental health difficulties may experience, and be experienced by, statutory healthcare providers. Different questionnaires were developed for the two training days in order to capture the differing levels of familiarity with the topic, and relevance to the role requirements, of the Family Support Members and Family Therapists.

A post-training questionnaire (rating self-assessed knowledge and confidence on the same areas as in the pre-training questionnaire) was given to attendees at the end of the day. Pre and post comparisons were made and will be discussed at greater length below. The post-training questionnaire also asked the attendees to comment more generally on the content, delivery and pitch of the training, as well as to make any additional comments about the day. This feedback was collated and will again be detailed below.

The pre and post training measures from each training day will be discussed individually below.

Family Support Members Training- 6th February 2015

Table 1: Comparison of pre and post training self-assessment (Family Support Members)

	Before Training	Following training	Change
How would you rate your understanding of schizophrenia/psychosis?	Average score: 6.0 Range: 2-9	Average score: 7.1 Range: 6-8	+1.1
How would you rate your awareness and knowledge of issues related to mental health care for African Caribbean people in the UK?	Average score: 6.1 Range: 1-9	Average score: 7.4 Range: 6-8	+1.3

How would you rate your awareness and knowledge of African Caribbean cultures?	Average score: 7.7 Range: 3-10	Average score: 8.4 Range: 6-10	+0.7
How would you rate your awareness and knowledge of the impact of racism and discrimination on mental health?	Average score: 7.7 Range: 3-10	Average score: 7.8 Range: 7-10	+0.1
How confident do you feel about your ability to work effectively with people of African Caribbean heritage who are experiencing mental health difficulties?	Very confident: 1 Fairly confident: 5 A little confident: 4 Not at all confident: 0	Very confident: 3 Fairly confident: 4 A little confident: 2 Not at all confident: 0	
How confident would you feel about discussing issues around ethnicity, racism or discrimination with service users, family members or staff?	Very confident: 4 Fairly confident: 4 A little confident: 2 Not at all confident: 0	Very confident: 2 Fairly confident: 7 A little confident: 0 Not at all confident: 0	
How would you rate your understanding of how to develop supportive relationships and boundaries with service users and staff?	Average score: 5.5 Range: 4-8	Average score: 7.6 Range: 6-9	+2.1
How would you rate your awareness and knowledge of sources of support for yourself and service users?	Average score: 4.4 Range: 3-7	Average score: 6.5 Range: 5-8	+2.1

(N= 10 for pre-training scores. One feedback form was not completed and thus the post-training scores are based on feedback from 9 attendees)

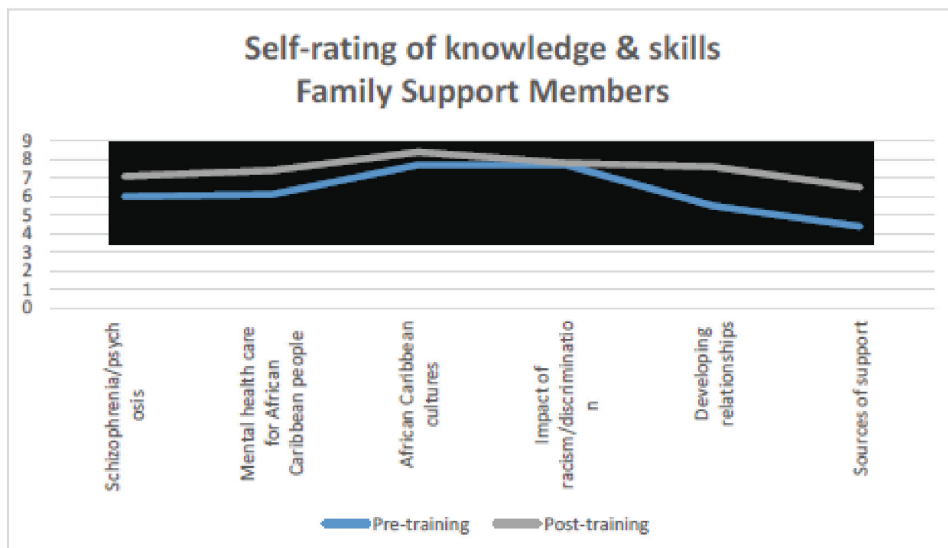
As can be seen in Table 1, at the end of the training day, average self-assessment scores across all domains had increased, showing that the training had increased Family Support Members' knowledge of, and confidence in working with, issues of cultural diversity as they relate to African Caribbean service users in the UK.

Attendees rated their understanding of items that related to more "clinical" skills (such as forming a therapeutic relationship with service users) lower initially than items relating to cultural diversity. For example, pre-training, the average response to the question "How would you rate your awareness and knowledge of sources of support for yourself and service users?" was 4.4, demonstrating a low self-appraisal, whereas the average response to the question "How would you rate your awareness and knowledge of African Caribbean cultures?" was significantly higher at 7.7.

This is likely to reflect the intended “non-clinical” background of the family support Members recruited for the study, as well as the cultural diversity of the group itself.

While scores across all domains had increased by the end of the training day, it is interesting to note that for some of the items, a relatively modest average gain in scores does not reflect the actual change as usefully as the range of scores reported. For example, for the item “How would you rate your awareness and knowledge of issues related to mental health care for African Caribbean people in the UK?” the average self-assessed score had increased slightly by 1.3 points (from 6.1 to 7.4). The figures for range however, demonstrate that there was a lot of variation among attendees on this topic pre-training (pre-training range: 1-9), but that post-training this variation had decreased and more participants had rated themselves highly (post-training range: 6.8). Range may therefore be a more meaningful way to assess change in a group with such different baseline knowledge and skills. Figure 1 shows that by the end of training attendees had become more homogenous in their self-assessment, which had also increased in absolute terms across all items.

Figure 1: Pre and post self-assessment- Family Support Members



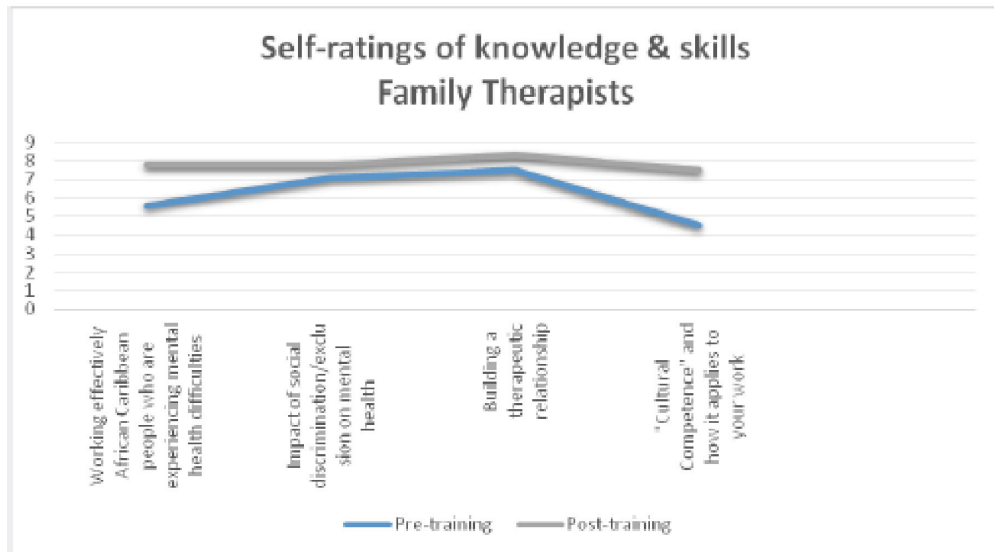
Family Therapists Training- 27th February 2015

Table 2: Comparison of pre and post training self-assessment (Family Therapists)

	Before Training	Following training	Change
How confident do you feel about your ability to work effectively with people of African Caribbean heritage who are experiencing mental health difficulties?	Average score: 5.6 Range: 4- 8	Average score: 7.8 Range: 7-8	+2.2
How would you rate your awareness and knowledge of issues related to the impact of social exclusion and discrimination on mental health?	Average score: 7.1 Range: 4-9	Average score: 7.8 Range: 7-8	+0.7
How confident do you feel about your ability to build a therapeutic relationship with service users and their families?	Average score: 7.5 Range: 6-8	Average score: 8.3 Range: 8-9	+0.8
How would you rate your awareness and knowledge of "cultural competence" and how this applies to your work?	Average score: 4.5 Range: 4-6	Average score: 7.5 Range: 7-8	+3.0

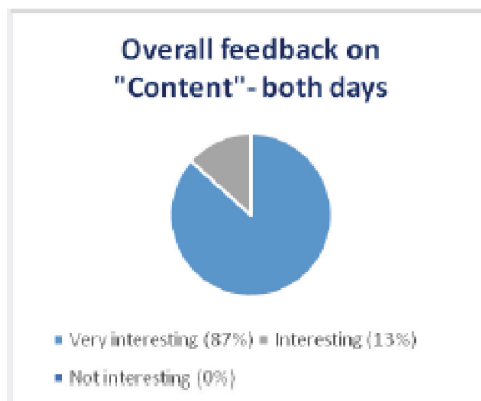
As can be seen in Table 2, at the end of the training day, average self-assessment scores across all domains had increased, showing that the training had increased the Family Therapists knowledge of, and confidence in working with, issues of cultural diversity as they relate to African Caribbean service users in the UK. In contrast to the Family Support Members, the group of Family Therapists initially rated themselves more confident on the "clinical" items and less confident on knowledge of African Caribbean cultures, which reflects the expected higher baseline level of clinical experience of the group members. The comparison between range and average figures is also significant here: as the table below shows, not only did average score on all items increase post-training, but the group also became more homogenous in their self-assessed level of knowledge and skill, with initially less confident individuals reaching a similar level to those who were more confident to begin with.

Figure 2: Pre and post self-assessment- Family Therapists

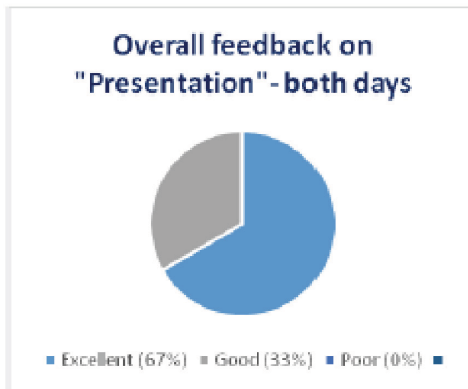


Overall feedback on the training- both days

Figure 3: Content



Attendees from both groups were asked for feedback on the content, presentation and difficulty level of the day. The results of this were collated and displayed graphically (Figures 3, 4 and 5). As can be seen feedback on these three areas was all very positive, with 87% of attendees rating the content as "Very interesting", 67% rating the presentation as "Excellent" and 100% rating the difficulty level as "Just right".

Figure 4: Presentation

Figure 5: Difficulty


Feedback on the open questions

Attendees' responses to the open questions asked post-training are detailed below. These are separated by group for ease of comparison.

Table 8: Open feedback- Family Support Members

What did you like most about the training day?	What did you like least about the training day?	Do you have any suggestions for future training events?
<ol style="list-style-type: none"> Listening to and discussing our own and other people's experiences. Everything- trainers were very good. Joining in the group and listening to leaders. Good level of interaction and relatability. Insightful and good resources. Good presenters. Intelligent discussion. The questions and answers on mental health law. Very good training. The structure with the ice breaker and activities. Best training session I have been to. Learning new things and meeting some interesting diverse people. All of it The honest interaction and communication between people. 	<ol style="list-style-type: none"> Some people were sometimes cut off when talking. Would have liked to hear more input from the trainers but felt most of the session was overpowered by a couple of people. Not enough practical with service users. Size of the room could have been a little bigger. Nothing. Found it difficult to park! 	<ol style="list-style-type: none"> Slides were informative but long- a lot of information to take in but interesting and useful. Would benefit from more sessions like these. I would like to get some qualification on mentoring. I think the schizophrenia content should have been less textbook style and more based on real cases and experience like the TED video. Maybe spread the course over two days of less in the class. Its vast, I would have liked to hear more!

Table 9: Open feedback- Family Therapists

What did you like most about the training day?	What did you like least about the training day?	Do you have any suggestions for future training events?
<ol style="list-style-type: none"> 1. I felt challenged by people's stories, gaining different perceptions of cultural trauma and lived experience of schizophrenia. 2. Considering cultural competence and how this will impact on/be considered within work. 3. Group discussion. 4. Discussions, interactive content, different media. 5. The interactive structure. Being given a chance to reflect and bring in personal experiences. Very inspirational, thank you! 	<ol style="list-style-type: none"> 1. Sometimes there was a bit too much info around criticism of medical model and the Falicor model- could have been simplified? 	<ol style="list-style-type: none"> 1. Perhaps more case studies.