

T10054

Respite Activities

- These activities have significantly assisted in the social interactions Mum has; she is generally happy to attend.
- Identified gaps include training of staff can be improved; inappropriate communication from those carers has often led to having to spend time in explaining to Mum / encouraging 'ignoring incidents' / debriefing.
- Training of staff includes treating older people with the level of respect required; they still have own opinions; they are sensitive and when 'picked on the clothes they wear' they believe comments and feel bad about it or angry about what was said.
- Training of staff - older people have often experience trauma in early year and when dementia is present, they revert back to those memories.
- Trauma informed practice to be integral in the induction, orientation, professional development of ALL staff around working with older people and / or having contact with partners or family.

Cross-cultural awareness / understandings

- With understanding of the inherent challenges, I assert that language is great; however, vocation, compassion, respect, care and concern are critical. It is my experience that without these the care provided revolves around having an income rather than interest in the quality of mental health and wellbeing for the older person.
- Having sound cross-cultural understandings when working with older people from culturally and linguistically diverse backgrounds is critical.
- On this point leadership / management in RACF or services cannot assume that just because one person speaks another language, is original from another country, is new arrival in Australia from overseas holds strengths and capacity to successfully engage with the older person from CALD background on a culturally sensitive manner.
- CALD background groups are NOT homogeneous and cultural sensitivity not a given irrespective of cultural, language, religion, race or length of living in Australia.
- Training - needs to encompass due sensitivity in communicating with client's family as well.
- Staff need to engage in mandatory multicultural training on a regular basis to ensure good practice and adequate monitoring to ensure it occurs needs to be maintained by the leadership of the institution.

Screening

- Strongly recommend that a thorough screening and assessment of needs be conducted with the family with regular monitoring of how things are going, this particularly when the older person has gone to RACF.
- On the above I identify that my father being in a RACF for 5.5 years severely impacts on my mother's trust, awareness and confidence to 'be put in a RACF' ... she is terrified that her children will place her in a RACF. As can be appreciated, this places incredible pressure on family and capacity to maintain independent living with a history that could have been better managed by the

leadership of the RACF.

Annabelle [REDACTED]
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