

## **Workshop May conference (Bereavement Support Needs for People from the Black and Minority Ethnic Communities)**

*What will you take away from this conference and how will you use it in the future?*

Do groups want services?

Do young people accept services easier?

Generalisations don't help but basic information can provide prompt for enquires.

Signposting due to lack of cultural knowledge can turn people away.

Different techniques with different clients need the right language.

Sell the benefits to help engagement.

Targets/outcome measures/depression creates hoops for clients and staff.

Services disappear further down the line from the immediate death.

Awareness about the gaps eg older gypsy/travellers not accessing service because of the life expectancy – sadness at that.

What can be done: make the service available at a young age.

Knowledge about other cultures from within/outside communities.

Language barrier.

Realisation of lack of knowledge.

Awareness of other cultures and differences.

Awareness of disenfranchised (no rights).

Own assumptions challenged.

Opportunity to network more than anticipated.

Regret 2<sup>nd</sup> speaker not available (chase up for information).

Look at how to find out what peoples needs are:

what is needed?

who can help?

what is available?

How to make contact.

Make initial contact to advise of own service users.

Look at adapting criteria to receive services.

White British worker (middle class) can offer any skills?

Awareness of Muslims and travellers

Living in isolation/choice.

Missing perspective from African/Caribbean community (speaker did not turn up).

More knowledge and awareness.

Generation differences.

Similarities across cultures as well as differences.

Who is representing communities – who has the authority.

Time is required.

Two way process needed.

Individuals connecting with individuals in communities.

Diet awareness/knowledge.

More knowledge.