



# Chinese Voices of Social Care: Factors that contribute to levels of satisfaction with social care amongst people from Chinese backgrounds

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# The Study

- An NIHR SSCR funded research project that was concerned with the satisfaction of social care amongst people with physical impairments who were from a Chinese background in England



# Background

- People from BME groups report lower levels of satisfaction with social care provision than majority groups
- These include:
  - low levels of contact with formal services, despite being ‘known’ to them ([Bignall and Butt 2000](#)),
  - experiences of prejudicial assumptions, especially in relation to the role of informal carers ([Chahal 2004](#); [Chow et al. 2010](#); [Katbamna et al. 2004](#))
  - a lack of information and awareness of the range of services available ([Chahal 2004](#)).



# Justification for study

- People from Chinese backgrounds are the fastest growing minority group in England but very little is known about satisfaction of social care amongst this group
- Underutilisation of disability support service is commonplace amongst Chinese people in the UK ([Bignall and Butt 2000](#); [Chahal 2004](#)) and other western societies ([Fisher and Glanfield 2009](#); [Miltiades and Wu 2008](#)).
- This is explained by:
  - A lack of knowledge of services available ([Hiew et al. 2008](#); [Yeung 2005](#)),
  - language difference ([Ng et al. 2007](#))
  - difficulty in locating quality interpreting services ([Koo 2012](#); [Rochelle and Marks 2010](#))
  - Reluctance to seeking help outside of the family sphere.



# Aim of the Research

- The study aimed to examine the experiences of Chinese people with a physical disability in England so that we can get a fuller understanding of their social care needs. It also sought to determine their level of satisfaction with social care so that areas for service improvement could be identified



# Study Design

- This was a qualitative study using:
  - Semi-structured interviews
  - Focus groups
  - World Café conference
  
- Gained ethical approval from the Social Care Research Ethics Committee.



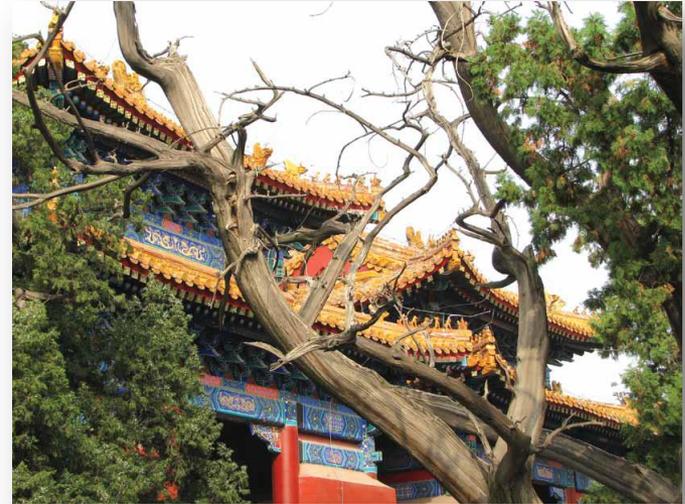
# Inclusion Criteria

- ❑ People from Chinese backgrounds
- ❑ Aged between 18-64 years (approx.)
- ❑ Resided in England
- ❑ Had a physical impairment
- ❑ Received social care



# Recruitment

- Recruitment materials sent to:
  - all local authority adult social care teams,
  - Chinese community centres in major cities,
  - Chinese supermarkets,
  - Advertised in Community Care Magazine.
  - All the recruitment leaflets and posters were produced in both Chinese and English



**Are you an adult  
from a Chinese  
ethnic background?**



Do you have a physical impairment?  
Are you physically disabled?



Are you receiving or have you received social  
care services within the past six months?

If yes we want to hear from you  
about your experiences of social care!

Take part and receive  
high street vouchers  
worth £20 as a token  
of our thanks

Please contact:  
Chinese Voices of  
Social Care team

E-mail:  
CVSC@staffs.ac.uk

Telephone:  
01782 294034

Staffordshire University,  
Faculty of Health,  
Brindley Building,  
Leek Road,  
Stoke-on-Trent ST4 2DF

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# Interview Participants

69/F	Cantonese	Hakka	Hong Kong
68/F	Cantonese	-	Hong Kong
50/M	Cantonese	-	Hong Kong
34/M	Cantonese	English	Hong Kong
68/F	Cantonese	English	Malaysia
60/F	Cantonese	-	Hong Kong
50/F	Cantonese	English	Singapore
19/M	English	-	Mainland China
64/M	Cantonese	-	Hong Kong
51/F	English	-	Malaysia
64/F	Cantonese	English	Hong Kong
64/F	Cantonese	English	Malaysia
61/F	Cantonese	English	Hong Kong
62/M	Cantonese	-	Hong Kong
65/M	English	-	Malaysia
35/F	English	-	UK
53/F	English	-	South Africa
53/F	Cantonese	Hakka	Mainland China
64/F	Cantonese	-	Hong Kong
40/M	Mandarin	-	Mainland China
60/F	Cantonese	English	Hong Kong
45/F	English	-	UK
68/M	English	-	UK
28/M	English	-	UK
56/F	Cantonese	English	Hong Kong
50/M	Mandarin	-	Mainland China



# Data Collection: Interviews

- Two Chinese speaking and one English speaking researcher conducted the interviews between July 2012 and March 2013
- Interviews took place in Chinese community centres or the participants' own home.
- Participants were given a £10 gift card for their participation and had their travelling expenses reimbursed.
- Interviews were carried out in the preferred language of participants:
  - sixteen in Cantonese, two in Mandarin, eight in English.
- Other family members were present and contributed to the discussion in some interviews

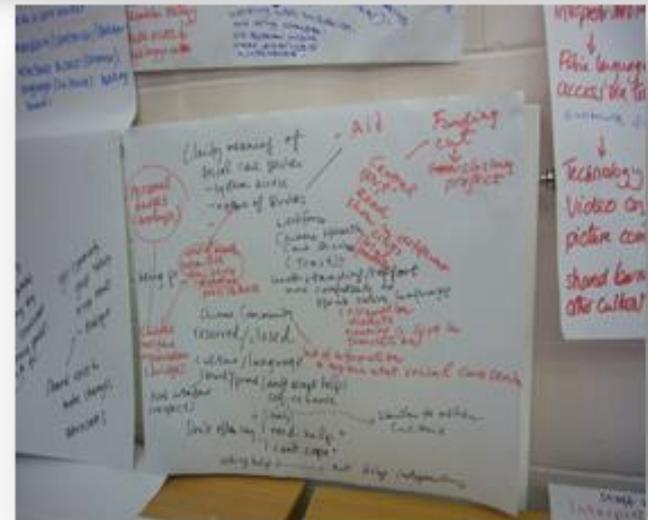


# Data Collection: Focus Groups

- All interviewees invited to take part in focus group discussions.
- Fourteen participants attended
- Two focus groups were conducted in Cantonese and one in English.
- All focus groups took place in Chinese community centres.
- We discussed the key themes identified from the interview data
- Participants reflected on these and provided more detailed descriptions of their experiences of use of social care services.

# World Café

- A participatory research method that focused on collective learning which critically addressed questions facing participants through dialogue.
- Attended by about 60 people including:
  - service users,
  - carers
  - service providers
  - commissioners
- Participants exchanged ideas and came up with suggestions to improve social care services for Chinese people.



# Data Analysis

- All the interviews and focus group conversations audio recorded
- Fully transcribed and analysed in the language used during the process of data collection.
- Interview transcripts were thoroughly read by two researchers
- Researchers coded transcripts independently and identified preliminary key themes.
- Chinese transcripts were coded and analysed by the bilingual Cantonese and English speaking researcher.
- Labelling of data, meaning units and themes were completed bilingually
- Key themes compared to the focus group data to explore for new meanings and insights and adjustments made to original analysis.
- QSR NVivo version 9 used to assist with analysis of data.
- Verbatim quotations presented in this paper were translated into English.



# Key Themes

- access to social care
- quality of services
- personalisation
- language and cultural sensitivity



# Access to Social Care



## □ Difficulties accessing social care

- Unaware of the services available
- Unsure how to access services

“First, it is because I did not know what service was available, I just knew that I could try but I didn’t know what exactly I should be asking for”. (Mr Lau)

“At the beginning, I did not get in touch with anyone because I didn’t know where to go or how to get help..... I don’t know what I’m entitled to or where to go for it”. (Angela)

## □ Reaching crisis point

“It seems the only way you would get help would be if you were hospitalised and then you would have the service ..... I think I need to get myself into the system!” (ESFG)

# Quality of services

## □ Attitude of staff

“It is just like, they (the domiciliary worker) did the job and they can’t really be bothered more.”(Mark)

“I just felt they (Social workers) were treating me like you know, you’re just another one of these hopeless cases ....”. (Ah Fong)

「我只是覺得,你知道,他們(社工們)對待我就像你只是另一個渺無希望的案例一樣...」

“...a social worker said right there is such and such coming to see you in a week’s time, and then there is such and such coming to see you in two weeks’ time .... and when they came they actually were really friendly and helpful.” (Mrs Lam)

## □ Satisfaction with services

“The social worker gave us a lot of information. She explained to us what options we had. I chose to stay at home. My husband takes care of me. They arrange for a carer to come to our house to look after my personal hygiene, keep an eye on me so that my husband can go out to do some shopping and go out to take a break. We are really pleased with the services, very comprehensive.” (Mrs Lin)

# Personalisation: Personal budgets

## ❑ Lack of awareness

“no one ever mentioned personal budgets to me, the Chinese community worker never told me about this”. (FG1: Mr Lau.)

## ❑ Complicated processes

“I used personal budgets for a while, but it was too troublesome. Even my daughter was put off by it, although she can speak English. Nothing is perfect, we had to employ someone, and it took time to do it, organise the payroll, pay slips, their leaves... There is a lot to learn. In the end, my daughter and I agreed not to use personal budgets”. (Hannah)

## ❑ Limited use

“I can spend personal budgets on food and to pay the bills.” (Mark)

## ❑ Liberating

“Personal budgets allow me to hire Chinese speaking domiciliary care... it helps me to get someone with the cooking, cleaning, shopping. Without the budget, I will not be able to do anything” (Cecilia)

❑ Wider concept of personalisation and the pivotal element of co-production, were notably absent from the data

# Language Sensitivity

## 語言差異是障礙

- Language difference as a barrier to negotiating services

“You know when you cannot speak the language, you cannot communicate with others. It’s very troublesome... even if the social worker comes to see us, it’s no good if we cannot communicate with them.” (Ann)

“The home care who comes to help does not speak Chinese. We use gestures to communicate. He understands me, I understand him. Of course, it would be a lot better if there are Chinese people to help me. We cannot understand each other but there is nothing I can do about it.” (Mr Tse)

- Interpreters

“At the beginning, the social worker asked an interpreter for help in the hospital .... Now, if they need to speak to us, they will telephone my daughter, ask my daughter to interpret”. (Mr Tse)

“Each time when I met the social worker, a friend came and helped to translate ..... my friends helped me many times, not just a couple of times, but ..... my friend stopped coming”. (Mrs Lee)

# Cultural Sensitivity

- Desire for culturally sensitive services.

“the most important thing is food. We Chinese, you know what I eat is simple Chinese meals. Unless you can employ a westerner who can prepare Chinese food but that is impossible.” (Mr Lau)

“At the moment, there are people from the Chinese Association, they really help me. I am fortunate to have them to help me. Otherwise, it’s a headache.” (CSFG 2)

- Reliance on personal resources

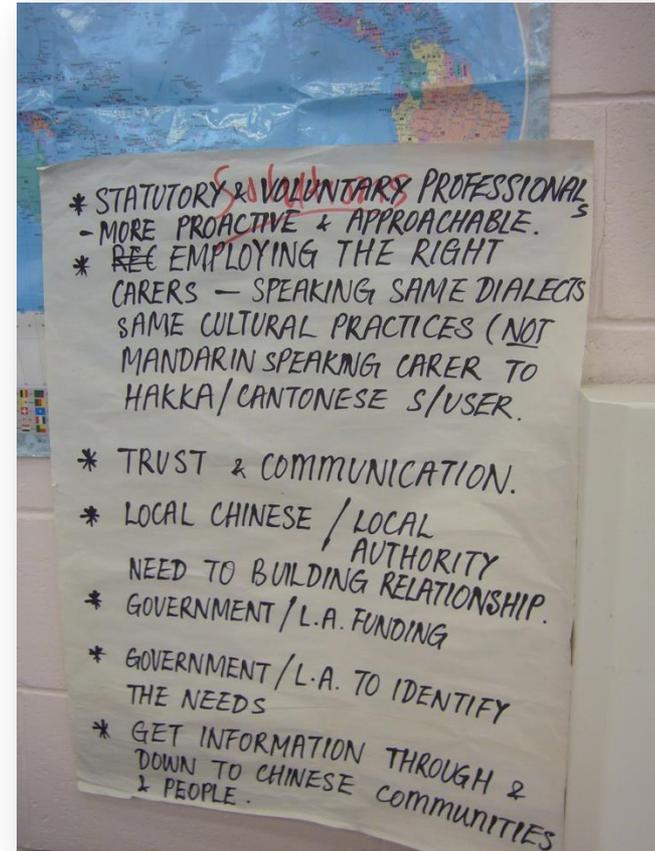
“I will rather dig into my own pocket to pay someone to look after my mother.” (Hannah)

“We Chinese people, if we can manage, naturally we will sort it out ourselves and do not want to ask other people for help.”(CSFG 1)

“You know we cannot always rely on other people. Even though we have friends, I don’t want to cause so many troubles to them. Always troubling other people is not good. Besides, I don’t know whether people have the spare time to help when you really need help.”(CSFG 2)

# Implications for Practice

- The findings support a universal view that people value services that are responsive, and treat people with respect and like humans
- The use of care workers of Chinese backgrounds is desired and appreciated by Chinese people.
- Personalisation in the form of personal budget and co-production could prove liberating for Chinese people
  - Measures need to be taken to diminish the notable information gap for people from Chinese backgrounds regarding personal budgets
  - Efforts are needed to genuinely engage Chinese people in coproduction



# Implications for Practice

- Chinese welfare organisations can offer a range of support that is culturally and linguistically appropriate:
  - harnessing the skills of volunteers and other service users,
  - giving information,
  - offering support to make decisions,
  - signposting suitable services
  - providing their own services
    - day care,
    - social care
    - freshly made hot Chinese meals
- Room for mainstream social care services and Chinese welfare organisations to share resources
  - current information on government directives,
  - training in disability specific issues & cultural awareness

# Implications for Policy

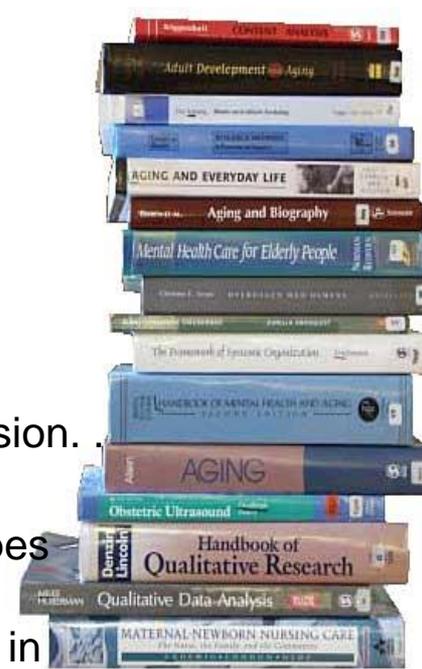
“Creativity and the taking of calculated risks needs to be supported” (Newbronner et al 2011)

A relatively small investment in Chinese welfare organisations would achieve a significant benefit for Chinese communities that is commensurate with policy expectations to move to a personalisation agenda.



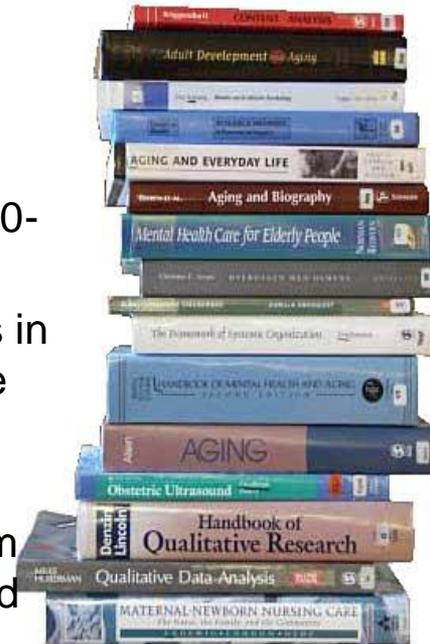
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