Chinese Voices of Social Care:
Report on the factors that contribute to the levels of satisfaction with social care for physical disabilities amongst people from Chinese backgrounds in England

Introduction

We know that people from black and minority ethnic (BME) groups in England have lower levels of satisfaction with adult social care services than other service users. They are known to have less contact with social care services than other service users. They are less likely to use social care services that are considered to be high quality. These organisations have a positive impact on service users’ level of satisfaction with social care services that focus on the cultural diversity of the local population.

We know that people from Chinese backgrounds feel less satisfied with social care services than other service users. The research used a variety of methods to identify how to improve social care services for people from Chinese backgrounds who have lower levels of satisfaction with social care services. The research was undertaken by a collaborative team of researchers from different organisations.

It is with great pleasure that I present this report. The recommendations present an opportunity to shape the future delivery of culturally appropriate services.

Martin Partridge
Fellow of NIHR SSCR
Lecturer and Researcher in Social Care

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Research Participants

A diverse set of Chinese communities in England is needed. This is because the verbal and written languages used by the Chinese communities in England are diverse. It is often a complicated process for people from Chinese backgrounds to access social care. Language difference is a barrier.

Many of the participants had trouble getting access to the services they needed. Some people found it very difficult to access services and they resort to paying for someone privately for their care. Others had to seek help from their family and friends when support from social care services was influenced by experiences of disengagement from services. In some cases people have reached a desperate point.

Knowledge of personal budgets needed. People from Chinese backgrounds generally either have high expectations of social care inputs or do not have high expectations of social care inputs. This can affect their well-being. A clear understanding can mean that people from Chinese communities in England are better able to access social care services.

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Personal budgets were introduced in 2008 to give people more control over the social care they receive. They can be used in a way that values the individual and respects their needs. From Chinese people, such as their food preferences.

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