

Staff Attitudes Towards Cultural Diversity

Staff attitudes towards diversity are an important factor in determining quality of care for people from diverse cultural backgrounds. Some of the issues raised in this checklist are further discussed in the Preface and Introduction section of the *Guidelines to Practice*. See also the Resources section.

- ⊙ Do you react adversely to the patient's accent, if any?
- ⊙ Are you open to differences between cultures, and different ways of doing things?
- ⊙ Do you respect diverse practices and requests without judgement?
- ⊙ Do you recognise that patients require equality of care irrespective of their cultural and linguistic background?
- ⊙ Do you recognise and actively accommodate patients' choices about their care?
- ⊙ Do you assume you know what a patient wants/needs?
- ⊙ Do you identify the need for resources to overcome barriers, like poor or insufficient English proficiency, lack of support networks?
- ⊙ Do you identify the need for, and obtain knowledge of sources of extra social support, for example community organisations?

Adapted from Bertram and Laverty, 1994

