

Ways in which organisations can achieve cultural competence and serve their communities better

- **Appoint community engagement leads** whose specific roles it is to help organisations understand the culture of communities they serve (e.g. how communities are organised, who are the key influencers/leaders etc.).

These individuals should be trusted members of the communities and be able to strong link with communities.

- **Provide regular programmes of cultural awareness training sessions** where information is provided about different cultures and religions that make up the communities the organisation serves and how these factors may impact a patient's treatment.
- **Develop a guideline to accompany a training programme that lists key contacts for different communities** who can be called upon to support staff with patient conversations.
- Provide easily accessible **face to face interpreter services**.
- Provide **information in culturally relevant and sensitive manner and in different formats**.
- Develop a **repository of information and resources** to support staff with patient conversations.
- Make a concerted effort to **recruit staff from communities into different roles**.