



## EVA bxl, Belgium

### Study visit as a part of the culturally sensitive care ambassador training

## Study visits to organisations

### How does it work?

This part of the training consists of several visits to facilities and contacts with users and care workers. These act as an eye-opener for the participant. The aim is to nuance and broaden the picture of the range of care and support – and to offer the participants an opportunity to talk to care professionals.

### Content

#### 1. Timing for each visit:

- 20 min. preparation
- 1–2-hour visit
- 1.5 hours of reflection and debriefing

#### 2. Forms of work:

- Presentation of the initiative and preparation of questions
- Visit
- Reflecting in various ways: group discussion, small groups, and the '8 Bs' reflection scheme – eight criteria for assessing the accessibility of care services

#### 3. Content:

Visits are made to various initiatives: home care organisations, a day centre for people with dementia, a day centre for people with a foetal brain injury, a residential care centre, a community centre for the elderly, a neighbourhood health centre, alternative forms of housing for senior citizens, a palliative care centre, etc.

Accessibility is measured by means of a diagram of the 8 Bs (see below).

#### 4. The process: preparations for the visit

- Presenting the initiative to the participants
  - o What is the goal?
  - o What is happening here?
  - o How does it happen?
- An approach in which participants are given time in advance to come up with questions: the visit starts with a formal portion, in which the person responsible provides information and there is a guided tour with an opportunity to ask questions; this is followed by an



informal part in which the participants receive an assignment – e.g., having a conversation with a caregiver

## 5. Processing after the visit:

- Reflection on this initiative
  - o What is your general impression?
  - o What did you think was positive?
  - o What did you think was less good?
  - o What was 'new'? What did you learn?
- Looking at the accessibility of this initiative through the 8 Bs (see below): we assess the extent to which this initiative is accessible to older people with a migration background, for older people they know – this is an important skill for a culture-sensitive care ambassador
- Synthesis and personal opinion
  - o What do you think of this initiative?
  - o Would you recommend it to anyone?
  - o Would you like to make use of it yourself?
  - o Has your opinion changed since you visited the initiative?
- Considering the supply and demand of functions in relation to the 8 Bs: measurements of accessibility
  - o What accessibility means
  - o An introduction to the 8 Bs – we write the 8 Bs on a whiteboard around the concept of accessibility and explain the elements
    - Useful: Is it the right help?
    - Reliable: Can you trust it?
    - Known: Do people know the initiative?
    - Understandable: Can you understand it (language etc.)?
    - Accessible: Is it close by?
    - Available: Can they help you? Is there a time and place?
    - Affordable: Can you pay for it?
    - Accessible for the elderly: Is it easy or difficult for the elderly to get there?
  - o Evaluation of the initiative for its accessibility:  
Use of sticky notes – the participants write what they have seen in relation to these eight elements, and they stick the notes on the whiteboard  
Discussion: Do you think that this facility is accessible and usable for older people (with a migration background)?
  - o Variant: working in groups of three, with each group given the task of discussing one initiative in relation to the 8 Bs, then proposing this to the whole group