

# Royal District Nursing Service

The road we travel working with clients from diverse backgrounds with diverse needs



Bringing healthcare to you™

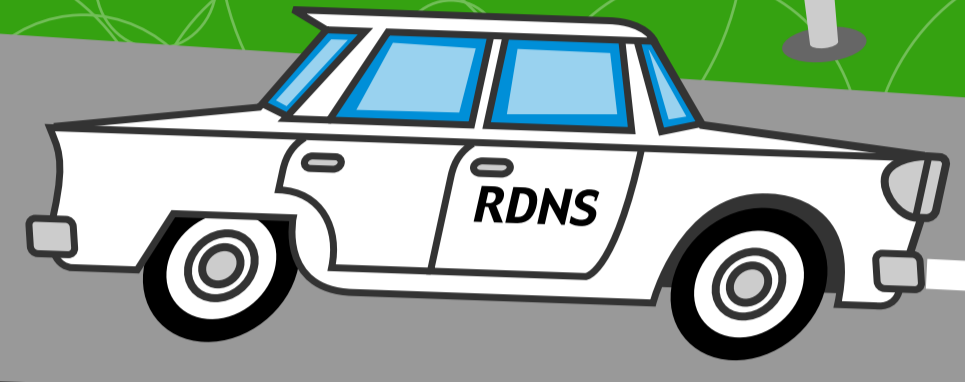


Do you and the client understand each other?



Do you and the client need a professional on-site or telephone interpreter?

**COMMUNICATION**  Effective communication between RDNS and the client is the key to recognising issues that may arise in the home.



Can the client read and understand the written translation?




**Communication Training**



What are the experiences and expectations of the client which may impact on care delivery?



Is the gender of the health professional and the interpreter important to the client?

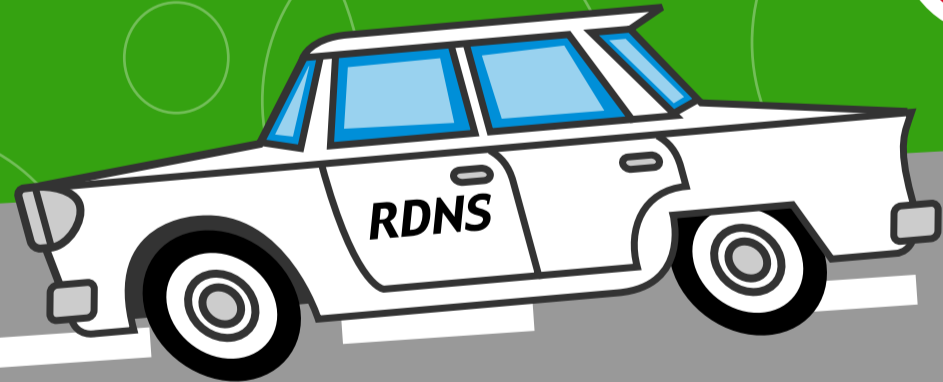
**EXPECTATION**  The link between health beliefs and the client's behaviour is the key to unlocking the door to understanding.




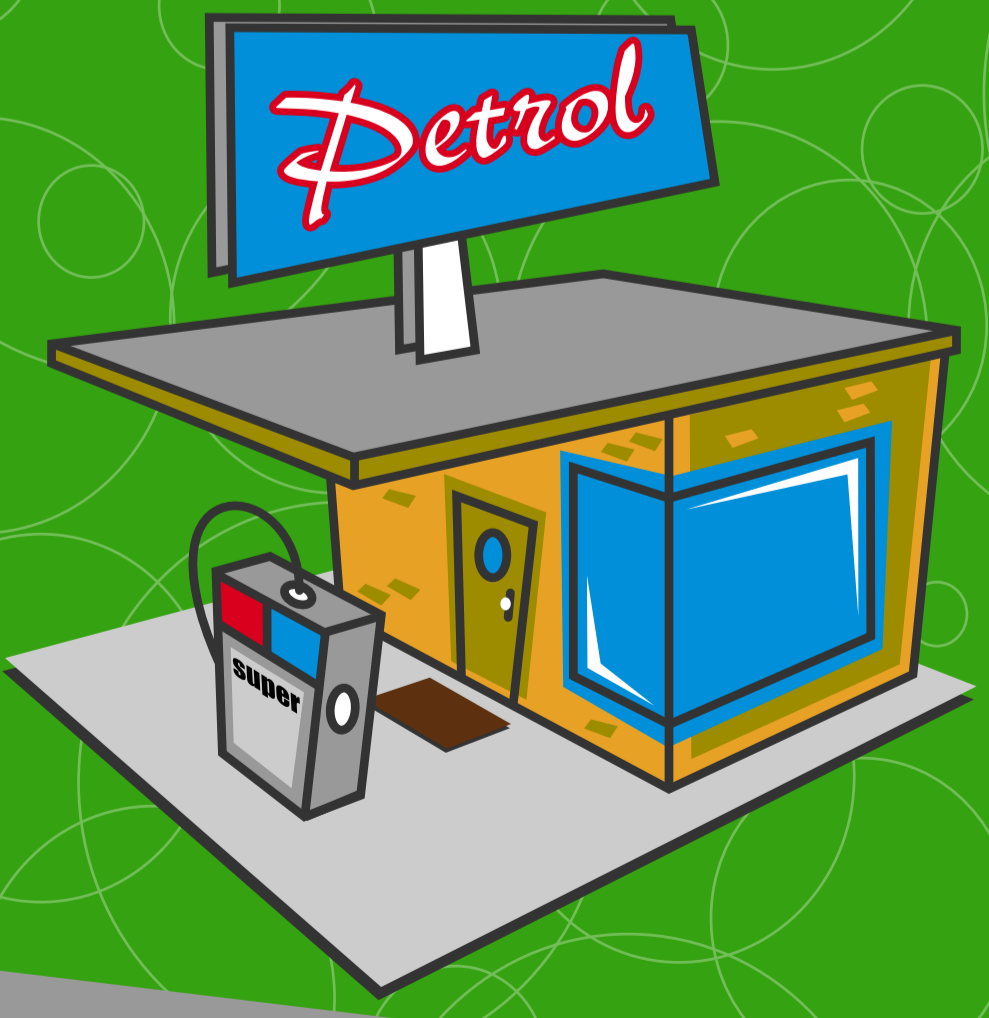
How important are the rituals and behaviours of the culture to the client?



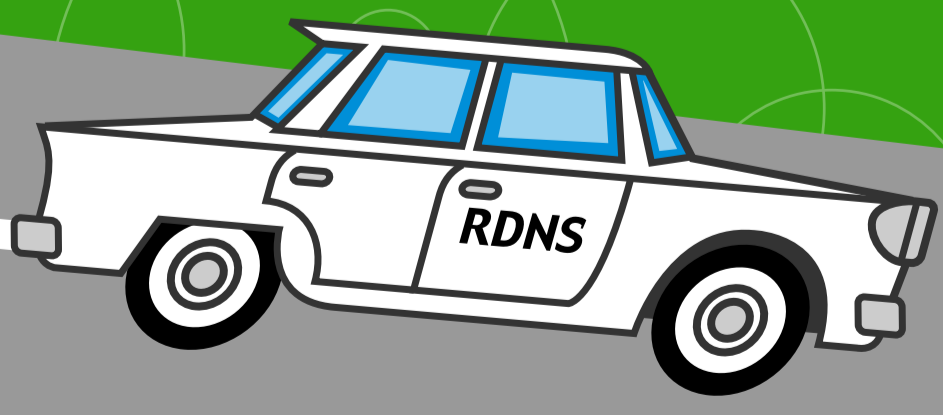
Which cultural group does the client identify with?



**IDENTIFICATION**  Understanding that individual client adherence to culture can range from total and active commitment to passive observation is the key to avoiding misunderstandings.



**Diversity Training**



We will continue to learn from our clients, their carers, family and significant community people what practices are performed, by whom and what the RDNS Health Professional's role and restrictions will be – this will affect the type and method of care to be delivered!