

來自中國華人的聲音

我非常榮幸能呈遞這份提供了研究工作概述，並由在文化多樣性和社會服務領域的專業研究員協作完成的報告。這是一份重要且合時宜的文獻，因為它讓我們第一次聽見接受社會保健服務的華人的聲音。這份研究工作用了多種不同的方法來傾聽華人如何尋求社會保健服務的渠道和經歷，並採用了創新的辦法來找尋幫助華人最有效的方法；改進的意見已傳遞給了委任于提供服務的相關人士。

這份報告的著重點在於來自華裔背景的人對於他們所接受到的社會保健服務的不滿意的現象。這通常是因為有關社會服務與接觸華人的資訊來源有限，或者是因為服務的方法沒有顧及華人的文化價值觀和語言溝通困難而造成的。這些問題通常可以通過適度的資源索取和相關機構的努力就能容易解決。

這份報告表明英國華裔人士認為華人福利機構給予他們提供高質素的社會保健服務，根據他們涉足的多個領域的參與經驗，這些機構在社會服務消費者的滿意程度上有正面的影響。例如，華人福利機構會在翻譯與解釋上提供說明，他們會對需要找到社會保健服務說明的華人提供支援以滿足他們對社會保健服務的需求，他們甚至有時能夠在文化方面直接傳遞恰當的服務。

這項研究在英格蘭地區社會服務的發展中作出了非常重要的貢獻。這些建議勾畫出了今後提供社會保健服務的藍圖，從而充分滿足華裔背景人群和其他的少數民族群體的需求。

我推薦這篇報導並鼓勵大家盡可能得分享其內容。



Photo courtesy of London South Bank University

吳美蓮

吳美蓮博士是幾個公共機構組織的非執行董事會成員，其中包括女王陛下法院服務局董事會，二個NHS的心理健康信託基金的董事會並且還是南華保健信託機構的董事會主席。她對中國社區的服務使她於2007年獲得了OBE。吳美蓮博士目前是倫敦南岸大學董事會的獨立總督並且是Habinteg房屋協會的非執行董事會成員。

簡介

我們瞭解到，相比於其他社會服務的消費者，英格蘭地區的黑人和少數民族對提供給成人的社會保健服務有相對較低的滿意程度。他們較少接觸到社會服務，有被歧視的經歷，並且對於有關社會服務的資訊缺乏了解。

然而，至今仍沒有任何專注來自華人背景對社會服務的經歷和需求的研究調查。因此，這項研究旨在瞭解如何改善在英格蘭地區替華人提供的社會保健服務。

我們以詢問的方式得知他們在社會保健服務中的經歷從而瞭解在華裔背景人群眼裡，什麼樣的社會服務是不如人意的。

Biographies

Prof. Fiona Irvine

Professor Fiona Irvine is a registered nurse and has a Master's degree in health promotion and health education and a PhD in Nursing. She has secured research funding from various sponsors.

Her research is primarily focused on language and cultural awareness and the organisation and delivery of health and social care services.

Fiona is currently the Jenny Jones Professor of Nursing at the University of Birmingham.

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Martin has worked professionally for many years with people with learning disabilities and has a PhD in disability studies. His research interests are focused on disability and culture and the development of social care and social work services.

Martin has conducted research in China and involvement in Chinese culture has enabled him to spend time in Beijing in developing contacts with disability services. He has been involved in research at the University and independently with Chinese services in England.

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Irvine教授是一名註冊護士，她的碩士課程主修促進健康教育，博士課程主修護士學。她的學術研究和發表文章，主要是關於提高語言和文化意識，及醫療和社會服務的組織和運作。她曾成功取得不同研究基金。Irvine教授現在擔任伯明翰大學護士學教授一職。

馬丁是殘疾學研究博士並且擁有多多年從事與智障人士有關的豐富工作經驗。他的研究興趣主要集中在殘疾學和文化背景與社會關懷及社會工作服務的發展。馬丁已經在中國進行了這方面的相關研究，他對中國文化的參與與深入了解給了他更多的機會和時間在北京發展與開拓殘疾服務的聯繫。他曾參與大學的和獨立機構組織地有關中國社區服務在英國的研究項目。

Dr. Echo Yeung

Echo has worked as a social worker in Liverpool for many years. Her research interests lie in the field of health and social care of minority ethnic groups.

She has been involved in a number of research projects that aim to improve health and social care services for the Chinese community in England.

She has also conducted a number of studies to explore different ways to involve service users and carers from minority ethnic communities in the training of social work students.

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楊月華曾在利物浦任職社工多年，她的學術研究目的是促進和改善英國華人及其他少數民族的醫療和社會服務。她最近成功修讀的博士課程，目的是希望改善英國提供華人的心理及精神健康服務。

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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

Professor Fiona Irvine,
Dr. Martin Partridge
& Dr. Echo Yeung



華人對於社會服務的聲

居住在英格蘭地區身體不健全的華人對社會服務質素的滿意度報告

菲奧娜·歐文教授，馬丁·派特裡奇博士和楊月華博士

Giving Chinese people a voice

It is with great pleasure that I present this report which gives an overview of the research work that was undertaken by a collaborative team of researchers with expertise in the areas of cultural diversity and social care.

This is an important and timely document which for the first time, gives a voice to people from Chinese backgrounds who receive social care services.

The research used a variety of methods to hear about people's experiences of accessing and receiving social care services and used innovative approaches to make sure that good practice was identified; and suggestions for improvement were passed on to the people who commission and provide services.

The report highlights some areas where people from Chinese backgrounds feel less than satisfied with the social care services that they receive. Often this is to do with limited information about services and how they can be accessed; or the provision of services that do not take account of people's cultural values or linguistic diversity. Mainly, these are

concerns that with a modest amount of resource or effort could easily be resolved.

The report indicates that very often Chinese welfare organisations are at the heart of social care services that are considered to be high quality. These organisations have a positive impact on service users' level of satisfaction due to their involvement in a number of areas. For example, Chinese welfare organisations can help with translation and interpretation, they can support people who need help to find the social care services that meet their particular needs and some can directly deliver culturally appropriate services.

The study makes an invaluable contribution to the development of social care services in England. The recommendations present an opportunity to shape the future delivery of social care services so that the needs of people from Chinese backgrounds and indeed from other minority ethnic groups are accommodated adequately.

I commend this report to you and encourage you to share its contents as widely as possible.



Photo courtesy of London South Bank University

Dr. Mee Ling Ng OBE

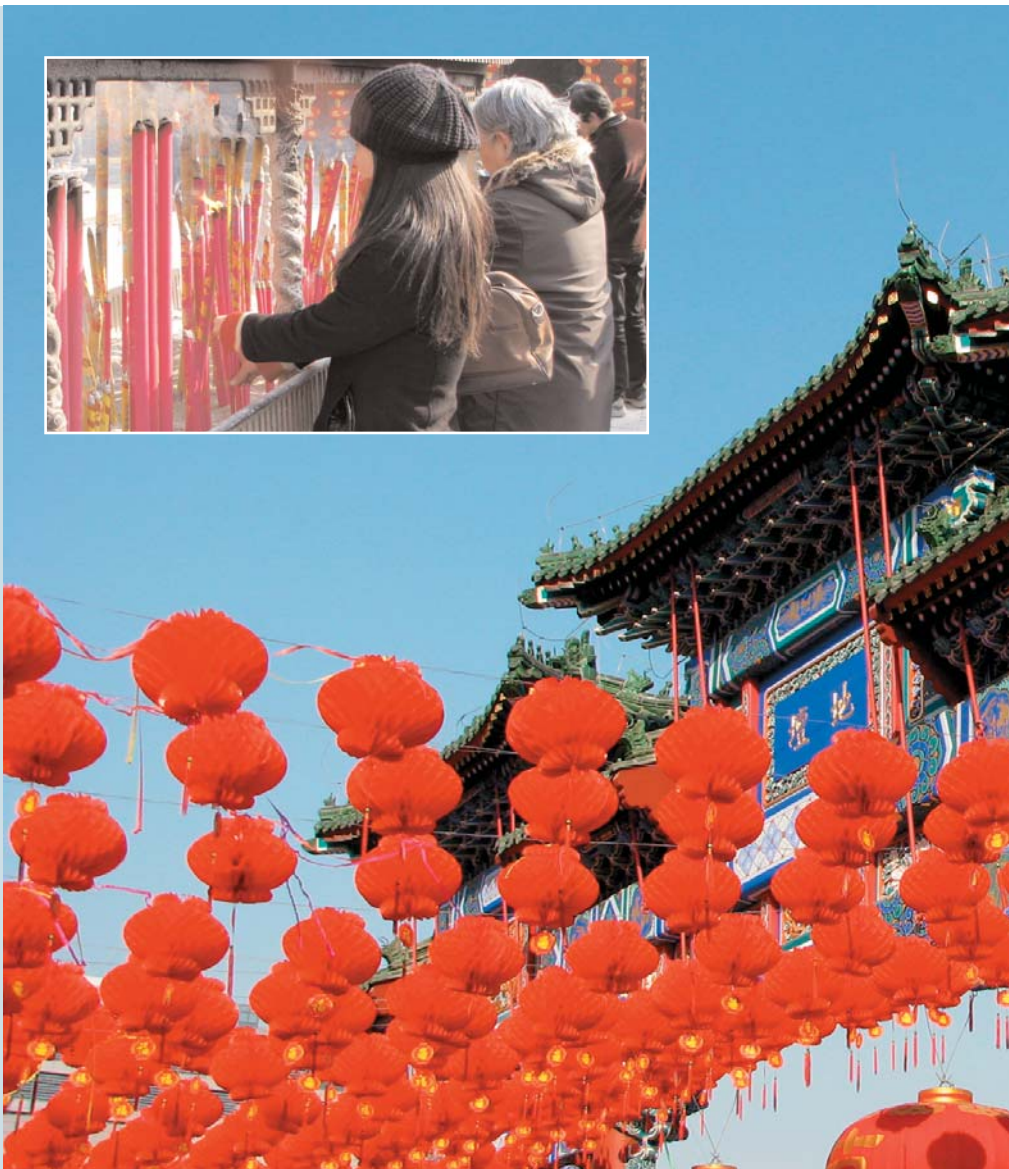
Dr. Mee Ling Ng was a Non-Executive Director on the Board of several public bodies including Her Majesty's Courts Service Board, two NHS Mental Health Trusts and was Chair of the Board of Southwark Primary Care Trust. She received an OBE in 2007 for services to the Chinese community. She is currently an Independent Governor on the Board of London South Bank University and a Non-Executive Board member of Habinteg Housing Association.

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 services, experience prejudice and suffer from a lack of information about services.

However, there has not been any research on social care that focuses on the experiences and needs of people who are from Chinese backgrounds. Therefore this research aimed to provide understanding of how to improve social care services for people from Chinese backgrounds in England.

We asked people about their experiences of social care to understand what services are considered to be less than satisfactory by people from Chinese backgrounds.



Research

Research Methods

We asked people from Chinese backgrounds directly about their experiences through face to face interviews in the language of their choice.

We also got people together in focus groups so that they could discuss what we found out in the interviews. Two of these group meetings were run in Cantonese and one in English.

We also held a World Café event in Birmingham where service users and service providers from across England came together to talk about the research findings and put forward realistic and practical recommendations about how social care services for people from Chinese backgrounds could be improved.

Research Participants

In total, 15 Chinese women and 11 Chinese men with physical disabilities took part in the research. They were aged between 18 and 70, had a physical disability and were in receipt of social care services at the time of the research.

Most participants were immigrants, and originated from Hong Kong, Mainland China, Singapore and Malaysia; 4 were born in the UK. Participants lived in different parts of England including Birmingham, London, Manchester, Merseyside and Newcastle.

Most participants lived in the community; 3 lived in care homes.



Coping Strategies

Some people found it very difficult to access services and they resorted to paying for someone privately for their care. Others had to seek help from their family and friends when support from social services could not fully meet their needs.

"My husband had to resign from his job in order to look after me. He keeps me company, cooks for me, washes my clothes. You know when I first came out of hospital; I couldn't do anything to prepare for my meals. He does the housework, because I can easily get an infection, he cleans the house thoroughly, he cleans the house all the time, cooking, shopping, taking me to see the doctor, physiotherapy. He waits for me outside for a whole hour."

Mrs Lee



"My friends help me with interpretation and buy stuff for me."

Mr Yang

"I will rather dig into my own pocket to pay someone to look after my mother."

Hannah

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應對策略

有些人認為去嘗試需求接觸社會保健服務非常困難,因此他們採用私人僱傭的方法得到照料。其他人在社會服務中心的支援不能完全滿足他們需求的情況下,尋求來自家人和朋友的幫助。

"我的丈夫為了照顧我不得不辭去他的工作。他一直陪著我,沒我做飯,幫我洗我的衣服。你知道,當我初出院的時候,我完全沒有任何能力準備自己的一日三餐。因為我很容易就感染了,所以一直是他在做家務。是他一個人在打掃房間。一直以來,都是他在打掃清潔,做飯,買東西,帶我去見醫生,做物理治療。做物理治療的時候他會在外面等我整整一個小時。"

李太太

"是我的朋友們幫我翻譯,為我買東西。"

楊先生



"我寧願自己掏錢去支付別人來照顧我母親。"

漢娜



研究參與者

總計,有15名有肢體障礙的中國女性和11名有肢體障礙的中國男性參與了此次研究。年齡跨度在18歲至70歲之間,並且他們在參予這個研究活動同時正接受社會保健服務。

大多數參與者都是源于香港,中國大陸,新加坡和馬來西亞的海外移民;少數在英國出世。參與者在英格蘭各個地區居住,包括伯明罕,倫敦,曼徹斯特,默西塞德郡和紐卡斯爾。大多數參與者住在社區裡;其中有3個住在護理中心。

華裔背景人群對於成人社會保健服務不得不說的話

最開始時,嘗試尋求管道接觸社會保健服務非常困難:

大多數人在嘗試接觸服務的時候遇到困難,主要原因是他們不知道什麼對於他們是可使用的服務資源。

劉先生說:「第一是因為我以前不知道可以獲得什麼樣的服務;我只知道我可以嘗試但是並不瞭解我到底應該可以尋求什麼服務。」事實上有些人當他們面臨困境和危機時才去尋求服務。比如,根據劉先生所述「...你能獲得服務的唯一辦法好像就是,如果你生病住院了,你會得到這種服務.....我認為我需要參與到這個體系當中!」(劉先生)

個人社會保健服務預算的概述

2008年英國政府旨在賦予更多的社會保健服務的自主權上推出了個人社會保健服務預算。這項預算能根據多種不同的方法直接滿足人們對於社會服務的需求。就如同塞西莉亞的看護者所述:

「個人社會保健服務預算允許她僱傭有中國背景的家庭看護;這在做飯,打掃清潔,購物上給予了她幫助。所以說,如果沒有個人社會保健服務預算,她不能做任何事。個人社會保健服務預算沒有什麼負面效果,都很好...」

然而,許多人在從未聽過個人社會保健服務預算,更不知道要如何如何靈活運用它們。

語言差異是障礙

對於英語能力有限的人來說,尋求接觸和接受服務的過程中主要困難的造成都來自於語言差異。嚴先生不得不依賴於一個熟人的說明:起初,我不知道她是個社會服務人員,我不知道社會服務人員是什麼,我只知道她是為政府工作,這還是我上司的妻子告訴我的。.....但是最開始的時候,我完全聽不懂他們說的每句話」。 (嚴先生)

儘管政府有提供傳譯和翻譯服務,實際上卻常常很難找到一名翻譯員。

社會保健服務的質素

當服務質素下降時,主要原因歸結在社會工作人員的態度,例如,阿方說:

「我只是覺得,你知道,他們(社工們)對待我就像你只是另一個渺無希望的案例一樣...」

但是也有許多人像美玲一樣,他們由衷得感謝他們所接受的社會保健服務:

「我對家庭護理服務真的很滿意,沒有什麼需要被提高的了。對於政府提供給我們的服務,我也感到很开心。我真的對此十分滿意。你知道我們不能一直施加壓力去索取更多。」

Case Study: Successful Services

Ah-Shan, is about fifty years old. She is a wheelchair user and has lived in sheltered accommodation for ten years. She refers to herself as Chinese and originally comes from the south of mainland China. She mainly speaks Cantonese and has little understanding of the English language.

Ah-Shan lives in her own, one bedroom apartment and is supported by housing assistants who help her with managing appointments, translating letters and paying her bills. Her sister also provides support and helps her with shopping.

Ah-Shan has been able to use her personal budget to employ Ling, a Cantonese speaking domiciliary care worker. Ling helps Ah-Shan with personal care, preparing and cooking meals and cleaning her home.

Ah-Shan says that the personal budget has helped to give her the independence she needs to be able to stay in her own home.



Photograph posed by models.

案例分析: 成功的服務

阿珊,大約五十歲左右。她是一個輪椅使用者,在庇護的住所居住了十年。她指自己是中國人,最初來自中國大陸的南部。她主要講廣東話,而對英語的瞭解不多。阿珊是獨居的,她住在一間臥室的公寓,由房屋助理作支援,幫助她管理約會、翻譯信件和替她繳付帳單。她的妹妹亦會提供支援和幫助她購物。阿珊已經能夠使用她個人預算雇用了一位懂粵語的家務護理員-玲。玲幫助阿珊的個人護理、準備和燒菜做飯及家居清潔。阿珊說個人預算有助於她能夠獨自安在她自己的家中。

研究要點

華裔背景人群想要社會保健服務能注重個體和尊重文化多樣性。影響他們對服務滿意度的原因分別是:嘗試尋求社會保健服務的經歷,社會服務人員的工作態度,社會保健服務在處理文化和語言上的靈敏度,以及這個人群在接觸相關可利用服務的資訊時的便捷程度。

語言和專業術語的運用在滿意度有意義深遠的影響。語言溝通有困難意味著一些華人不能完全使用社會保健服務,並且在此之間會變得自恃,這會影響到他們的健康。我們需要一個清晰明確協助華人溝通的策 略,並要考慮到口頭與書面語言的使用,能順暢的在英格蘭地區不同的中國社區之間被廣泛運用。

華人普遍對社會保健服務沒有很高的期望,甚至有些不指望得到任何保健服務。對於一些人來說,這種期望不大的態度,只會令他們容易滿意社會保健服務。

但對於另外一些人來說,那代表著他們完全不會使用社會保健服務。

華人通過各種渠道去接觸社會保健服務的過程通常是很複雜的。他們常常在面臨極度困境時,才可以接受社會保健服務。例如,需要住院治療。

華人福利機構在提供適宜的具有文化敏感性的社會保健服務中扮演重要的角色,同時也起著指明方向,中間媒介的作用。若這些機構能獲得適度的額外資源,會對需要社會保健服務的華人有很大幫助。

Key points from the research

People from Chinese backgrounds want social care input that values the individual and respects cultural diversity. Their level of satisfaction with services is influenced by experiences of accessing services, the attitudes displayed by care workers, the cultural and linguistic sensitivity of services and the ease of access to information about available services.

Language and terminology use has a profound effect on levels of satisfaction. Poor understanding can mean that people from Chinese backgrounds don't engage with social care services and become self-reliant, and this can affect their well-being. A clear communication strategy that takes account of the verbal and written languages used by the diverse set of Chinese communities in England is needed.

People from Chinese backgrounds generally do not have high expectations of social care services and some do not expect to receive any service at all. For some, these expectations result in high levels of satisfaction but for others it means disengagement from services.

It is often a complicated process for people from Chinese backgrounds to access social care. In some cases people have reached a desperate situation, such as hospital admission, before they receive services.

Chinese Welfare organisations play a crucial role in signposting, brokering and providing appropriate, culturally sensitive social care services. Modest additional resourcing of these services would have a meaningful impact on the well-being of people from Chinese communities who are in need of social care services.



*All names have been changed.

*所用名字均為化名。