

**Engaging with the Asian community in Cambridgeshire:**

**To understand the needs, and preferences, for palliative, end-of-life care, and support**

Arthur Rank Hospice Charity provides care and support for people throughout Cambridgeshire with an advanced serious illness or a life-limiting condition. For example: a diagnosis of some forms of cancer; or heart failure; or Motor Neurone Disease (these are examples only, not an exhaustive list); and for people who need end-of-life care.

We offer a wide range of services: Day Therapy; community-based support for people wishing to be cared for in their own home; Inpatient Unit for people who need pain and symptom management; end-of-life care in a specialist setting; pre- and post-bereavement support; and a range of complementary therapies. We have a specialist Day Treatment Centre in Wisbech, and our main hospice is at Shelford Bottom. For more information about our organisation and our services, please visit our website: [www.arhc.org.uk](file:///\\ARHCPRT01\Profiles$\ssutcliffe\Desktop\www.arhc.org.uk)

We can see from our records that fewer people from our Asian Community make use of our services. We want to understand how we can ensure that your community knows about us, has clear information about what we offer, and that we know how we can make our services more accessible and culturally appropriate. Our aim is to provide services equally for everyone in all parts of our community.

We are beginning this work with our Asian community, and will replicate it with others once we have learned how we can engage and adapt our services. We would be very grateful if you could complete this short questionnaire which will help to influence and improve access to services. All responses are anonymous.

Please share with anyone you think would be willing to complete it, and with community groups and organisation that you know of. Thank you.

If you would like to discuss any of the questions or the purpose of this engagement exercise, please contact:

Sharon Allen, Chief Executive, [sharon.allen@arhc.org.uk](file:///\\ARHCPRT01\Profiles$\ssutcliffe\Desktop\sharon.allen@arhc.org.uk%20) or 01223 675850

1. **Are you male or female?** Please tick

* Male
* Female
* Prefer not to say

1. **How old are you?**
2. **What is your ethnic origin?**
3. **What is your faith or religion?**
4. **What does palliative care mean to you?**
5. **What services do you think a Hospice can provide?**
6. **Do you know anyone who has used Hospice services?** Please tick

* Close Friend
* Family member
* You
* Other

If yes, please tell us more

1. **Did you know Arthur Rank Hospice can provide the following**: Please tick which services you knew about

* Symptom Control
* Day Therapy
* Complementary Therapy
* Community Nurse Specialist
* Hospice at Home (day and night)
* Spiritual Care
* Counselling
* End-of-life Care
* Bereavement Support
* Support for Professional
* Volunteer Opportunities: at the Hospice and in our five charity shops
* Other

1. **What support might help if you were looking after someone who needed palliative care: it could be a close family friend, a family member, or you.** Please tick
   * Hand Massage
   * Practical Care e.g. washing, support with medication
   * Support for your Family – so you, or they, can take a break
   * Liaising with professionals like the GP and District Nurse
   * Listening and supporting your spiritual or emotional needs

Is there anything else you think might be helpful?

1. **Is there anything else you would like to say?**

Thank you for completing this form, and helping us to improve our services. Please share this with anyone you think might be interested. The survey is open for three weeks from the 3rd November. We will communicate the outcomes with local groups in January 2021