



## A Cultural Awareness Toolkit for International Candidates Working in Adult Social Care



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## About AC Solutions International Ltd

AC Solutions International Ltd aims to work with Care Providers, Trade Associations, Local Authorities as well as Government Departments to bring their knowledge and experience to the table offering a 'one stop shop' to guide both domestic and international clients through the world of social care.

We are a team of healthcare professionals with a collective experience of over 20 years in managing care homes. In addition to our dedicated in-house team, we have a network of highly qualified consultants in various aspects of social care.

AC Solutions is the culmination of our extensive learning, experience, and process knowledge, which has enabled us to offer a comprehensive range of consultancy services for social care providers worldwide, including:

- Audits
- Business Health Checks
- Change Management
- International Consultation
- International Recruitment
- Outsourcing Services
- Training & Support
- Mentoring & Coaching
- Governance & Compliance

We take pride in making a positive impact on the social care sector and the lives it touches.



## A Note from Our Director

Welcome to the United Kingdom and to the dynamic world of social care! We are thrilled to have you join our community and contribute your diverse perspectives, skills, and experiences to the important work we do in supporting individuals and communities across the country.

As you embark on this new chapter in your career, we understand that transitioning to a new culture and environment can be both exciting and challenging. That's why we want to extend our support and provide you with some guidance to help you navigate the cultural landscape of the UK, particularly within the realm of social care.

I humbly offer you one piece of advice: remember that you are not alone on this journey. Our team and your new team are here to support you every step of the way, whether you have questions or need guidance. Together, we can make a positive impact in the lives of those we serve and contribute to building a more inclusive and compassionate society.

Once again, welcome to the UK social care community. We are excited to have you on board and look forward to working alongside you in making a difference in the lives of others.



Warm Regards,

**Jasmine Sehgal,**

Director

AC Solutions International Ltd



## Why we need Cultural Awareness Training?

Moving to a new country and adjusting to a new culture can be both exciting and challenging. This toolkit will be your guide to assist you with life in the UK, adapting to the local culture and gaining some top tips to help you to gain a better understanding of working in Adult Social Care.

The aim of this toolkit is to:

1. Improve the integration of international recruits into the social care working environment.
2. For international recruits to develop their knowledge of British culture to interact with their colleagues and service users.
3. Support international recruits to embrace the differences in culture.

## Part 1: Understanding British Culture

### What is Culture?

**Culture** is defined as the ideas, customs, and social behaviour of a particular group of people or society. In simple terms, it can also be defined as “a way of life” shown through ideas, beliefs, customs, social habits, language, rituals, and ceremonies. Termed by Boston University.

Culture is embedded and ingrained in how we behave, how we talk, the way we dress, what we eat etc.



## About the UK

### Geography

The UK is made up of 4 countries: England, Wales, Scotland, and Northern Ireland. The capital city of England is London, which is considered to be the cultural and financial centre of the UK.

The UK has some beautiful architecture, scenic views, and an enriching history. You might consider exploring areas such as the Cornwall coastline, the Cambridge Architecture, the Mountains of Snowdonia, or the Scottish Highlands.



### Weather

Contrary to popular belief, the UK does have sunshine! There are four seasons:

**Spring:** is March, April & May. It is windy and there is some rain followed by sunshine. The weather is becoming slightly warmer, and the plants and flowers start to grow.

**Summer:** is June, July & August. The weather is generally warm, sunny and there are more daylight hours. We may experience humid weather and in recent years, the weather has hit 40 degrees.

**Autumn:** is September, October, November. During this time, the weather is becoming a little colder, there may be storms and strong winds. The leaves start to fall from the trees as the weather changes.



**Winter:** is December, January & February. During this time, the weather is cold and wet. There are fewer hours of daylight. When the weather is extremely cold, we might say it's "chilly" meaning it's quite cold, or we are "freezing" - very cold. The UK often gets strong winds, thunderstorms, and snow.

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### Weather Terms

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A Breeze	A light soft wind
Chilly	It's cold
Drizzle / Spitting	Light rain
Frosty	Very cold, with a thin layer of ice covering everything
Muggy	Humid
Sticky	It is humid and you feel sweaty
Stuffy	The air in the room doesn't feel fresh

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### Weather Phrases

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Caught in the rain	When you get wet in the rain and you didn't expect it.
A blanket of snow	A layer of snow covering the ground.
It's raining cats and dogs	It's raining heavily.
It's blowing a gail	There is heavy wind.



## UK Festivals and Celebrations

Here are some of the main holidays and traditions that are celebrated within the UK:

**New Year's Day:** celebrated on 1<sup>st</sup> January is the start of the new year and is a national holiday.

**Valentine's Day:** celebrated on 14<sup>th</sup> February is the celebration of someone special to show you care about them. On this day, people may choose to gift red roses or chocolates (sometimes in the shape of hearts).

**Shrove Tuesday:** also known as Pancake Day. It is the 47<sup>th</sup> day before Easter Sunday and so the date changes each year. It is considered as an opportunity to enjoy before the abstinence of Lent.

**Mother's Day:** also known as Mothering Sunday is held on the fourth Sunday during Lent and so the date changes every year. It is a special day to honour our mothers and generally might consist of making breakfast in bed, cards, flowers or a gift.

**Easter:** is the end of lent and the date changes each year. It celebrates the resurrection of Jesus. During this time, we give Easter eggs (which are made of chocolate) and they are given by the Easter Bunny.

**Father's Day:** is celebrated on the third Sunday in June so the date changes each year. It is a celebration to honour our fathers.

**Halloween:** celebrated on 31<sup>st</sup> October and was traditionally a Celtic festival that believed the ghosts of the dead would return for the night. More recently, everyone dresses up in scary costumes such as witches or ghosts. Children go "trick or treating" where they knock on the



neighbour's doors and ask for a "trick" (a game) or "treat" (sweets or chocolates).

**Bonfire Night / Guy Fawkes Night:** celebrated on the 5<sup>th</sup> November and marks the anniversary when Guy Fawkes' plan to blow up the Houses of Parliament with gunpowder was stopped. It is celebrated with fireworks, bonfires, and sparklers.

**Remembrance Sunday:** is held on the second Sunday in November and commemorates the British service men and women who died in the wars and conflicts since World War One. There is a one-minute silence across the country at 11am.

**Christmas:** celebrated on 25<sup>th</sup> December and is the biggest holiday within the UK. Houses are decorated with Christmas trees, tinsel, lights and decorations. Families come together to exchange presents and eat a roast dinner.



## British Foods

A key part of any culture is always the food! Certain foods may be served on special occasions or may be enjoyed on certain days like Pancake Day on Shrove Tuesday.



Food is always served with a knife, fork and spoon unless it is finger foods such as sandwiches or pizza which can be eaten with your hands. Depending on preference, some people may choose to eat with cutlery.





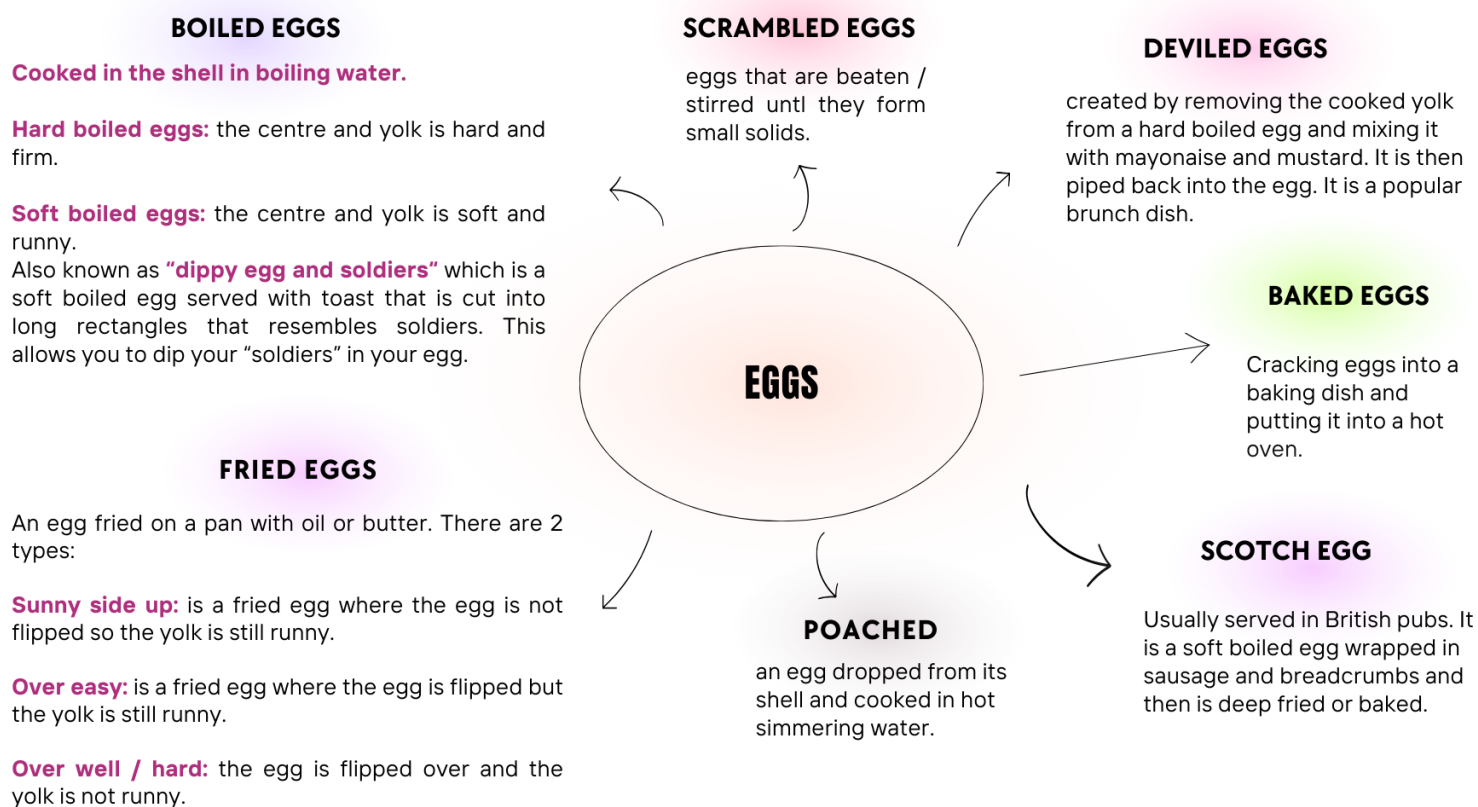
### Traditional British Foods

A full English	English breakfast which includes: sausages, eggs, bacon, beans, toast, tomato and mushrooms
Fish and chips	Battered and fried fish served with chips, mushy peas and tartar sauce.
Roast dinner / Sunday roast / Christmas dinner	Meat (generally chicken, turkey, pork, beef or lamb) served with "all the trimmings". The trimmings include: pigs in blanket, stuffing, carrots, sprouts, Yorkshire pudding.
Pigs in blanket	Sausages wrapped in bacon. An important part of a Christmas dinner!
Shepherd's Pie	Savoury minced lamb with a layer of mashed potato on top.
Cottage Pie	Savoury minced beef in a gravy sauce, with a layer of mashed potato and cheese on top.
Bangers and mash	Sausages and mashed potato, usually served with gravy
Meat and two veg	Usually chicken / beef / pork / lamb, served with potatoes and vegetables
Spotted dick	A traditional steamed pudding with dried fruits, often served with custard.
Afternoon tea	Sandwiches and cakes served with tea.
Barbeque (BBQ)	Serving burgers, and hotdogs cooked outside on an open grill.
Bubble & squeak	Generally made with the leftovers of a roast dinner like the mashed potato, cabbage, any vegetables and meat.
Toad in a hole	Sausages baked in batter.
Bread & butter pudding	A baked desert which has slices of bread and butter with dried fruit.



Strawberries and cream	as it sounds but it is a famous British dish. Sometimes associated with the Tennis at Wimbledon.
Cornish Pasty	Originating in Devon, this dish is semi-circle in shape with crimped edges. It is traditionally made with beef mince, potato and carrots wrapped in pastry.

## How many types of eggs are there?



Fun fact: you can describe someone as a good egg, meaning they are nice and kind person.



## British Drinks

- ☐ A hot cup of tea or coffee can be referred to as the following:
  - Strong: a little milk and so darker in colour
  - Weak: a lot of milk and so lighter in colour
  - Black: no milk
  - White: with milk
- ☐ Hot chocolate
- ☐ Horlicks – considered a night-time drink to help you sleep.
- ☐ Fizzy drinks – coke, lemonade, sprite
- ☐ Alcohol – occasionally beer, shandy, sherry, PIMMS (generally in the summertime).

Service users may enjoy a “tipple of sherry”, also known as a small shot of sherry

## British Manners and Etiquette

Good manners are highly valued and respected by British people.

- ☐ It is important to say “please” when you ask for something and “thank you” when you receive it.
- ☐ Brits pride themselves on saying sorry, when they have done something wrong and sometimes when they haven’t. For example, if you bump into someone on the street, you might both say sorry.
- ☐ Strangers walking down the street may smile at you, wave or offer a greeting such a “good morning”.
- ☐ Saying Happy Birthday, Merry Christmas, Congratulations, Get Well Soon, sending cards, gifting people is seen as good manners and showing that you care and wish people well and to enjoy.



## Manners in Public

The following should not be carried out in public spaces otherwise you can get a fixed penalty notice of £100.

- ☐ No spitting
- ☐ No urinating in public
- ☐ Not removing dog mess
- ☐ Littering – if there are no litter bins, take your rubbish home or hold onto it until a litter bin becomes available.



## Entertainment

### Football Culture

Football culture is huge within the UK with people both watching the sport and playing it. People are happy to talk about their teams, happy to discuss the latest news, and generally have an answer for favourite team.

### Pub Culture

Pub culture is where people meet their friends at the local pub and sit or stand around the bar or heading down for some “pub grub” (pub food). In British pub culture it is common for strangers to be very friendly and talk to each other.

### Music Culture

Music taste within the UK is very diverse. Popular music tastes for service users are Elvis Presley, The Drifters or The Everly Brothers.

**Top tip:** Popular music for service users could include “pub songs from the 50’s” or artists such as Elvis Presley, Ray Charles and Brenda Lee.



## Part 2: Adapting to UK Culture

Part 2 of this guide discusses the elements of culture that you may need to adapt to and embrace, as well as discussing your feelings whilst working in adult social care.

### Culture Shock

Arriving in the UK can be exciting and overwhelming at the same times. There are a lot of emotions to deal with. The culture shock is something that is experienced by all those that embark on the process of working abroad. It can be felt not only by the international recruit but also the care provider, manager, and fellow team members.

The **Culture Shock** is the feeling of confusion, uncertainty, and anxiety when an international recruit is faced with a new and unfamiliar culture. There are four stages that you will inevitably go through. It was termed by: Anthropologist Kalervo Oberg.





## The Stages of Culture Shock

1

### The Honeymoon Stage:

The initial excitement of arriving in the UK after all the hard work. You are interested and curious in all the different places, food, and people etc. You are willing to try all the new things and experience the differences.

2

### The Frustration Stage:

The next stage where you feel frustrated or angry about all the difficulties in understanding the culture and adapting to all the changes. The initial excitement has worn off and now you are faced with the reality of your decision.

3

### The Adjustment Stage:

The third stage is when we start to adjust to the new culture and all the changes. You have a better understanding of the culture, country, language etc. This is the stage where you start to feel at home.

4

### The Acceptance Stage:

The final and most exciting stage is when you understand the culture and start to participate in the community. You accept that there are parts of the culture you like. Life in the UK starts to become a routine as you become more familiar with everyday tasks.

It is difficult to predict when each person will go through each stage and how long it will last for but always remember that you have been so successful in gaining this job and it is always a learning curve.



## Tips to Overcoming the Culture Shock

1. **Meet new people** including domestic staff, international staff that are in the same position and those in the local community.
2. **Laugh** at your own mistakes and experiences. Laughter is the best medicine!
3. **Remember, you are not alone** and that you are not the only one that feels like this.
4. **Share your experiences** with friends, family, colleague(s), or your manager. There may be a welfare person within your company that you can discuss your experiences with.
5. **Explore** your local area and community.
6. **Embrace** something new whether it is a new food, drink or even a new hobby.
7. **Ask questions** and continue learning about parts of the culture you are unsure about.
8. **Give yourself time** to integrate to the new culture and don't put too much pressure on yourself to learn everything immediately.
9. **Stay connected** to your culture whilst also embracing the new culture.
10. **Take the time** to understand and familiarise yourself with British culture in this guide.



## Communication

The British are generally indirect communicators, which means they try to avoid conflict. They will try to tell you something indirectly and may not say it how it is. It is essentially called “**reading between the lines**”. They will aim to be as polite as possible.

- ❑ **Humour** is commonly used to discuss an issue and to make a conversation light-hearted. Brits also tend to have sarcastic humour.
- ❑ **Listening** - it is important to listen to a conversation and avoid interrupting unless you need to clarify something.
- ❑ **Constructive criticism** is preferred rather than negative comments.
- ❑ **A calm approach** is better rather than showing strong emotions when explaining a point.

Non-verbal communication is also commonly used through eye contact, gestures, facial expressions, body language and positions.

- ❑ **Facial expressions** - British people may not always show their emotions through their facial expressions.
- ❑ **Gestures** may be subtle such as if you nod your head to show approval or if you raise your eyebrows to show your surprise or disagreement.
- ❑ **Body language** can show your feelings towards someone. For example:





- Crossing your arms can be seen as defensive and show your unhappiness or disapproval. If you are sitting up straight with your hands in your lap, then it shows you are interested and listening.
  - Rolling your eyes can show that you are annoyed and is considered disrespectful.
- 
- ❑ **Personal space** is important to Brits. They may feel uncomfortable if someone comes too close.
  - ❑ **Eye contact** is usually made but there are breaks otherwise it may become uncomfortable. Staring is impolite.

## Conversational Taboos in the workplace:

These are topics that can be considered as inappropriate or rude but this also depends on the context of the situation and the individuals involved. Being respectful, considerate, and mindful of others' boundaries is key to navigating conversations in British culture.

- ❑ **Politics** – certain views can be risky if people have strong opinions.
- ❑ **Religion** – this can be deeply personal and risky if people have strong opinions.
- ❑ **Personal Finances** – asking about salary, debts or financial situation can be intrusive.



- ❑ **Health and Physical Appearance** – enquiring about someone’s medical history or mental health can be considered insensitive. Simply ask “how are you?”
- ❑ **Age** – asking someone’s age until you know them better can be seen as rude.
- ❑ **Sexuality and Relationships** – intimate details about someone’s personal life or preferences is not suitable for a workplace and generally when you know people better.
- ❑ **Ethnicity and Race** – avoiding making generalisations or assumptions based on bias or stereotypes can be offensive.
- ❑ **Personal Gossip** – talking about people or their personal lives can lead to hurt feelings, misunderstandings, and mistrust.

## Personal Hygiene

Many cultures have different attitudes towards personal hygiene. Whilst working with our service users, it is important to maintain good hygiene so that we do not pass along germs and bacteria.

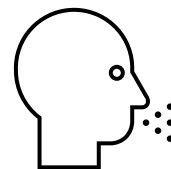
Top tips for personal hygiene:

- ❑ **Shower** daily and using body soap.
- ❑ **Washing hands** on a regular basis throughout the day for at least 20 seconds.
- ❑ **Brush teeth** twice daily (in the morning and evening) to maintain good oral health and avoid bad breath.





- ☐ **Wash clothes** and uniforms regularly.
- ☐ **Maintain facial hair** e.g. shaving, trimming.
- ☐ Regular **haircuts** to ensure you are well presented and professional.
- ☐ **Use deodorants** and body sprays to reduce body odour.
- ☐ **Cutting nails** to ensure they are kept short and smooth. Clean them often to remove the dirt under your nails.
- ☐ If you cough, it is common practise to cover your mouth to avoid the spread of germs.
- ☐ If you sneeze, please use a tissue to wipe it up and put it in the bin.
- ☐ When someone else sneezes, it is common to say "bless you" to wish them well.



## Bathroom Etiquette

- ☐ Close and lock the door before using the facilities to ensure privacy.
- ☐ UK toilets are designed for sitting and not standing.
- ☐ In most cases, toilets will not have a bidet tap. Toilet roll or wet wipes can be used for personal care instead. Toilet roll can be flushed down the toilet but please be mindful of how much you use to not block the toilet.





☐ Wet wipes can sometimes be put down the toilet. Please check the packet before doing so.

☐ Blue roll and sanitary products cannot be flushed down the toilet.



☐ Always remember to flush the toilet after use.

☐ Bathrooms should be kept clean so please tidy up after yourself.

☐ Always wash your hands after using the toilet. You can dry them using a hand dryer or paper towel.

☐ If the water is draining slowly in the shower, bath, or sink, it will need unblocking. This may be due to excessive dirt or hair. If the issue persists, you may need a plunger or will need to contact your landlord.



☐ In most bathrooms, the light will be connected to an extractor fan to ensure the steam is removed. Ensure the light and extractor fan is on as this will reduce the risk of mould.

## Your Laundry Guide

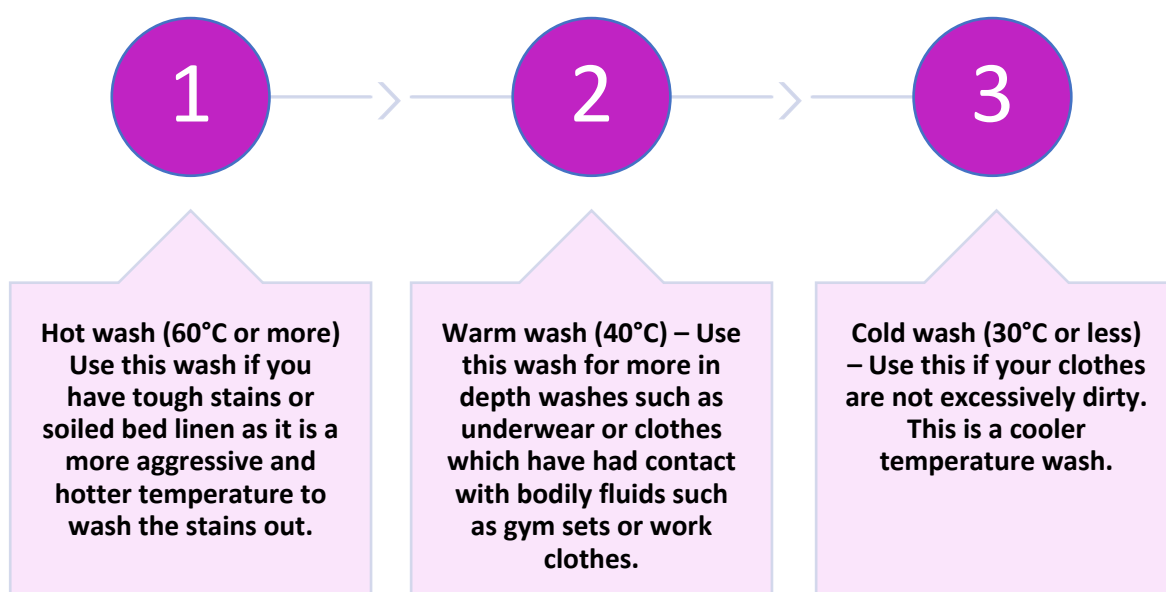
☐ Wash your clothes, bedding and towels regularly to remove bacteria, dirt, germs, infections and insects like bed bugs.

☐ Separate light clothing and dark clothing to avoid the dark colours bleeding onto your light clothes.

☐ Delicate items such as knitwear or jumpers should be washed on a low temperature or even by hand.



- ☐ Please check the labels when doing laundry to see how the items should be washed.
- ☐ You can use liquid, powder, or capsule detergents. Read the instructions to find out how much to use.



## UK Homes

- ☐ Lock doors when you leave the house or go to sleep to ensure it is safe.
- ☐ There are usually fences or bushes around homes to ensure privacy but these are well maintained.
- ☐ Gardens are kept neat and tidy.
- ☐ The UK does not typically have ceiling fans.

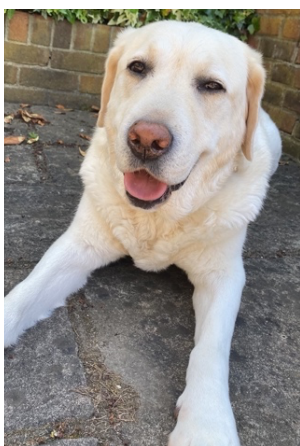


- ☐ You generally turn the heating on in winter. Radiators are built into UK homes.
- ☐ Hot cookware such as pots and pans should not be placed on kitchen countertops as they can leave permanent burn marks.

## Pets

In the UK it is common to have house pets. The most common house pets in the UK are dogs, cats, and fish but you may also find rabbits, hamsters.

- ☐ If you encounter a pet in a service users' home, don't be nervous.
- ☐ You can pet / touch the cat or dog, but it is best to check with the owner if they are friendly.
- ☐ If it is a guide dog to assist someone who is blind, do not pet it.





## Food

- ☐ Ensure that cooked food is covered and put in the fridge to not cause food poisoning or attract flies.
- ☐ Ensure that food is only reheated once to avoid higher risk of bacteria.
- ☐ Ensure food is piping hot when served.
- ☐ Check the expiry dates on food and do not eat past the expiration date.
- ☐ Safe disposal of cooking oil: after cooking, never pour hot cooking oil or grease down the sinks or drains as it can cause blockages. Instead:
  - Let the oil cool down
  - Pour into a jar or container
  - Take it to the local rubbish or recycling centre.
- ☐ Do not put food or waste down the sink as it may cause a blockage.
- ☐ If blockages do occur, inform your manager or landlord immediately.



## Smart Shopping & Loyalty Cards

Food shopping will be a completely different and exciting experience. It's common when you first arrive in the UK to convert everything back to local currency so it's important to shop smart to keep the initial costs low.



<https://www.which.co.uk/reviews/supermarkets/article/supermarket-price-comparison-aPpYp9j1MFin>

Most of the shopping can be found in larger supermarkets with the cheapest supermarket shops being Aldi, Lidl and Asda (according to which.com). This will save you a pretty penny on your weekly shop.

Some supermarkets have loyalty cards which gives you extra savings on products when you shop their regularly. Sainsburys has the nectar card, Tesco has the Clubcard, Lidl has Plus and Asda has Rewards. Enquire at your local supermarket about getting a loyalty card to save on your food shop.





A great saving for health and social care staff is the **Blue Light Card**, which allows access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more.



Apply for your card here: [www.bluelightcard.co.uk](http://www.bluelightcard.co.uk)

Stores such Boots have their own loyalty cards where you can also access savings when you shop there regularly.

**Top tip:** Whilst embracing the new culture it is important not to forget your own. Research where you can buy ethnic foods from so that you don't miss traditional foods. Many of the supermarkets stock world foods so they should be easy to find.



## Understanding UK Laws and Regulations

Many of the UK Laws and Regulations will be very different to your home countries, including understanding your rights, training, travel, pay, health and safety etc.



Just good work aims to “empower, equip and engage” new recruits to give them an understanding of their rights within the UK.

Topics include:

- ☐ Understanding payslips & tax
- ☐ Health & safety
- ☐ Equality
- ☐ Holidays & sick leave
- ☐ Making complaints
- ☐ Transport
- ☐ Accommodation

To get a better understanding of UK Laws and Regulation, download the **Just Good Work** app.

Download here: [www.justgood.work.co.uk](http://www.justgood.work.co.uk)



## **Workplace Professionalisms**

### **Punctuality**

The British are always known for being on time. If a time is given, it is common practise to arrive on time for work, meetings, events but generally it is preferred to arrive 5 minutes early.

Lateness is frowned upon, but this does occasionally happen. If you are running late, please inform your manager about the time you will arrive. Generally, it is common practise to apologise for being late and explain the reason why.

Being punctual is a sign of being trustworthy and reliable.

### **Dress Code**

It is important to look smart and presentable at work. Remember, you are a professional representing your company.

Review your company policy when it comes to your dress code. It will explain your uniform, outline the rules surrounding jewellery and nail care at work.

Ensure you have comfortable, closed toe footwear.



## Communication

Depending on location within the UK, you will be faced with different accents, words and phrases. The accents in Essex, will differ to those in Norfolk for example and throughout the country.

It is important to speak slowly and recognise that your accent will also be new to other staff.

If you struggle understanding someone, ask them to repeat it a little slower. Remember you can always ask questions when in doubt.

## Telephone Etiquette

When answering the phone or mobile, we usually say hello. In a professional environment, we usually offer a polite greeting.

For example, David a Senior Carer in Norfolk may answer the phone like so *"Good morning, this is [insert care service name], David speaking. How may I help you?"*

- ☐ Ensure you have good phone signal to avoid repeating yourself.
- ☐ It can be loud when working with service users so take the call in a quiet place.
- ☐ Try to answer the questions as best you can but if you are unsure, you might say "I'll have to check on that and call you later".
- ☐ You may be unable to answer a question and must ask your manager so you say "I'll have to check with my manager and call you back".



- ☐ If you are unsure, ask for the caller to repeat it.
- ☐ When taking a message, ask for the callers details:
  - Who is calling?
  - Why they are calling?
  - A phone number or email address to contact them again
  - Any actions that need to be taken

## Customer Service

We also need to show good customer service to 3<sup>rd</sup> parties such as: next of kin, family members, doctors, nurses, paramedics etc.

We have a saying: the customer is always right.

- ☐ Even if we don't agree
- ☐ Do not argue with customers
- ☐ Depending on the situation, we might say:
  - I'm sorry.
  - I can check that for you and get back to you
  - Please give me a moment and I'll call my manager.
  - I'll deal with it immediately.
- ☐ If you say you will deal with it or get back to them later, don't forget.
- ☐ Remember to remain professional when dealing with challenging situations.



## Person Centred Care

As per the Person-Centred Framework:

[www.hee.nhs.uk/our-work/person-centred-care](http://www.hee.nhs.uk/our-work/person-centred-care)

**Person Centred Care** means focusing care on the needs of individual in your care by prioritising there: preferences, needs and values. It guides clinical decisions by providing care that is respectful of and responsive to them.

Providing high quality care and service is at the heart of what we do. We should always remember that we are in our service users' home and treat them with respect and dignity.

When delivering care:

- ☐ **Understand your service user's needs.**
- ☐ **Get to know your service user:** their likes, dislikes, routine etc.
- ☐ **Show empathy** by putting the service user at the centre of everything you do.
- ☐ **Practice active listening** by letting the service users speak and listening attentively. Ask questions to clarify any doubts.

**Remember, it is our workplace, but it is our service user's home.**



## How to provide Person Centred Care?

### 1. Promoting dignity & respect:

- ☐ Ensuring service users have a **private space** for personal care, perhaps in **their** bedrooms with the door and curtains closed.
- ☐ Speaking with respect and **actively listening** to service users

### 2. Promoting independence:

- ☐ **Involve residents** in their own care decisions and daily activities.
- ☐ **Offer choices** in daily activities, meals, and routines to give residents a sense of control.
- ☐ E.g. Service users may want to dress themselves but might struggle to do up the buttons on their shirt so we can offer to assist.

### 3. Promoting confidence

- ☐ **Adapt tasks** by breaking them into manageable steps and provide the necessary support, allowing residents to complete tasks as independently as possible.
- ☐ **Positive Reinforcement:** Provide positive feedback and celebrate residents' achievements, no matter how small.

### 4. Promoting a sense of self-worth & empowerment

- ☐ **Encouraging Feedback:** systems for residents and their families to provide feedback and suggestions about the care and services provided.



For more information, please

Visit: [www.acsolutions.org.uk](http://www.acsolutions.org.uk)

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