Service satisfaction in people with intellectual disabilities from different ethnic groups: a Delphi consultation

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Overview

- Declaration of funding
- Background
- Aim
- Method
- Results
- Discussion
Decloration of Funding

- Research grant received from the Judith Trust
Background

- Evidence of differences between ethnic groups in mental health care
- Needs of people with intellectual disabilities from different ethnic groups increasingly being recognised
- Very little research on the mental health needs of people with intellectual disabilities from different ethnic groups
Aim

- To provide a better understanding of the experiences of people with intellectual disabilities and mental health problems from two ethnic backgrounds using services
Method

- Delphi Consultation
  - Method of arriving at consensus among a group of experts
  - Experts were service users from local mental health services
    - White British Group
    - Black Group (including Black British / African / Caribbean)
Questionnaire developed with advice from service users and experts in the field

- covered participants’ experiences of services including:
  - cultural sensitivity
  - staff attitudes
  - gender and ethnicity of staff
  - level of support
  - knowledge of services
  - person-centred approach

- 28 statements rated using a 5 point Likert scale (from strongly agree to strongly disagree)
Method

- 1st Round Interview – participants rate each item using the 5 point scale
  - Median values calculated
- 2nd Round Interview - participants shown group response and their original response. Given the option of changing their response
  - Median values re-calculated
  - Consensus defined as 80% agreement within the group
- Overall score for each participant also calculated
Results – study participants

- 32 people with mild intellectual disabilities recruited – 16 to each group for first round
- 24 people completed the second round (75%)

<table>
<thead>
<tr>
<th></th>
<th>White Group</th>
<th>Black Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of participants</td>
<td>11</td>
<td>13</td>
</tr>
<tr>
<td>Mean age in years (range)</td>
<td>48 (36-65)</td>
<td>34 (21-51)</td>
</tr>
<tr>
<td>Gender ratio of males:females</td>
<td>6:5</td>
<td>7:6</td>
</tr>
<tr>
<td>Mental health diagnosis</td>
<td></td>
<td></td>
</tr>
<tr>
<td>psychotic disorder</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>affective disorder</td>
<td>5</td>
<td>6</td>
</tr>
<tr>
<td>anxiety disorder</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>other</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
Results

- Higher levels of agreement within White group

<table>
<thead>
<tr>
<th></th>
<th>White Group</th>
<th>Black Group</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level of agreement (%)</td>
<td>81</td>
<td>57</td>
</tr>
<tr>
<td>Number of items reaching consensus</td>
<td>20</td>
<td>5</td>
</tr>
</tbody>
</table>
Results – overall experience

- Lower score represents more positive views

- Statistically significant difference between groups (p<0.001)
Results

- Differences in opinion between groups
  - Black service users report:
    - staff can make them feel upset, angry or sad
    - staff do not speak English and there are less staff from their own community
    - less happy with food provided in services
    - staff give them medication if they are feeling upset or sad and do not talk about what is wrong
    - know less about what help is available
    - feel less supported to talk with their families
Discussion

- People with intellectual disabilities successfully completed a Delphi consultation
- Significant differences between ethnic groups in their experience of services
Discussion

- Recommendations
  - Further research to ascertain if finding is a local anomaly or a wider problem
  - Patient experience to be regularly captured and to include cultural needs
  - Engagement of service users from local ethnic communities in service planning/development/quality assurance
  - Staff diversity training to be updated in light of this project
References

Acknowledgements

- Dr Jane McCarthy (project lead)
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Thank you!

- Any Questions?

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