

5.1. CASE STUDY: POVERTY SENSITIVE PRACTICE TRAINING

INTRODUCTION

NHS Tayside recognises that there is still a lot of stigma attached to being in poverty, both in terms of

- people not wanting others to know that they are in poverty
- service providers not reflecting on their practices and being aware of their behaviours when in contact with those experiencing poverty and inequalities.

This training was supported by a collaboration between various local partners including NHS Tayside, Dundee City Council, Angus Council and Perth & Kinross Council and Home Energy Scotland.

They wanted their service providers in their local area to treat people in a sensitive way and deliver a positive experience; change their understanding of poverty; think about their own roles; and consider how their beliefs, behaviour and attitudes might be impacting on those who may be experiencing poverty.

This case study looks at the action taken within NHS Tayside to train their health and social care staff on poverty sensitive practice.

METHOD

The training was developed by Dundee City Council. NHS Tayside staff attended the training for trainer course. This gave them full access to the training resources and enabled them to deliver the training in line with the set quality standards.

The learning outcomes are as follows:

- raise awareness of poverty including in-work poverty
- reduce the stigma associated with being in poverty
- support poverty sensitive practice
- raise awareness of how to signpost people in poverty to sources of support.

INITIAL REACTIONS FROM PARTICIPANTS

The following are a few comments from training participants.

- "I am now aware of how complex in work poverty is."
- "Was not aware of all the resources that are available."
- "Enjoyable and thought provoking."
- "Would recommend to all health professionals but would be good for general public – might reduce stigma."
- "Heightened awareness of poverty."
- "Be more aware of colleagues' situations."

- “Never judge peoples circumstances.”
- “Challenge discrimination.”
- “Investigate further when speaking to people in a crisis.”