

## Our values

We have worked closely with our patients, families, staff and volunteers to define what is most important to all of us, the values that we hold dear and underpin all of the work we do here at the hospice.

## We believe in:

- Care and compassion for our patients and families
- Everyone feeling valued as part of the hospice team
- Fairness and integrity
- Dignity and respect
- Striving for excellence

## Comments, suggestions and complaints

Our team at The Prince & Princess of Wales Hospice is committed to providing a quality service. Your views on our care and support are very important to us and help us achieve continuous improvement and development.

If you or your family and friends have any suggestions about how the hospice services can be improved, please complete our comments, suggestions and complaints form which is available at the hospice.

Any complaints will be handled with the utmost confidentiality and will be acknowledged in writing within two working days. Options include discussing any concerns with the director of clinical services or writing directly to the chief executive. If the complaint has not been resolved satisfactorily, you may contact Healthcare Improvement Scotland for advice, [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org).

All details are on the comments, suggestions and complaints form which can be picked up in the hospice or is on our website.

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Registered Scottish Charity: No. SCO12372



The Prince & Princess  
of Wales Hospice

# Cultural liaison officer for professionals



# The role of the cultural liaison officer



The Prince & Princess of Wales Hospice provides access to high-quality palliative care for all, irrespective of age, gender, faith, race or ethnicity.

This includes addressing the health inequalities and accessibility issues experienced by many people who are in need of our palliative care services.

Our widening access programme reaches out to minority communities in an effort to raise awareness of the hospice and its services.

We have a dedicated cultural liaison officer, Majabeen Ali, who has been able to take palliative care right to the heart of Glasgow's multicultural communities, to improve access and uptake of hospice services.

We believe culturally competent healthcare is not just an added extra, it is integral to the healthcare that we deliver.

Majabeen is multi-lingual and speaks English, Urdu, Hindi and Punjabi. She works three days a week and is based in the hospice, supported by other healthcare professional staff and volunteers.

## Her role involves:

Supporting the promotion of culturally sensitive palliative care across all hospice services.

Providing a high standard of holistic palliative care to patients and their families who have a progressive life-limiting illness.

Acting as a linguistic and cultural link between hospice staff, patients, and their families as appropriate when language can be a barrier.

Supporting greater communication between patients and their families, healthcare professionals and minority ethnic communities to optimise and address the needs and wishes of patients and families.

Working as a befriender as part of the carer choice service supporting patients and their families in their home.

Working alongside hospice staff to raise awareness of cultural issues, promoting culturally sensitive palliative care service across all services within the hospice.

Exploring the myths and highlighting what is meant by commonly used terminology within palliative and end-of-life care to patients and their families, healthcare professionals and minority ethnic communities.

Highlighting the range of hospice services and reassuring patients and their families that the hospice is a place where they can come and have their culturally sensitive palliative care needs met.

## Contact us

To contact **Majabeen Ali**, call The Prince & Princess of Wales Hospice on **0141 429 5599**.