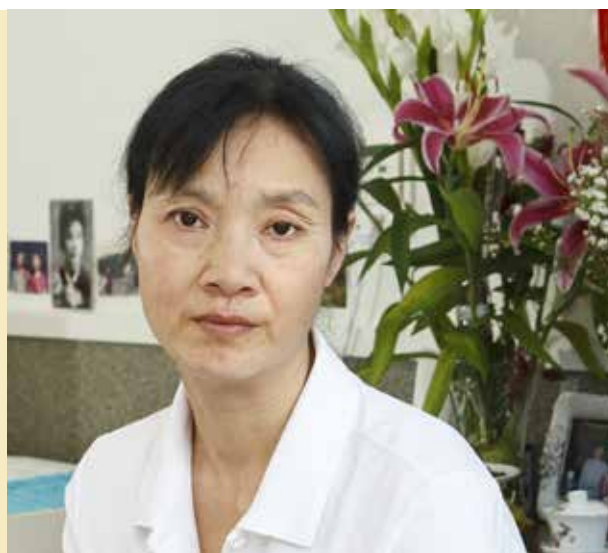



Transcript Topic 4

Culture-centred care of people with life-limiting illnesses

Amy's story



 **Amy's story**
2 min 57 sec

Amy's co-worker: So is your mum going to finally get to meet Samantha tonight?

Amy: Who?

Amy's co-worker: Eric's girlfriend, Samantha, that's her name isn't it?

Amy: Oh yes, I think she's going to see my mum tonight, should be interesting
Amy's co-worker: Are you okay? You haven't seemed yourself lately

Amy: Yeh, I'm okay. I'm just a bit tired

Scene Break

Amy: *Chinese* Mum, what are you cooking? It smells delicious!

Amy's mum: *Chinese* You are back! I'm cooking dumplings. They should be ready soon. I hope they taste good and she likes them

Amy: *Chinese* Huh? Why are you cooking dumplings? Who are you talking about?

Amy's mum: *Chinese* Have you forgotten already? Eric is bringing his new girlfriend over.

Amy: *Chinese* Oh yes! I forgot about that. Hey mum, I think Eric is a bit nervous about bringing his girlfriend to meet us

Amy's mum: *Chinese* Yes, yes I think I agree

Amy: *Chinese* I feel a bit tired and I want to have a rest, is that okay?

Amy's mum: *Chinese* Okay, Okay

Amy: *Chinese* oh mum, you've been working so hard. I'll go now

Scene Break

continued over page

 *Amy's story continued*

Eric: *Chinese* Grandma! This is my girlfriend, Samantha

Grandma: *Chinese* Welcome, welcome, welcome Samantha: Hi, it's nice to meet you

Eric: She says hello.

Grandma: *Chinese* Hello – Thank you

Eric: *Chinese* Grandma, where's mum?

Grandma: *Chinese* In her room having a rest

Eric: *Chinese*Ma? Mum?

Amy (mum): I'm so sorry Eric, I was just sitting down. Hello, Sandra?

Eric: Samantha mum, Samantha

Samantha: It's nice to meet you

Amy (mum): Nice to meet you too, have a seat, please

 **Amy is admitted to an aged care facility**
2 min 52 sec

Eric: *Chinese* Mum, you sit there, Grandma you sit there

Nurse Unit Manager: it's great to finally meet you all. As I said, my name is Misha and I'm the nurse unit manager here. I believe you met with Katherine last week and she showed you around the facility and gave you some information?

Eric: Uh, yes... I did, thank you. I'm Sorry, I have to go off to work very soon

Grandma: *Chinese* What is she saying? Tell her that your mum likes to watch midday TV everyday

Amy (mum): Yes! I want to watch TV. Mum, I want you to watch with me

Grandma: *Chinese* Yes, yes

Eric: My grandmother is anxious, it's a difficult time for her because she's traditionally took care of my mum, so seeing her here is very difficult for her

Grandma: *Chinese* You have to tell her to remember that your mum likes to watch TV

Eric: My mother enjoys watching the afternoon movie and um my grandmother often watch it with her, um but uh well, they do it together

Nurse Unit Manager: Great, well I'll make sure we'll finish up in time so she can watch the midday movie.

Hello Amy, I'm Misha and I'm gonna be helping look after you while you're here with us

Amy: Are you going shopping now?

Nurse Unit Manager: I'm Misha, and I'm going to talk to you for a little while then I'm going to take you to your new room

Eric: She is welcoming us. Her name is Misha and she is the Nurse Unit Manager here

Grandma: Okay, Okay

Nurse Unit Manager: And this is Jing Jing, she's our medical interpreter today

Medical Interpreter: *Chinese* Hello, my name is Jing Jing and I'm a medical interpreter. I will help Misha to provide for you the information you need

Nurse Unit Manager: I will need to ask you some questions to get some information to help best care for you, I will also tell you a little bit about our facility, please ask if there is anything that you are unsure of

Medical Interpreter: *Chinese* Misha will ask you a few questions so that she can get the information she needs to best care for Amy. Then she will give you some information about this facility. If you have any questions just ask

Grandma: *Chinese* Thank you

Nurse Unit Manager: Who's the best person to be answering these questions?

Medical Interpreter: * Chinese*who is the best person to be answering these questions?

Eric: Well I can answer some of the questions, but my grandmother took care of my mum a lot so we'll both answer them

Nurse Unit Manager: Great, well let's get started.

Cultural and individual differences 4 min 18 sec

Amy: Ling Li have you finished your school work already? Did you come straight home?

Eric: It's me mum, it's me Eric

Amy: Oh...Eric *Chinese* My son...

Nurse Unit Manager: Hi Amy, I'd like you to meet Dr Romano Sayer, he's a medical intern who will be working here in the next couple of months

Eric: He is a new Doctor

Amy: Oh...

Nurse Unit Manager: I'll come back and talk to you all later

Worker: Hey Misha, quick question, I'm taking a meal down to Amy's room. I don't understand why we do this each day, whenever I go in there there's always a bowl of food that her mum's brought in and she doesn't even always eat that

Nurse Unit Manager: Yeh, Mei makes food for Amy everyday and brings it into her, I know she doesn't always eat it. But it's not just about the food itself, many cultures bring in food in the same way others bring in flowers. I know in my family, if someone didn't bring food to us when we're sick, we would think we were being uncared for.

Worker: Really?

Nurse Unit Manager: Yes. Although despite the cultural differences, it's important to treat Amy as an individual, take a meal to her and she can choose what she wants to eat.

Worker: Okay, I will

Worker: Hey Misha, could you clarify something for me. Now, I noticed that Amy's mother Le Mei keeps a piece of jade under Amy's pillow, but she also wears a cross around her neck. Now, what exactly does she believe in?

Nurse Unit Manager: I certainly don't have one set of beliefs, do you?

Worker: No, not really

Nurse Unit Manager: Well just like you and me, Amy, Mei, and Eric are individuals. They're likely to have a mix of traditional and non-traditional beliefs and customs. You're actually asking the wrong person if you want to know exactly what they believe. You need to speak to them, ask them directly

Worker: Okay, okay, I get it

Nurse Unit Manager: Hi Tev, I was just in Amy's room and I noticed the manual handling chart wasn't there.

Physio: Yeh, I have it here. I'm just returning it. Listen, she is quite unsteady on her feet, she'll require some assistance with walking and transferring. I went to go in earlier, but she had a room full of visitors – AGAIN – I don't know what they were saying when they don't speak in English.

Nurse Unit Manager: I've often heard you talk about your family, it sounds like you must have a big group when you get together. Do you all speak in English then?

Physio: No, rarely

Nurse Unit Manager: Well, just like you. When Amy's family and community come together, I'm sure they communicate in a way that they all feel comfortable

Physio: Yeh, I guess

Nurse Unit Manager: Remember also, this is a difficult time for them, as Amy's condition has deteriorated. So I'm sure it helps them cope a little more with what's happening. Even though language might seem like a barrier at times, if you talk to people as individuals, share your concerns, get to know them. The differences aren't that important.

Physio: Yeh, okay, good point.

Nurse Unit Manager: Okay, see you later

Physio: Alright, see ya

Support for Amy's family at end of life 1 min 18 sec

Grandma: *Chinese* Amy, my Amy, Amy... Amy, wake up Amy, wake up, don't leave me, I don't want you to leave.

Doctor: Eric, I need to go and see a few people now. Please take as much time as you want and let the staff know if there is anything that we can do

Eric: Thank you Romano

Nurse: Hi Dr Sayer what's happened?

Doctor: Amy's passed away this morning

Nurse: Who's in there now? And why are they being so loud?

Doctor: It's Amy's family, friends and community. Think about the people you've seen grieving, have they all grieved in the same way?

Nurse: No, they haven't

Doctor: And just like everyone else who grieves, they are individuals and they grieving in their own way