

Informal support group to resolve language issues

Good Practice Examples from Belfast Health and Social Care System involving Migrant Workers



Agnieszka comes from Poland and works as a care assistance in a home for elderly people. She struggles with English language and dialect used within Northern Ireland and approached her manager about seeking further support. The care home has six other members of staff where English is not their first language.

Following Agnieszka's request for support, the line manager approached the local Education College who offers a 12-week basic English Language skills courses – this course was starting next month. All seven employees agreed to attend the course and their line manager factored this into their weekly rota.



Six weeks into the course, Agnieszka and her line manager met to review progress and to see if enough support was being provided. Agnieszka reported that whilst she still struggles with some dialect, attendance at the course has been really beneficial and she notices daily improvements at work. In addition, those attending the course have decided to set up an informal study group where they can practice what they have learnt and discuss any challenges amongst themselves. This has not only helped with their practice of English language but also helped create a greater teamwork and social support context for the employees.