

# PERSON-CENTRED CARE

## LANGUAGE MANAGEMENT IN KABIA RESIDENTIAL HOMES AND DAY CENTRES FOR THE ELDERLY

### THE IMPORTANCE OF COMMUNICATION

The needs of Kabia users are quite varied and communication is one of the most important.

Being able to communicate is essential for users to enjoy the healthiest possible life. Consequently, communicating in one's own language is a very significant variable in the care process.

For many elder people, speaking in Basque is more natural and effective. Using this language for communicating, not only for socialising with other users, but also for interacting with caregivers, nursing staff and other professionals. Therefore, Kabia must guarantee users being able to express themselves in their first language.



Arantza Lekuona  
Zabala  
Manager of KABIA

It is Kabia's mission to provide comprehensive and personalised care for the elder users of its residential homes and day centres. It is essential to adequately and professionally cater to all their needs, all of course, by guaranteeing their rights. In this respect, quality and person-centred care are issues that are at the heart of Kabia's policies, policies developed bearing in mind linguistic equality.

It is essential for many users to receive the care they need in their first language, in many cases, in Basque.



Kabia



Gipuzkoako Foru Aldundia  
Diputatu Nagusia  
Hizkuntza Berdintasuneko Zuzendaritza Nagusia

## RISKS

Not being able to communicate well may lead to isolation, frustration or depression; more so bearing in mind that elder people may have other illnesses. This is why it is so important to focus on the person's own language.

Therefore, even when people who speak other non-official languages in Gipuzkoa enter Kabia, the organisation takes into account their language needs.

## THE IMPORTANCE OF DIAGNOSIS

Accurate diagnoses are essential for providing good care of users, and in order to do so, it is vital for elder persons to express their symptoms, mood, situation... in as much detail as possible. Undoubtedly, this is much easier for them in their first language.

GUARANTEEING CARE AND COMMUNICATION IN THEIR OWN LANGUAGE ALLOWS ELDER PEOPLE TO LIVE MORE AUTONOMOUS AND DIGNIFIED LIVES.

01

Giving Basque-speaking users the possibility of speaking in Basque with caregivers and other professionals helps them to avoid frustration, lack of self-esteem or security caused by not mastering Spanish.

02

Elder persons feel more at ease when they are attended to in their own language and this provides a greater sense of security and peace of mind to their family members.

03

Most users are elder persons whose minds get weaker over time. The feeling of proximity and protection is very important for them. In the case of Basque speakers, this feeling is further reinforced with Basque.

04

Many people who have dementia are only capable of communicating in their first language. In the case of those who can only speak and understand Basque, expressing themselves in Spanish is a major constraint.