

## Improving Access to Diabetes Technology Through Cultural Understanding and Community Support

At Locala, we are passionate about reducing health inequalities and improving outcomes for all the communities we serve. One inspiring project within our Children's Diabetes Service has shown how community-led solutions, cultural understanding, and collaborative working can make a powerful difference.

In April 2023, our team launched an initiative in response to data showing that children from ethnic minority backgrounds, particularly Urdu-speaking families, were less likely to use diabetes technology such as continuous glucose monitors (CGMs) and insulin pumps.



With funding from NHS England, we introduced a full-time, Urdu-speaking family support worker to our team. This role, delivered by **Shaeen Hussain (Advanced Health Care Assistant)**, has provided in-language support and cultural insight to families, offering everything from home visits and school support to walk-and-talk sessions and community events. Working closely with **Kate Scott (Specialist Nurse Practitioner)** and the wider diabetes team, Shaeen has helped families feel confident and supported throughout their diabetes journey.

In just 12 months, the results have been transformational:

- **CGM use** among children from ethnic minority backgrounds rose from **16% to 53%**
- Insulin pump use increased from **32% to 49%**

Parents have shared powerful feedback:

***“We were unsure about the pump at first, but Shaeen explained everything in Urdu. She helped us at home and even came to school. Now our daughter is on a CGM and we feel confident managing it.”***

***“We didn’t think this technology was for us—but now we know it is. It has changed our child’s life.”***

This initiative is a clear example of how the NHS Core20PLUS5 priorities can be delivered in practice, by embedding culturally competent support into routine care.

We are proud to adopt this model, and we have shared learning across regional and national networks. Most importantly, families continue to guide and shape this work, ensuring their needs and voices remain at the centre of everything we do.