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<p>Tiivistelmä-Referat-Abstract</p> <p>This study aimed at researching the quality of social and health care services from minority ethnic older persons' perspective. This was done by identifying the dimensions of the services where quality was experienced as poorest as well as studying the factors that influenced the experienced quality of the services. The client based quality was analysed as the congruence between the clients' expectations and perceptions. The information gathered from elderly people belonging to ethnic minorities was compared with data from social and health care service personnel. With the help of the analyses of experienced quality, the study aimed at identifying ways to develop and organise the social and health care services so that they would provide high quality services also for the elderly clients belonging to ethnic minorities.</p> <p>The data of this study consisted of two samples. The service user sample included constructed interviews with 119 Russians, 50 Vietnamese and 126 Sami respondents. The service provider sample consisted of 71 respondents, from whom data were gathered by postal survey with a questionnaire. Both of the samples were analysed by using quantitative, statistical methods.</p> <p>The area where quality was experienced as poorest, both among the service users and service providers, was access to services. The individual aspect that was most connected to the quality experiences of the service users, was the experience of racial harassment in the services. In the service user data, differences in the experienced quality of care were strongly connected to the ethnic group. This was the case partly because the respondents in different ethnic groups had different expectations and perceptions about the services, and partly because they emphasised different aspects of the services as being important to them.</p> <p>The results highlight the importance of equal treatment, cultural sensitivity and the principles and praxis of non-discrimination in the health and social services, in order to guarantee high quality care for all the service users. This forms a challenge to be taken into account in basic education and in the in-service training of social and health care professionals. Also the service design and culture should be developed towards care based on the individual. In order to provide high quality services for the aged, the unique situation of the individual should always be thoroughly examined and taken into account. This includes also acknowledging the ethnic background of the client.</p>			
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