



Journey of Family Intervention and whole family working

Sue Rastell

- Trained as a Nursey Nurse
- Worked across a number of Day Nurseries
- Set up a service for homeless families – joint financed by health and housing
- Set up the first family intervention project (Fip) in the midlands
- Assisted in the National roll out of Fips
- National role in the training of Key Workers (KWs)
- Set up Train to Equip – training over 5,000 KWs across the country

Dorset and Bournemouth Experience

Dorset

- Trained 38 practitioners – Level 4 Award – Intense Support to Families with Complex Needs (accredited)
- Trained 80 practitioners – 1 day whole family working

Bournemouth

- Trained 14 practitioners - Level 4 Award – Intense Support to Families with Complex Needs (accredited)
- Trained 40 practitioners – 1 day whole family working

Level 4 Award – Intense Support to Families with Complex Needs

12 credits in total that make up the Award – 4.5 days of classroom teaching and .5 day of portfolio building

- Build and maintain relationships with parents
- Understand persistent and proactive interventions when working with families
- Work with families with complex and multiple needs to reduce and prevent ASB

Whole Family Working

1. Understand the role of a KW in Family Intervention
2. Know how to work with partner agencies in a family intervention context – methodology and impact
3. Understand the barriers and solutions to whole family working
4. Understand support planning – emotional buy in
5. Understand how to coordinate a team around the family – Partnership working and coordinating services at the right time to families

Who has the training been delivered to?

- Housing Officers and Managers/Housing Landlord Services
- Anti-Social- behaviour (ASB) case workers
- Head teachers and school staff
- Children centre staff
- Substance misuse workers
- PCSOs
- Health Visitors
- Targeted Youth Service
- Dorset Youth Offending service
- School Nurses
- Family Partnership Zone (FPZ) Dorset

Barriers to working with families and their solutions

Different working cultures,
different language

Multi agency working.
Understanding acronyms

Taking responsibility for
work with families

Transparency of roles and limitations

Family not engaging

Adopting “hands on”
support

Lack of resources

Build relationships and find out what other
colleagues can provide across adult and
children's services

Lack of trust from families from
families and individuals

Time and build relationships / capacity

Barriers to working with families and their solutions

Don't know enough about family or may only see mum

Poor Information Sharing systems

Poor communication with other professionals

Quality supervision for professionals

Flexible in approach. Think creatively

Sharing & access to the same information

Ensure that professionals invite professionals from adult and children's services to TAFs

Individual supervision, reflective practice, peer supervision, multi agency supervision

Barriers to working with families and their solutions

Too many assessments

1 single multi agency assessment

Finding a mutually agreeable time to meet families

Flexible working

Social Care & Health – don't put contact details in emails. Changes to teams

Ask / build relationships

Professional judgement being undermined

Shadowing, understanding of roles, supervision, confidence to question & challenge

Family Intervention Methodology

1. A dedicated worker that's dedicated to the family
2. Practical 'hands on' Support
3. A persistent, assertive and challenging approach
4. Considering the family as a whole – gathering the intelligence
5. Common purpose and agreed action

Key to removing barriers and promoting sustainable outcomes

The challenges of engaging hard to reach groups

- Identifying target groups and making initial contact
- Working effectively with families in adverse circumstances and with complex needs
- Perceptions of service use as stigmatising
- Reaching families/individuals where transport or access is poor
- Ensuring sufficient time to build relationships
- Ensuring program design was appropriate for target groups
- Establishing effective partnerships with other agencies to promote reach and engagement.

How to work with 'hard to engage' families

- Ensuring that the purpose is clear to all and finding creative ways to engage families/individuals
- Understanding the cycles of complex needs in families and individuals
- Encouraging involvement in ways which prevent perceptions of service use as stigmatising
- Use of volunteers in more rural areas, taking services to families/individuals
- Completing holistic assessments to build relationships, utilising information from partner agencies
- Understanding partner agencies priorities and working together in a holistic way

How do we work with families in a multi-agency context?

- Understanding from the outset other agencies who are involved in the family – adult and childrens services
- Bringing together individual assessments to provide an overview of family strengths, risk, relationships and needs
- Identify a lead professional
- Having one plan with a common purpose and agreed action
- Holding Team Around the Family meetings on a regular basis

How do we facilitate and sustain change with families?

- Understanding the family/individuals journey
- Identifying the root causes of the difficulties
- Identifying the strengths within families and individuals

How do we deliver person-centred support?

- Hearing the voice of service users, both adult and children, and the wider family
- Providing the right support at the right time
- Supporting people to recognise and develop their own strengths and abilities to enable them to live an independent and fulfilling life
- Take a family centered approach to individual problems
- Recognising the valuable contribution each person within the family can make
- Promoting empowerment and independence

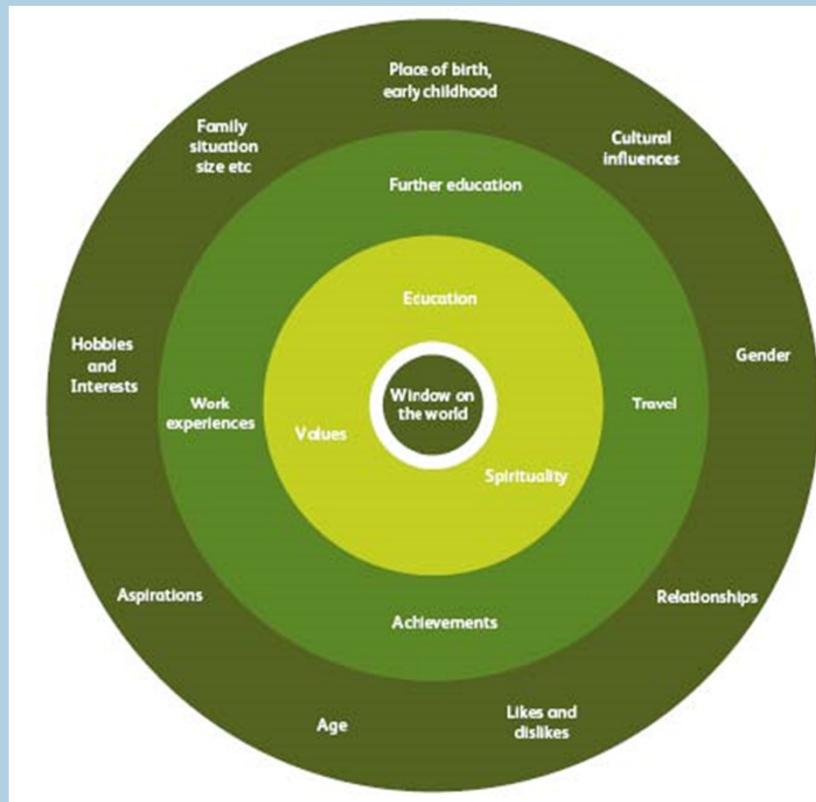
Creative approaches to working with the whole family

- Types of assessment - Individuals in the family might have been assessed individually
- Tools for assessment – genograms, eco maps, timelines, play doh...
- Where we arrange to meet our families/individuals
- Joint visits with other partners agencies – shared interest
- Expectations
- Service flexibility

Personal Construct Theory

- Individuals have a unique frame of reference of the world as they see it.
- Personal Construct Theory is a theory of individual personality and difference developed by George Kelly.
- Construct Theory suggests that everyone develops through their thought processes a picture or set of constructions about their world.
- Through these processes people continually try to make sense of the world enabling them to predict what will happen and therefore to adapt effectively to all aspects of it.
- Each person's constructs are unique to them, although they may overlap with those of others. Constructs are formulated by experiences and therefore change over time to adjust to new events.
- People act according to their picture of the world, even though they are not necessarily conscious of doing so.

Window on the World



Information Sharing

'Information sharing is vital to safeguarding and promoting the welfare of children and young people. A key factor identified in many Serious Case Reviews (SCRs) has been a failure to record information, to share it, to understand its significance and then take appropriate action'

Why is this still happening?

The seven golden rules to sharing information

1. The Data Protection Act 1998 is not a barrier to sharing information.
2. Be open and honest with the individual
3. Seek advice from other practitioners if you are in any doubt about sharing the information concerned, without disclosing the identity of the individual where possible.
4. Share with informed consent where appropriate and, where possible, respect the wishes of those who do not consent to share confidential information.
5. Consider safety and well-being
- 6. Necessary, proportionate, relevant, adequate, accurate, timely and secure**
7. Keep a record of your decision and the reasons for it.

New approach between adult services and childrens

Dorset pilot with EDP (Alcohol and Substance Misuse Treatment service provider) where Dorset Family Matters (DFM) contributed the cost of 2 x Family Workers.

Contract service specification had whole family approaches built into it and within the new provider's structure are two dedicated family workers.

REACH is a Partnership between EDP Drug & Alcohol Services (EDP), Avon and Wiltshire Mental Health Partnership Trust (AWP) and Essential Drug and Alcohol Services (EDAS)

The Family Workers are also expected to help build understanding and capacity around whole family approaches with their colleagues.

Case Study

- During 2016 prescribing services had attempted to engage Natasha, aged 39 in services from an office base – failed to attend appointments and the case was closed.
- Natasha referred by the prescribing nurse to REACH and was allocated the family worker in March 2017.
- Low level Subutex prescription, ex partner in prison serving an eighteen month sentence.
- Had been through treatment services for a number of years, arrested the previous year and her children resided with their fathers.
- Natasha became pregnant, has a history of depression, anxiety, with self harming tendencies.

Considering the family as a whole – gathering the intelligence

- Severe debt with multiple companies – totalling over £10,000 imminent eviction for rent arrears
- Natasha's children stay with her on a regular basis
- Continued on her Subutex prescription with no on top drug use
- Visits her ex partner with their baby in prison
- History of emotional abuse from ex partner
- Natasha felt extremely tired and fatigue most of the time, and was highly emotional during visits- often cancelling visits
- A historical child sexual abuse incident towards her eldest daughter – that hadn't been dealt with
- Broken relationships with the police

Practical 'hands on' support

- Health Visitor – monitoring the baby and offering advice and support
- Faithworks Wessex – A local charity helping people get out of crisis and isolation
- Home Start – childcare and support
- You First Domestic Violence Outreach Service – Supported re debt and house move

Persistent assertive, challenging approach

- Setting expectations from the beginning
- Mixture of announced and unannounced visits to the home
- Empowered Natasha to make decisions
- Informed Natasha of the consequences/sanctions

Common Purpose and Agreed Action

- Following on from assessment a Team Around the Family was arranged
- Agencies from adult and childrens services attended and shared information
- Plan was formulated in partnership with Natasha

Outcomes

- Affordable housing
- More confident and higher self esteem
- Successfully completed Pattern Changing course
- Confident in parenting
- Free from substance misuse
- Relationships with extended family members