

## Workshop: Working Effectively with Families to Bring About Strategic Change

**Co-presenters:** Emily Williams, Dawn Rooke & Karen Roche-Galvin

The **aim** of this workshop was to use the journey within Gloucestershire to illustrate the challenges and benefits of working with families to bring about strategic change.

The **objectives** were to:

- Provide an example of working effectively with families to bring about strategic change;
- Share examples from both a family and professional's experience about what impact effective joint working has;
- Highlight both benefits and challenges and consider similarities in other areas, as well as how challenges have been overcome;
- Enable other professionals, families and attendees to question how this worked in Gloucestershire;
- Begin dialogues around how this could become a clearer reality in different areas.

### Outcome

- Brought two key action points to the plenary Action Planning session

### Background

Gloucestershire's Challenging Behaviour Strategy was developed four years ago. The Strategy was co-produced with families and carers, as well as a range of other stakeholders. Some of the most innovative and creative solutions came from families and this approach has expanded into other areas of work. On this journey we have identified a range of learning opportunities which we are keen to share.

### Workshop discussion

Emily Williams Gloucestershire Transforming care programme manager set the scene by providing details of the work in Gloucestershire with family carers. A key purpose of the work was to give families a voice to be heard. Emily, Dawn Rooke (Challenging Behaviour Family Development Worker), and Karen Roche-Gavin (Positive Behaviour Support Practitioner) described some of the work that had been completed as a result of working directly with families including :-

- PBS Training for families –families felt that professionals had knowledge about PBS that they would benefit from and asked for advice and training on PBS and this was provided
- Family Support Project Role- Dawn Rooke (Challenging Behaviour Family Development Worker) provided details of this role. Dawn had been in post for two and half years, over which time she has supported 410 families. Support includes signposting, peer mentoring (ongoing support) and quarterly meetings).
- Purpose built short break flat – for use by individuals with their own support workers to provide respite for families.
- Co-production charter developed by families
- Learning Disability Intensive Support service for all ages

Benefits and challenges of working together from both family and professional perspective were described. Benefits from a family perspective included greater understanding and empathy, professional perspective more accepting of advice/ recommendations, better engagement, more likely to 'own' plan, and less reliant on professional services. Challenges included unrealistic expectations, confidentiality, financial constraints, and past negative experiences with services.

The following questions were asked to participants to consider:-

- How do you listen to families as equal partners?
- What barriers are to achieving this?
- What could you do to improve practice?

Actions developed from discussions on these points.

### Actions

Two key priority actions to feed back to the CB-NSG, LD Professional Senate and other stakeholders.

Action	Who	When
Joint key worker across health and social care for each Transforming Care could be developed and used to realise the minimum national standard around family engagement that has been set out in the Service Model.	LD Professional Senate & CB-NSG to write to NHSE	6 months – year
Promoting good practice and raising awareness of family work in Gloucestershire	CBF to write up short case study to disseminate  GCC – to summit report to NHS England Julie Higgins Hope 100 list as evidence of good practice.  CB-NSG and LD Professional Senate to disseminate key messages from Gloucestershire via their networks and targeted to TCPs	3 months
To write-up/disseminate the learning from the Family Development Worker in Gloucestershire  To promote this model to	Gloucestershire and the CBF	6 months – year

Local Authorities and Transforming Care Partnerships		
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**Further information/guidance/ background reading**

Information about the Gloucestershire Community of Practice:

[www.gloscommunityofpractice.org](http://www.gloscommunityofpractice.org)