

Calderdale (Lower Valley) Multi-agency Practice Development Group - notes

Thursday 25th October 2018 11.00am-12.30pm

Smartmove, Halifax

Facilitated and Notes by Roger Abbott – WY-FI Workforce Development and Learning Coordinator

Attendees: Darren, Mary

Representing: Calderdale Recovery Steps

Aims:

- Improving confidence and skills in working with challenging individuals;
- To understand each other's work;
- To share good practice;
- To support each other to overcome specific difficulties;
- To identify any gaps or barriers in services, and;
- To improve the service user experience of services.

Following introductions, we discussed attendance at this group. Darren mentioned the dual diagnosis partnership work that has begun recently and supplied two contacts at the LA and CMHT who we could reach out to regarding this group. We do need to maintain a regular and consistent membership from organisations for this group to remain viable. The meeting focussed on two topics: Building & ending relationships and Accountability & responsibility.

Building and ending relationships

This discussion focussed on a particular client Mary has worked with on the Alcohol Treatment Programme (ATP). The relationship took some time to build as there was considerable resistance from the client initially. By focussing on his needs and building trust over time, a great deal has been achieved. The client has stopped drinking; attends groups and breakfast clubs; has re-established his relationship with his partner, and; has had his home detention curfew lifted. Because time on the ATP is limited, their relationship is coming to an end soon.

Good practice – There are many areas of good practice identified: a focus on building trust; being client led – the breakthrough moment came about from funding a bus pass; reflecting on progress; maintain clear boundaries – especially in relation to the duration of the ATP; persistence; agreeing manageable and consistent goals; validation – the end of the relationship is an achievement.

There followed later a discussion about the loss of service users. It is important to acknowledge and prepare for the potential impact on staff members when a service user dies. Also, it was acknowledged that some support should be provided to the person delivering the message to ensure they know how to communicate this to their team members.

Accountability & responsibility

This was an open discussion about the level of responsibility carried by front-facing staff in this sector. It would benefit revisiting at a later meeting with more voices in the room to contribute.

The topic for next time: To be decided by the group at the beginning of the meeting. There will also be space for action learning if anyone brings a specific situation for discussion

Next Meeting:

Thursday 13th December 2018, from 11.00am until 1.00pm at Calderdale Smartmove, 15 Harrison Road, Halifax, HX1 2AF