

Leeds Multi-Agency Practice Development Group - notes Thursday 27th November 2018 2.00pm-4.00pm

WY-FI Hub, Park Square, Leeds

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

Attendees: Amelia, Sam, Nick, Paul, Craig

Apologies: Paul (Engage)

Representing: Discovery Project; DIP IOM; Engage

Aims

With a focus on people with multiple needs in Leeds, the aims of the group are to develop practice by:

- 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.

Notes

We began with introductions and an outline of the group's purpose for the new attendees. The topics for discussion were chosen at the last meeting: managing competing needs; non-engagement.

Discussion Topic – Non-Engagement

Not doing what has been agreed

Full disengagement with all services – specific example: known to have been arrested twice but vanished off everyone's radar

What's happened/happening to them? Why have they disappeared? What's changed in their lives?

Understanding why is difficult – it is much deeper than housing support

Line between duty of care and letting go

Knowing your boundaries – is it OK to go looking for them?

The difference between wanting support and being told it is needed

Does structure of support work for all?

Other services "counting" your appointments as theirs. Who is responsible if it goes wrong? It changes the *purpose* of the meeting – not suitable to use them as enforceable appointments. It could work if its person centred, however

Feeling like a stalker

Don't allow avoidance on your part to happen – weeks can go by without attempting contact.

Do we avoid those who challenge us? Leading to non-engagement

Mismatch of moods and language used? – Change of approach, are we being too clinical or rigid?

Being clear about boundaries

Consider the barrier. Is it me? Could a change of worker be appropriate?

Allowing disengagement – back away if they want you to; provide an opportunity for re-engagement when the time is right

Agreeing expectations from the outset – being client led

Do we get hung up about engagement – especially in supervision?

Developing a relationship is key – we need to allow for variations in engagement and mood

Projecting our own values

Expectations of systems

Building motivation with "quick wins"

Delivering bad news and managing expectations

Helping people understand their options – encouraging choice and decision making

Engaging with others – why can they do it with me and not with others?

Overwhelmed with too many people involved

Discussion Topic – Managing Competing Needs/Agendas

Not being listened to by those in authority. Example: housing options suddenly moving a family from one temporary accommodation property to another – very disruptive and damaging to a family with multiple needs. Despite appeals to the housing office to prevent this from happening, it went ahead and has caused some significant problems for a family in need. The discussion looked at what could be done and the following suggestions were made. Write it up as a case study detailing the impact it had on individual family members. This will also help in managing frustrations felt by professionals involved in their care and support. Also it will help others understand how counter-productive such a decision is. The discussion also looked at understanding other priorities – the property was needed to house another vulnerable family.

Reflections on today's group

Overall, the discussions were found to be very helpful. New attendees found the group useful and intend to return to future groups. Nick introduced the [Rethink Formulation Tool](#). Although designed as a new approach for working with children and families, it could be useful when looking at ways of working with people experiencing complex needs. It challenges thoughts and preconceptions, is person centred, strengths/assets based and, most importantly enables an MDT to approach work in a constructive and coordinated way.

The next PDGs meet on Wednesday 16th January 2019, 2.00pm – 4.00pm and Tuesday 26th February, 2.00pm – 4.00pm at the WY-FI Hub, Park Square, Leeds.

Discussion Topic Menu

(This list is not exhaustive it can be added to. Thanks to members of Kirklees and Bradford PDGs for their contributions)

- Not matching chaos with chaos
- Role boundaries
- Professional relationships
- How to focus on *all* of your clients
- Ending relationships
- Recognition of good practice
- Building trust
- Being responsive
- Working as a team
- Accountability and responsibility
- Planning for the future
- Structuring the day
- Time and priorities
- Shifting priorities
- Dealing with crisis
- Working with couples
- Managing carers (expectations)
- Money lending/financial abuse
- Non-engagement
- Delivering person centred approaches vs. demands and expectations of services
- Managing competing needs – what you see as a priority vs. what the client sees as a priority
- Avoidance/deflection
- Managing boundaries
- Creative approaches – adapting to austerity
- Building/ending relationships
- Working with resistance
- Working with unwise decisions