

Kirklees Multi-agency PDG - notes

Wednesday 13th June 2019 – 1.30pm to 4.00pm

The Huddersfield Mission, Lord Street, Huddersfield

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

Attendees: Michelle, Veronica, Paula; Sophie

Representing: Kirklees WY-FI, Housing Options, Bridge-it Housing; Dual Diagnosis

Aims

With a focus on people with multiple needs in Kirklees, 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.

Introduction

Following round table introductions and an explanation of the group for new attendees we began today's discussions on the topic of **Engagement/non-engagement**.

The discussion covered: An example from Paula – long term rough sleeper, took a long time to get into Clare House, continued begging, tried *everything* to enable engagement; eventually evicted in consultation with housing solutions; got own tenancy which broke down, rough sleeping again. Then a friend of his died which led to him returning to a Clare House on a new contract of engagement when he decided he was ready. **Good practice** – *did not give up; maintaining consistency; being realistic and structured; knows people care and want to help; joint working; motivating change*.

Barriers to change – led by Veronica. Physical space to meet with clients – has recently improved and is more confidential and spacious; transport into town is a significant issue for some; speaking to people differently – approach is very important.

Dual diagnosis team is working with people who have become disillusioned with services, they will work with people who have not engaged with others. Trust is key.

New Discussion – Being all things to everybody. Led by Sophie.

The discussion covered: Exhaustion; support needs crop up in addition to what you started with; when other services are not doing what needs to be done, you do it; trust could break down; important to help people sort things out for themselves; help with prioritising; different for housing options – many people rather than many different needs – start one piece of work then other things come along.

Reflections

Being all things to all – important to ensure services are doing what they should be.

How to do this (batting back) and ensure the right support is there. Getting help from Social Care is very difficult.

Next Time

Topics for discussion: Ending relationships and Not Matching Chaos with Chaos

The next PDGs will take place at Clare House, Clare Hill, Huddersfield on Thursday 25th July from 1:30-4:00 and Thursday 5th September 1:30-4:00

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