

## **Leeds Multi-Agency Practice Development Group - notes**

**Friday 24<sup>th</sup> May 2019 10.00pm-12.00pm**

**WY-FI Hub, Park Square, Leeds**

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

**Attendees:** Becky, Stacy, Chelsey, Baldish, Chris, Craig, Anna, Robin, Sarah, Lisa

**Apologies:** Laura - CGL (Leeds IOM)

**Representing:** Engage; WY-FI; Urgent Care

### **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 first agreed topic was introduced by Chris:

#### **Discussion Topic 1 – Motivating Clients**

Chris provided an example of a client he states is difficult to motivate. Single, Male, Mid-40's, housed in own flat. In the past, he was a professional musician. The flat was not clean, covered in litter and accumulated rubbish. Recently cleared and 4 tons of rubbish removed. New carpets ordered. The fitters refused to do the job as he refused to clear the room as agreed. Discharged from Forward Leeds – offered 5-ways but not engaging. Applying for PIP. Difficult to motivate him to do things for himself. Visits family in Devon over Christmas which he considers to be his annual detox. Rubbish in the flat has accumulated again – looking at another clear out. How do you motivate change? At what point do you stop?

**The discussion covered:** Mental health diagnosis? (Has meds for anxiety and depression), Hoarding? (No – just not clearing out rubbish); Do you want more for him than he does? – priorities; managing your expectations as a worker; time constraints on a service; tell the client you are feeling stuck; look at a timeline with them; responsibilities and roles; deciding support needs; who's standards are being used?; any change is positive.

**Conclusions:** Chris to reflect on expectations; look at bringing the support to an end – done all that can reasonably be done.

#### **Discussion Topic 2 – client behaviour in a public place. Led by Craig**

Behaviours could be aggressive – threatening the public. Or it could be someone talking to an imaginary person... Craig gave an example of someone he is working with who frequently talks with "Stan" – sometimes on a train or bus journey.

**The discussion covered:** Joining in the conversation (if invited); feeling honoured if "Stan" is there when you are; encouraging the client to hold a phone to their ear when talking to "Stan"; medication

and CBT; As a new worker, it could be very troubling; public reaction; “Hearing Voices” Group (Bradford); responsibility for the client; violence and aggression – own safety; motivation for the behaviour; risk assessment – dynamic and responsive; patience; responding differently as a worker; point out that the behaviour is unacceptable; be prepared to walk away from the situation; boundaries; location; open, honest conversations; setting boundaries.

**Conclusions:** a good topic to bring up to illustrate boundaries and approaches to working with unexpected situations.

**The next PDGs meet on Thursday 4<sup>th</sup> July 2019, 10.00-12.00 and Thursday 15<sup>th</sup> August 2019, 2.00-4.00pm at BARCA, Unit 2 Northside Exchange, Wyther Ln, Leeds LS5 3BP**

### **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