

COMPLEX DISABILITY Team

“What Matters”

In

Talking Points

WHY WHAT MATTERS?

- Disjointed allocation process and duplication of work.

We also had feedback that;

- Our citizens wanted to be seen quicker
- They only wanted to say things once
- They wanted us to listen to them and focus on problems from their perspective
- They wanted an immediate response to their problem

The shift developed over 12 months to be consistent with major changes in legislation, i.e the Social Service and Wellbeing Act which was coming into force in April 2016.

HOW DO WE DO WHAT MATTERS?

- **COMPLEX DISABILITY TEAMS FIRST JOINT SESSION TOOK PLACE ON 6 AUGUST 2015.**

The service was reviewed in August 2016

- **LOCATION OF SESSION IS DECIDED FOLLOWING DISCUSSION WITH CITIZEN**
- **ABOUT YOU/WHAT MATTERS FORM COMPLETED - meets SSWBA 5 elements of assessment guidance**
- **CITIZEN LEADS ON IDENTIFICATION AND ANALYSIS OF PROBLEM**
- **ADVICE, INFORMATION AND ANY ASSISTANCE GIVEN ON DAY OR FOLLOWED UP**
- **OUTCOMES AGREED, RECORDED AND COPY GIVEN TO PERSON**

ABOUT YOU

PAGE 1

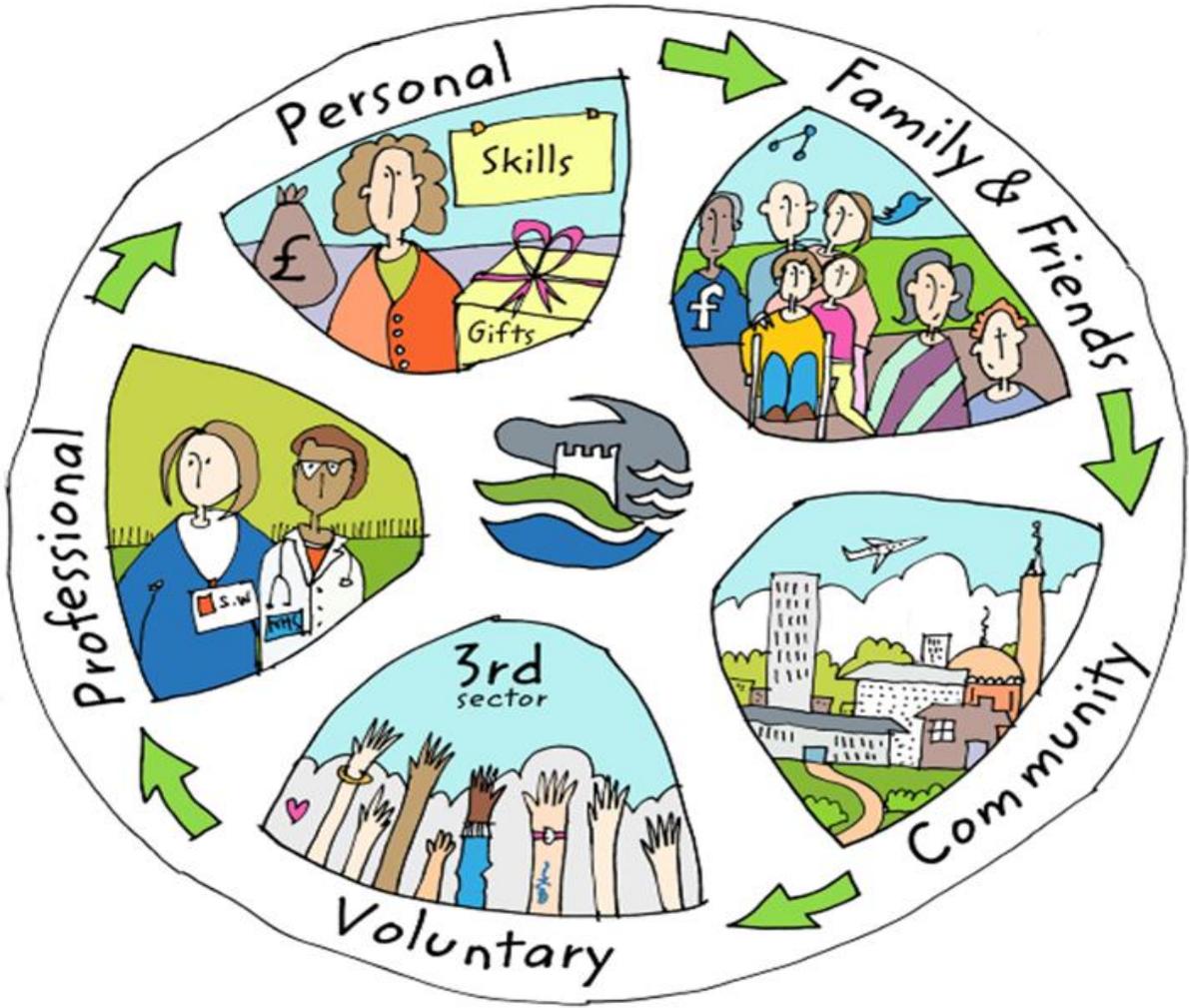
About You.....
Date:
Title:
Name:
Address:
Date of Birth:
Telephone Number:
Name of contact/ NOK:
Relationship to NOK:
Address:
Telephone:
GP Name and address:
Telephone:
Have you ever been diagnosed or been assessed for having a learning disability? (If so dates and names of professionals involved)
Other professionals/ Agencies involved:
Information about the referral
Date of referral received:
Who made the referral:
Contact Details:

ABOUT YOU

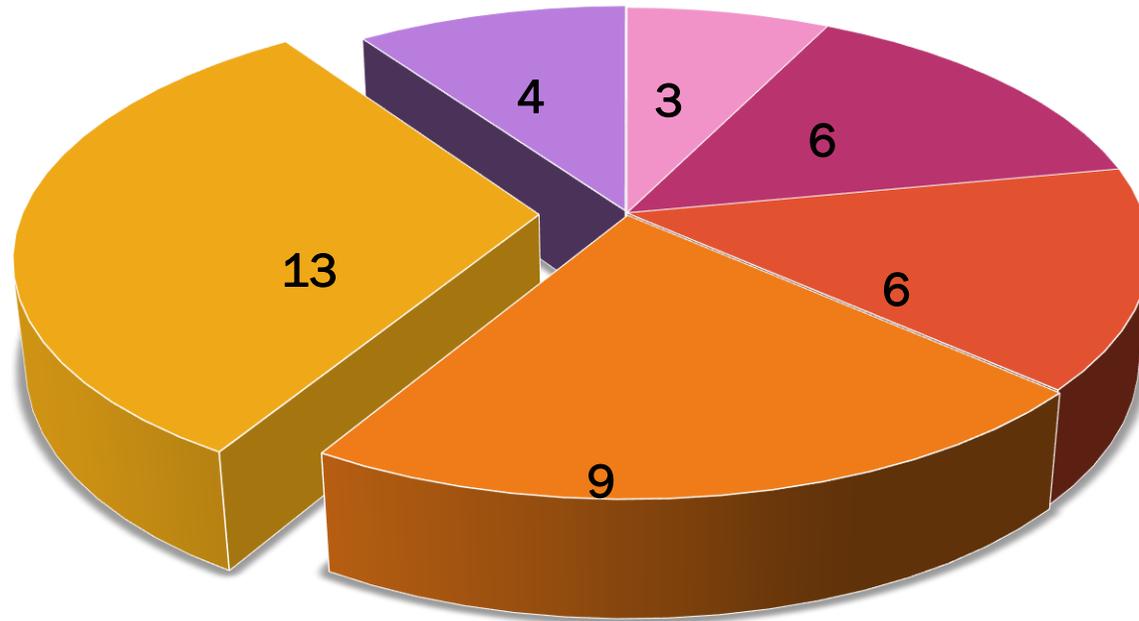
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Your referral.....
What language would you prefer to use?
How would you like to be addressed?
Is there any special assistance you feel you need? Eg large print, Makaton, easy read, support worker/ carer to be present?
Consent to sharing information: <i>This information may be shared with others involved in your care and support – this is to help support you and prevent you from repeating information you have already provided.</i> Do you consent to your information being shared with others involved in your care: Yes No
Is there anyone who you do not want your information to be shared with?
Signed: Date:
Are you happy to continue?

RESOURCE WHEEL



Outcomes from Talking Points



- Not Appropriate
- Referral for ABAS
- Referral to Joint Team for Allocation
- Short Term piece or work/Clinic 2
- Sign Post to other services
- Other

The Conversation

...is just a conversation...

Focus on what matters to the individual; their **circumstances** and the **outcomes** that are important to them.

Remember they are the expert

Language of their choice

Focus on the individual's **assets and strengths** and those within the community around them.

Investigate the **risks** and overcome the **barriers**

Case Study

- This case study highlights one particular session which we felt was successful. It confirmed to us that different approaches could bring very different outcomes for both our organisations. More importantly this example demonstrated to us clear personal outcomes for the citizen. The person leaving our session said they felt much happier and hopeful than when they came in.
- Mr W was a young man who had High Functioning Autism. He lives with mother. She also cares for her brother who has a long term mental health problem.
- Ms W was enquiring what support was available and expressing concerns for her son's mental health. The referral stated he was experiencing "suicidal thoughts, depression, anger management difficulties and anxiety issues. Ms W had already been to mental health services and primary care to try and get help for her son with little success.

Led by citizen and carer rather than giving prescriptive approaches.

Carefully placed questions.

We consciously start the sessions by applying principles of validation and active listening to citizen and carers.

We talked and listened with Mr W, acknowledging his problems and experiences. We allowed him to explore his feelings and share his perception of what the problem was. We listened to his experience of autism.

He became emotional and was able to tell us that his autism makes life difficult every day. " I get angry with people and situations – I get it wrong and this makes me depressed. I can't go out, the world does not make sense to me! Nobody can help me! Nobody understands me! Sometimes I feel like I don't want to be here".

It naturally led his mother and us to explore the pros and cons of putting himself through this i. e going to work in such a busy environment with time pressures, trying to give carer a break, own internal pressures to 'be normal'

Mr W agreed to attend work review with fresh perspective and not put himself under pressure to keep going at this placement. Job coach advocate offered as one off.

“Co-production enables citizens and professionals to share power and work together in equal partnership”.

We then discussed his strengths, things he enjoyed and felt passionate about. We saw a shift in his physical and emotional presence, he became animated and excited about these things.

We talked about this with him and made him aware of this change in him, we discussed with him if he could spend more time engaged in these activities that clearly made him feel good and if he thought this would improve his life or his perception of it. From this we were able to co-produce a plan with Mr W, who acknowledged and became confident, in the fact that, he was in fact the expert in his own life and that he had lots to contribute to his own well-being outcomes.

Mr W described how he liked to communicate with people online, through online games, but without having the pressure of meeting people. He talked about social media being a useful tool to communicate with others without social pressures. He shared lots of opinion with us on politics, world and social issues, that he liked to talk about and that he had these discussions with people online about how at times life just did not make sense to him. He said he surprised himself and his mother as he started to develop his own ideas for how to make improvements.

We used ‘magic wand’ thinking to encourage positive visualisation, and other techniques to concentrate solutions on strengths rather than weaknesses

Outcomes - Plan written up of actions that Mr W wanted to prioritise

- Review work placement with support of job coach and decide if it was worth the psychological
- To think about setting up a local gaming club or similar option.
- To consider starting an online Blog, to express his views and thoughts about life and on how having Autism effects his understanding of the world around him.
- Carers assessment for Mrs W and to look for support group.
- We agreed to meet up in 6 months to see what progress made and review goals
- To possibly visit GP to discuss anxiety issues and potential treatment options if symptom continue

Initially, it may have been difficult to take on board a new way of working.

The shift from our traditional holistic approaches involved new way of thinking about we support people.

It has become apparent that *actually* meeting their needs and what matters to them, not what services/professionals think they need help with, is very validating and can be in itself be a springboard for positive outcomes for change for the citizen.

It has also proved to us that achieving good outcomes for the individual also has a very positive effect on the professionals involved, creating a sense of achievement and 'a job well done'.