

Project Teulu

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Aims of Project Teulu

Main aim: To evaluate the introduction of FLM to two R&R units in ABM, using qualitative methods.

Primary objectives:

1. Explore the views and experiences of those implementing and facilitating FLM

2. Explore the views and experiences of clients and family members participating in FLM

Secondary objectives

3. Explore the barriers and facilitators to the development, implementation and facilitation of FLM

4. Explore what is helpful and unhelpful about FLM for clients, their family members and FLM facilitators
5. Identify who may benefit from participating in FLM in R&R settings

5. Identify which health professional roles are best suited to developing FLM in R&R settings.

Aims of FLM

1. Create a rapport with the family
2. Identify and value the role of the family and to encourage the maintenance of relationships
3. Create a forum for future collaborative conversations
4. Develop shared understandings/ aims
5. Develop an appreciation of the context of people's lives

Content of FLM

- Contact details, rationale for meeting, non-problem talk, who is in the household/ family/ friends
- Explore family's account of the development of the patients' difficulties.
- Explore the impact of the problem on the family
- Explore expectations regarding the future, including outcome of mental health input and family goals

- Inquire into family members' attitudes to working collaboratively
- Provide information about support and practical help
- Offer a carers' assessment
- Genogram

Learning outcomes for whole staff team

Attitude and awareness

- To have an awareness of family/carer views on mental health services.
- To have an awareness of research findings.
- To have an awareness of the benefits of involving families in patient care,
- To have an awareness of thinking systemically and to be able to consider the person in the context of their relationships and social network.
- To have considered best practice in relation to confidentiality and information sharing.
- To have awareness of the unique needs of young carers.

Additional learning outcomes for FLM facilitators

Skills

- To have practised the following skills in family interviewing:
- Engaging with families
- Conducting an initial family meeting
- Balancing the needs of individual family members
- Information sharing and developing a collaborative relationship
- Genograms and additional skills

Family members (n=6)



- “I think it is a privilege to be part of his care”
- “Before no-one wanted to listen”
- “Apprehension of what was going to be discussed”
- “I know the signs”
- “Families need their voice so you know how it is for us”

Staff (n=12)

Repositioning of Families
within Mental Health
Services

Service Level
Repositioning

Relational
Repositioning

Everyday
Practices

Enhancing Understanding

Changes to
Professional
Practice

Witnessing

Contextualising
Lives

- ““We’ve always been good with relatives but I don’t think we set the time aside for them to air their views as much and get them involved in the patients care as much”
- “we developed prompt sheets after the training. This has been particularly useful because it enabled us to tailor what we had learnt on the training to our service in particular”

- “We’ve had residents cooking meals for their family in the communal dining room and that’s been really good to help them maintain that contact and just normal family life”
- “And it definitely feels a lot easier to approach families when they’ve been involved because we know then their views on things we find it easier to approach them and just ask them questions on things”

- It gives you a lot more empathy I think for the family and makes you realise the struggles that they've had"
- "I think (we) talk about things with the relatives that (we) wouldn't in any other context"
- "They do show all this raw emotion and passion and unconditional love for their children"
- "it got families talking about things that had been unsaid for years"

- “Families are definitely a lot more open with us after the meetings. I’ve had one person’s father tell me that he doesn’t want his daughter to move to (x) because that is where she use to do drugs”
- “I think the name ‘family liaison meetings’ sets it apart from other meetings and lets families know ‘this is for you’.

Conclusions (so far)....

- More data to collect: service users and Site 2
- Improves communication between staff and families
- Improves staff confidence and skills
- Offers a way to bring about a family-orientated service approach
- Needs to be supported by management and requires an investment of time