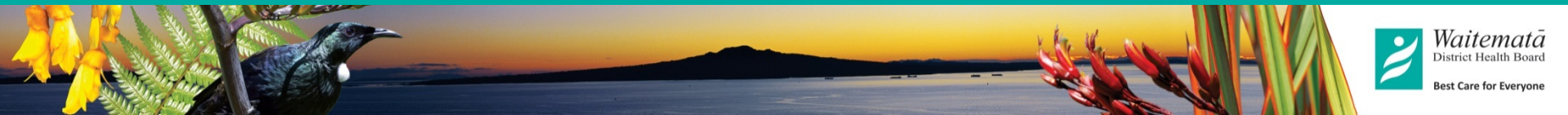


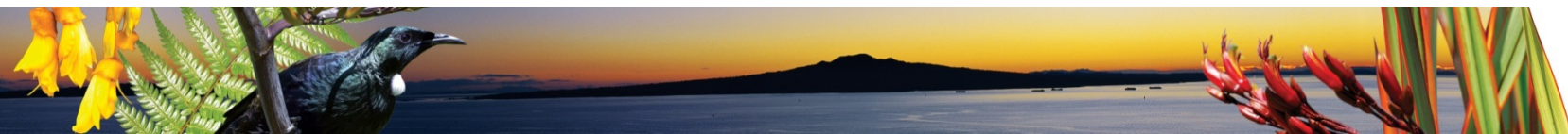


Established, 2006



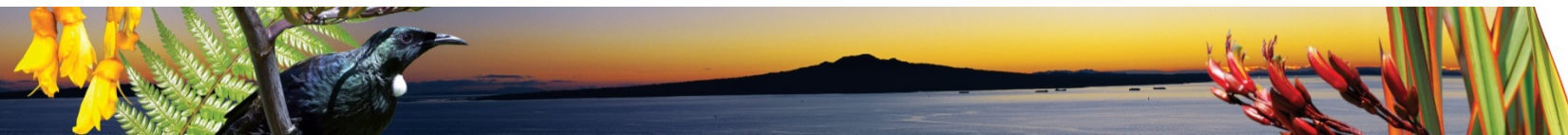
Membership

- Currently 22 across nationally
- Employed in systemic advocacy roles for family and whānau by Mental Health and Addictions services/organisations within Aotearoa, in line with MOH service specifications.
- Family and Whānau Advisor, service specification MHW67C, MHW67D, MHW67S



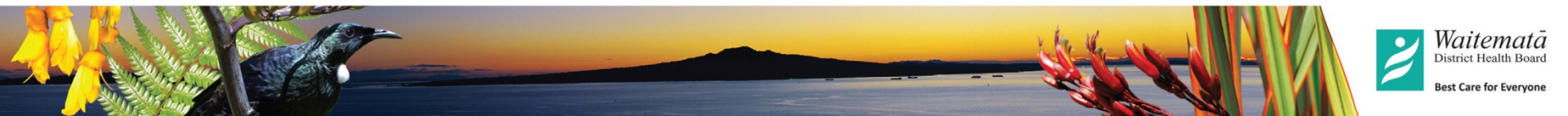
Leadership

- The Kaitiaki Leadership Group is the new leadership structure which is made up of representatives from the group for Māori, Pasifika as well as four regional representatives from throughout Aotearoa.
- Melissa Roberts, Alice Evatt, Wheeti Maipi, Maureen Snelson, Janeen Prohl, Debbie Crichton, (Sam Farr)
- You can get in touch by emailing whanauadvisors@gmail.com



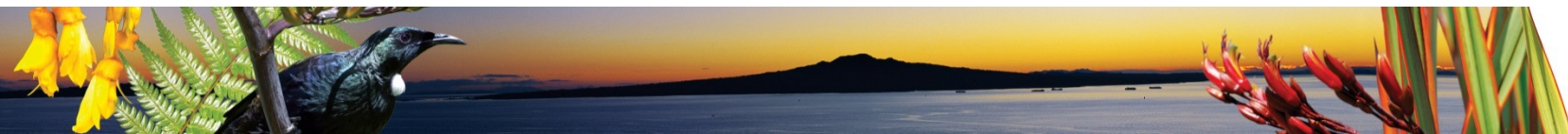
Family Meetings at Community Alcohol & Drug Services

Implementation of the 'Single
Session Family Consultation'
framework



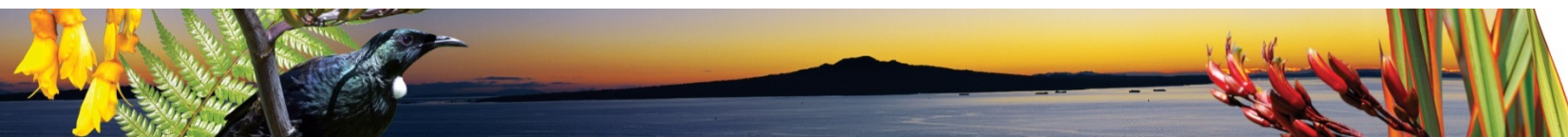
What is Single Session Family Consultation (SSFC)?

- Structured format, facilitated by staff
- Clients & their family & whānau
- Identifying and responding to needs
- Cultural considerations and adaptations



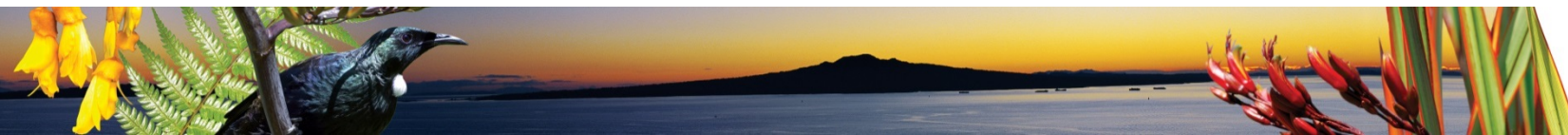
Background and Levers

- A move towards family/whānau-centred mental health and addiction services
- Supporting Parents Healthy Children (SPHC) National Project Team
- Improving outcomes: Integrating this model into our practice is supported by current evidence which indicates that families/whānau and service users experience SSFC as helpful with indications that it can also improve outcomes ([Hopkins et al,¹ 2016](#); [Poon et al,² 2017](#)).



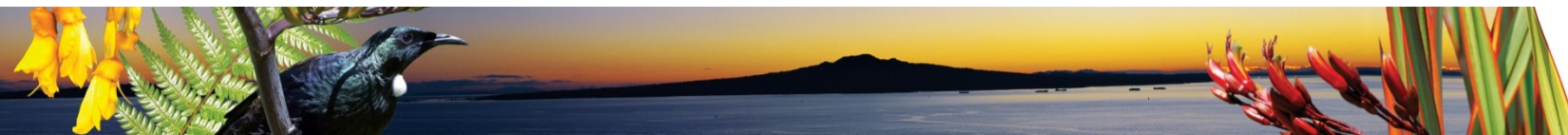
National and local context

- SPHC Ministry Guidelines (2015)
- The Ministry of Health requires services to collect data relating to Supporting Parents, Healthy children using PRIMHD T codes, (T47, T49, and T50).
- Family & Whānau KPI measures
- He Ara Oranga recommendations
- Family & Whānau engagement and participation policies
- Intention to increase overall Family and whānau contacts as a service



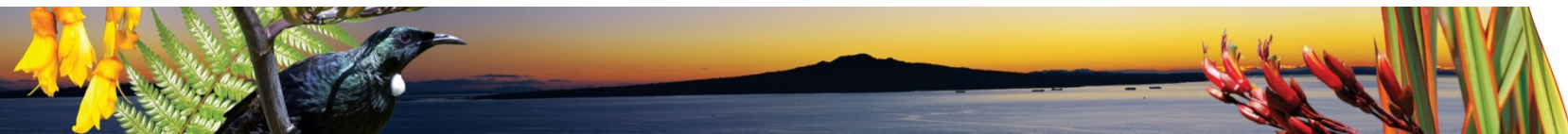
Recommendations He Ara Oranga

- Support families and whānau to be active participants in the care and treatment of their family member
- Support the wellbeing of families and whānau



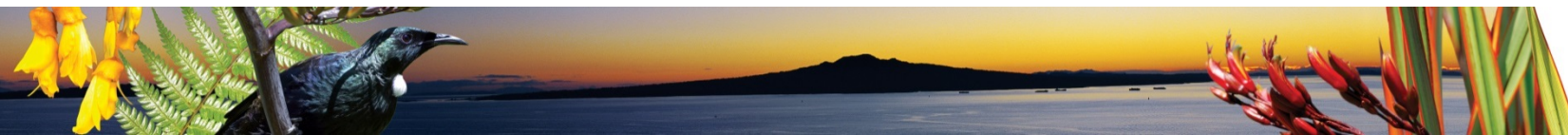
2020 Implementation plan

- By Dec 2021 we would like to make Family & Whānau meetings available to all clients (where appropriate).
- To meet this aim, CADS will have all relevant front-line clinical staff trained and supported to maintain their work with family and whānau using the SSFC model within their practice.
- Whole team trainings starting with one part of service
- Refresher training as follow up in place



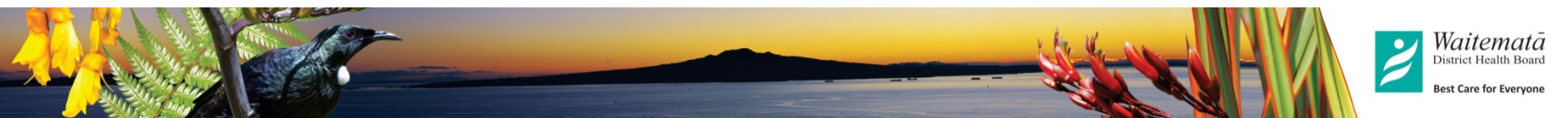
Plan cont....

- Develop and implement an evaluation form for clients and whānau
- Develop and implement a staff evaluation form
- Family champions to support the work within teams
- Ensure coding of family meetings using SSFC contact type in HCC

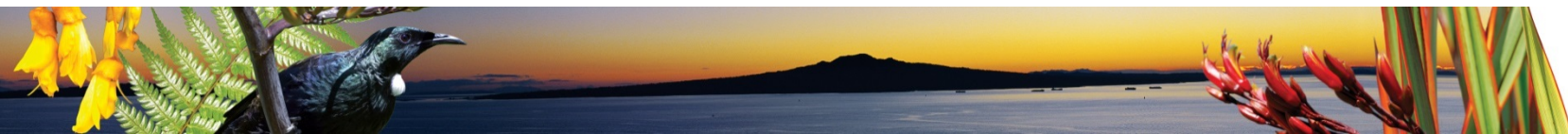


Steps taken

1. Getting clear on Lever's national and local (including current contacts)
2. Sought support from Clinical Director and Operations Manager
3. Proposal of implementation plan presented to the Clinical governance group
4. Plan endorsed by governance group
5. Socialised plan to key stakeholders, team leaders & family champions in each team

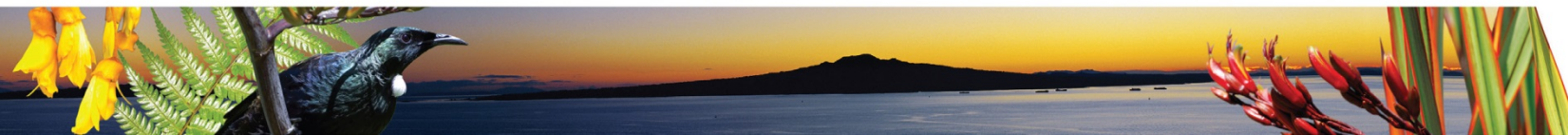


-
- Meeting with trainers to confirm training plan
 - Created a refresher training package
 - Worked with each team leader to plan and book whole team training, which needed to include ½ day trainings.
 - Lots of chasing up.....



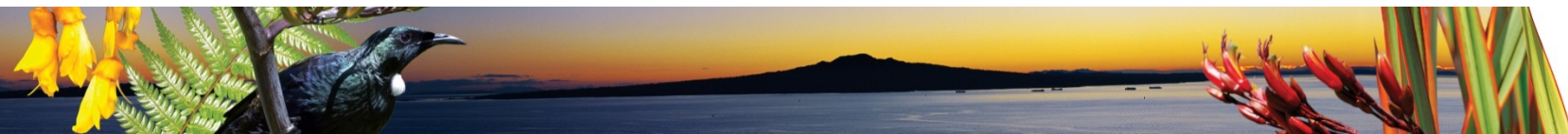
The training!

E learning module & 1 day face to face



Feedback from staff on training

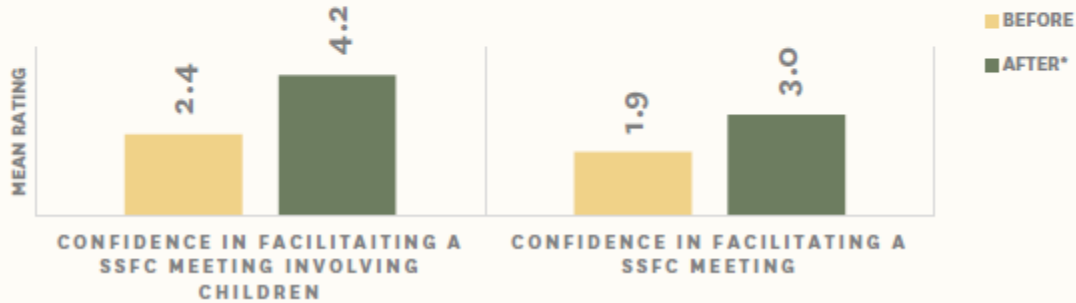
- “Was less scary than I thought...good use of real life examples and key phrases to use”
- “I liked the focus on Whakawhanaungatanga”
- “Great facilitators, created a safe space to practice”
- The evaluations overall showed a significant increase in confidence



“Excellent training, good role development. Excellent facilitators”

Attendees: 13 Attendees 12 Respondents 92% Response Rate

Statistically significant improvements in confidence*

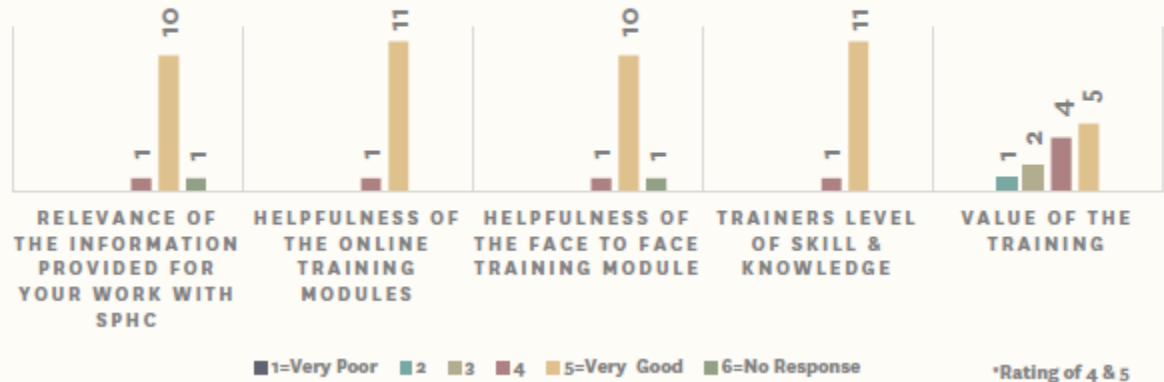


Rating Scale: 1=Very Poor; 5=Very Good

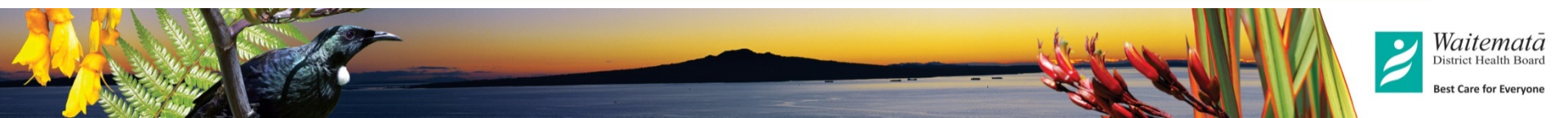
*Paired sample t-test, p. <.05. Large effect sizes: r=-1.42-2.82.

All other aspects of the training rated positively*

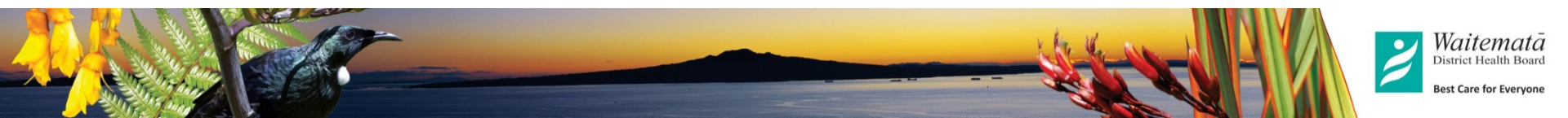
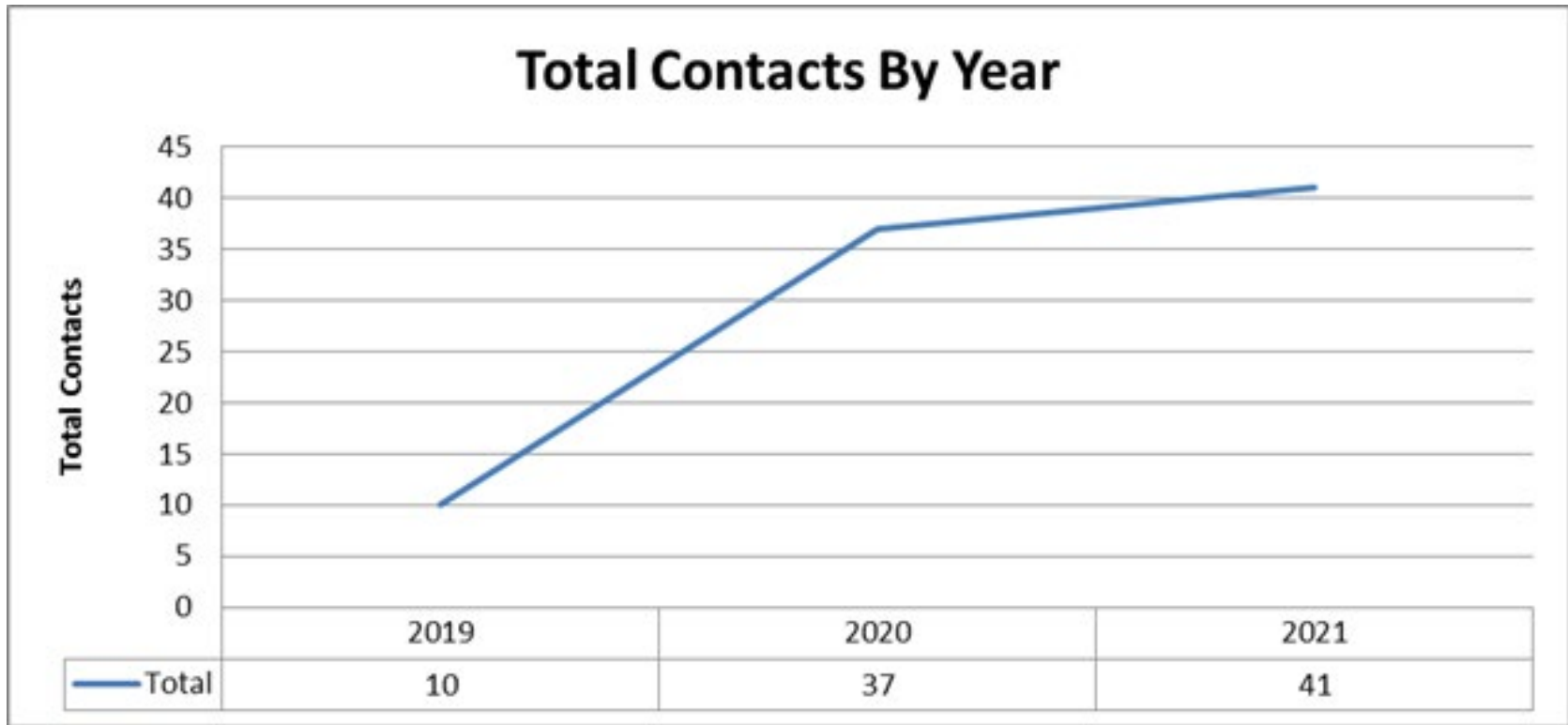
“Really enjoyed the whole day. Enjoyed whanagatanga, shared lunch, practice and peer support. The online was good presentation.”



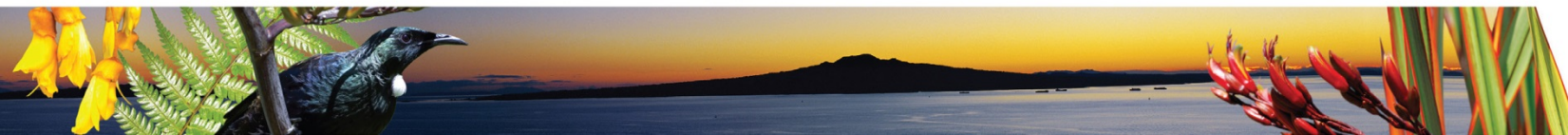
*Rating of 4 & 5



Family meetings using SSFC



Evaluation of Family Meetings



CADS Family Meeting Evaluation






We are keen to hear about your experience with our family/whānau meeting. This helps us to understand what we are doing well or not so well, and how we can improve our services.

The survey will only take a few minutes to complete. Participation is voluntary and anonymous. Your choice to take part or not will have no effect on your current or future involvement with CADS.

We will share the results of this feedback with you in pRogReSsiON, the CADS Consumer Team newsletter.

If you have any questions, please contact Melissa Roberts (CADS Family Advisor) on 8155830 ext. 45037.

1. Thinking specifically about your family/whānau meeting, how would you rate our service for each of the following statements?

	1 Strongly disagree 	2 	3 	4 	5 Strongly Agree 
Staff were welcoming and friendly					
I clearly understood the process of the family meeting and what to expect					
The pre-session questions helped me to get the most out of the meeting					
I was able to talk openly about what was important for me					
The time was managed well and we covered everything I wanted					
I felt heard and understood					
The meeting stayed on topic					
The session helped me and my whānau move towards an acceptable outcome or next step					
Overall, I was satisfied with the session					
The session included my cultural needs and preferences					

2. What did you find most useful/helpful in your family meeting?

3. Do you have any other suggestions to improve the family meeting process?

About You

4. Are you CADS client
 Family / whānau / support person
Relationship to the client _____

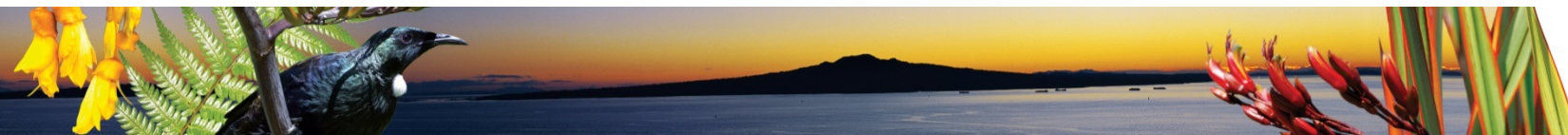
5. Age
 Under 18 years 18-24 years 25-34 years
 35-44 years 45-54 years 55-64 years
 65-74 years 75 or over

6. Ethnicity
 Pakeha /NZ European Māori Pacific
 Asian Other European Other (please specify

Thank you for taking part in this survey

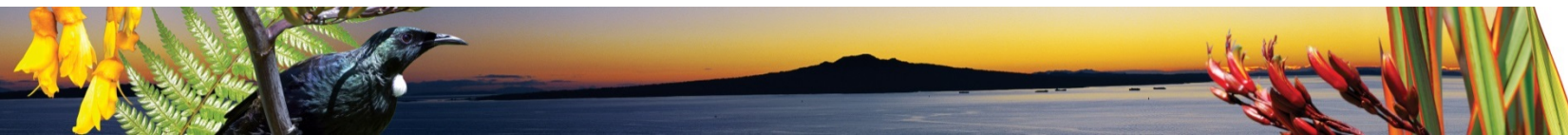
What our clients and their whānau said..

- **What did you find most useful?**
 - Talking and listening
 - Help with creating a plan
 - Receiving knowledge and expertise from staff
 - Support to have open communication
 - Felt all interests were considered and held
 - Open discussion where everyone could talk



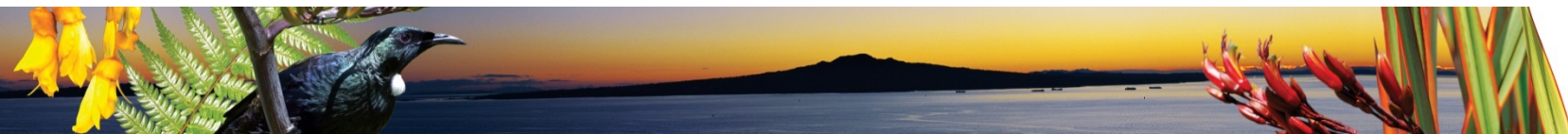
What our staff said...

- Majority said they would feel comfortable facilitating another meeting
- **What worked well?**
 - Being able to prepare with clients and families beforehand
 - Having an agenda to help keep focus
 - Having a structure to follow
 - Focus on moving forward
 - Felt it could be more contained with structure



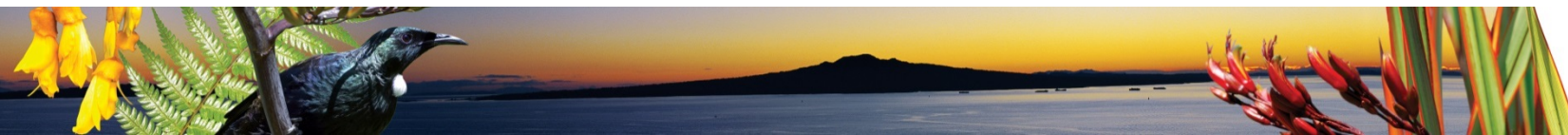
Roll out achievements to date

- Literature review conducted
- 2x staff trained as accredited trainers in SSFC adding to our pool of 3
- Refresher training plan developed & delivered
- Client, whānau and staff evaluation form for family meetings at CADS created using co design process
- Use of SSFC contact type within documentation
- A total of 104 staff have completed the SSFC training from 2019- August 21



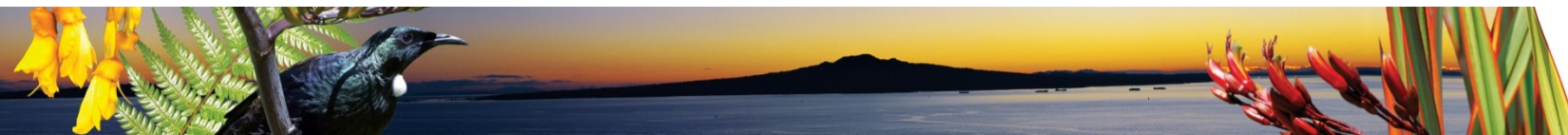
What we have learnt..

- The significance of the shift
- Importance of being able to track uptake and evaluate
- Navigating and recognising the barriers for clients and their families & whānau
- Supervision and ongoing support required
- The need for it to be actively incorporated into existing client pathways and processes



Where to from here...

- Remaining teams within CADS trained
- Develop new trainers
- Ongoing refresher training
- Supporting the increase of cultural responsiveness within family & whānau meetings
- Consider how we supervise the work, how we support supervisors
- Improve the recording of data



*The opposite of
addiction is not sobriety, but
human connection*

Johann Hari

SB

