



# Supporting People with Multiple Complex Needs



## VIDEO SERIES

### Video Content Summary



The Fulfilling Lives eight-part Supporting People with Multiple Complex Needs videos are a series of short (5 – 8 min) videos exploring introductory learning and good practice relating to multiple disadvantage, trauma and navigating complexity at the individual and system level. The aim of the videos is to provide a foundational level understanding of the support needs of people with multiple and complex needs and to initiate further staff development.

### List of videos and descriptions

#### Introduction to Multiple Complex Needs: A Client View

##### Video 1. A client view: Supporting people with multiple complex needs ('MCN')

This video explores the definitions of multiple complex needs (MCN, also referred to as multiple disadvantage), trauma and complex trauma and how these interrelated and problematic health and social care needs can impact an individual's life and their ability to function in society.

##### Video 2. A client view: Looking at services through a client's eyes

This video explores questions that services can ask of their own offerings, looking behind the label, and the impact of positive, non-judgemental support through the eyes of a client with multiple complex needs.

#### Responding to Emotional Distress

##### Video 3. The hierarchy of needs

This video explores using Maslow's hierarchy of needs and the Window of Tolerance to understand and address a person's immediate needs when experiencing emotional distress.

##### Video 4. Responding to distress

This video explores common emotional reactions to distress and what workers can do to prepare before meeting someone, as well as respond in the moment, to help reduce stress for individuals they support.

##### Video 5. Self-care and looking after ourselves

This video explores techniques workers can use to help them feel safe, regulated, and grounded, enabling them to support others more effectively.



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## Navigating Complexity

### Video 6. The cycle of change

This video explores an introduction to the cycle of change model, to help understand the often complex nature of the situations faced by people experiencing multiple disadvantage and how best services can tailor the support they offer.

### Video 7. Working with pre-contemplative and contemplative presentations

This video explores using the cycle of change model in more detail, when working with people in the pre-contemplative and contemplative stages. The video content includes a look at the pros and cons of change, managing and responding to discord, and partnership and empowerment.

### Video 8. Navigating complex systems

This video takes a look at the impacts of complex and disconnected systems on individuals and helpful approaches that service and individual workers can use to support people navigating them.

#### About Fulfilling Lives

The South East Fulfilling Lives Project started in 2014 and is funded until July 2022 by the National Lottery Community Fund. The Project is one of 12 projects across England funded to (i) provide intensive support for people experiencing multiple disadvantage (ii) involve people with lived experience of multiple disadvantage at all levels (iii) challenge and change systems that negatively affect people facing multiple disadvantage.

The purpose of this initiative is to bring about lasting change in how services work with people with multiple and complex needs and we collaborate with partners to work towards this objective. We are committed to putting co-production into practice and value the voices of experience. We also recognise the value of trauma informed approaches in our work and the work of others.

[www.bht.org.uk/fulfilling-lives](http://www.bht.org.uk/fulfilling-lives)

[www.fulfilling-lives-se.org/](http://www.fulfilling-lives-se.org/)