



Supporting People with Multiple Complex Needs



POST-VIDEO DISCUSSION QUESTIONS



The following questions can be used by managers and team leaders as a guide to facilitate wider discussion and thinking with staff teams based on learning from the Fulfilling Lives eight-part Supporting People with Multiple Complex Need Video Series.

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.

The Client's View – 'Supporting People with Complexity'

We query what we mean by multiple complex needs and what we mean by trauma. We also hear from people with multiple complex needs and consider how your own service might look through the eyes of the people who use it. We look at how stigma and labelling can impact how someone presents and engages with a support service.

Video 1 – The Client's View – supporting people with multiple complex needs

Useful questions to ask and discuss with staff teams:

1. Have you ever supported someone who was experiencing multiple complex needs?
2. How were they presenting?
3. What might they have been feeling?

Video 2 – The Client's View – supporting people with multiple complex needs

Useful questions to ask and discuss with staff teams:

1. How might a client experience the service you work in?
2. Have you ever labelled someone or felt labelled?
3. How might you apply the trauma informed principles to support a client?
4. What have you heard in this video that strikes you as being important to keep in mind when supporting a client experiencing multiple complex needs?



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Responding to Emotional Distress

We began to look at how our levels of tolerance for situations and how everyday life activities can be significantly affected when our basic needs are not being met. This is especially true of someone who has experienced complex or multiple traumas. We highlight two different emotions that people can feel when their basic needs are not being met – anger and upset. As workers, how can we plan to minimise the likelihood of these situations arising? We paired this question with looking at how we should respond to people in the moment. We review techniques that we can use to keep ourselves as workers, safe, well and grounded.

Video 3 – Responding to Emotional Distress: the Hierarchy of Needs and the Window of Tolerance

Useful questions to ask and discuss with staff teams:

1. Can you talk about someone (a client) you have supported when the person is in ‘survival mode’?
2. Have you ever supported someone who you think may have been in ‘survival mode’?
 - a. What happened?
 - b. What did you do first of all?
 - c. How did the situation play out? What do you feel went well? What do you feel did not go so well?
 - d. Would you do things differently now, having engaged with the training videos?

Video 4 – Responding to Distress

Useful questions to ask and discuss with staff teams:

1. How can we help someone who is clearly in distress? What behaviours indicate someone is feeling outside of their Window of Tolerance?
2. What is the value of empathy over sympathy, particularly for people with multiple and complex needs?
3. What are the dangers of making promises that cannot be kept, having engaged with the training videos?



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Video 5 – Self-Care and looking after ourselves

Useful questions to ask and discuss with staff teams:

1. How do you look after your own wellbeing in the workplace?
2. How does your workplace environment encourage self-care?
 - What could be improved?
3. How do you prepare yourself for a potentially challenging meeting? Are there any hints and tips in the video that you might take away and try?



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Navigating Complexity

In this series we looked at the Cycle of Change model and how we can use this when working with people with multiple complex needs, particularly those who are presenting as 'pre-contemplative' or 'contemplative'. We consider how to manage our relationships and empower people through partnership. We conclude by thinking about what we as workers and our services can do to support people with complex needs to navigate complex systems.

Video 6 – Navigating Complexity – The Cycle of Change

Useful questions to ask and discuss with staff teams:

1. When working with a client, how have you shown an awareness of their situation (in the context of the Cycle of Change)?
2. How can we as workers use the Cycle of Change model to inform how we support someone?
3. Are there any hints and tips in the video that you might take away and try?

Video 7 – Working with pre-contemplative and contemplative presentations

Useful questions to ask and discuss with staff teams:

1. At the pre-contemplative or contemplative stage, in what ways might we need to tailor our approach in supporting someone to access the service?
2. Think of a client with whom you have adapted/could adapt your approach?
3. Can you recall a time when you have experienced discord from a client?
 - a. How did you deal with this? Or how might you deal with this in the future having engaged with the training videos?
 - b. What worked?
4. Have you experience in empowering your clients in shared decision-making?
 - a. What are the barriers to this? Or how might you share decision-making in the future having engaged with the training videos?



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Video 8 – Navigating Complex Systems

Useful questions to ask and discuss with staff teams:

1. How does your service sit within the wider support system – are you confident in liaising with and signposting clients to other services?
2. How can your service better support clients to navigate between multiple support services?
3. Have you supported a client who successfully accessed multiple support services?
 - What went well?

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

www.fulfilling-lives-se.org/