



Supporting People with Multiple Complex Needs



WORKFORCE DEVELOPMENT RESOURCE PACK



This resource pack provides further in-depth learning, advice and guidance that will widen your knowledge of the theories, concepts and approaches covered in the Fulfilling Lives eight-part Supporting People with Multiple Complex Needs.

Videos 1 & 2: Introduction to Multiple Complex Needs: A Client View

[Understanding Complex Trauma and Complex-PTSD](#) from NHS Fife Department of Psychology. An introduction into what is psychological trauma and some of the events that can cause psychological problems. Read time 10:00min.

Video 3, 4 & 5: Responding to Emotional Distress

[Maslow's Hierarchy of Needs - What motivates us?](#) from Ducere Global Business School, available on YouTube. Watch time 2:16min.

[Understanding Trauma: Learning Brain vs Survival Brain](#) from Dr Jacob Ham, Clinical Psychologist, Assistant Professor in Psychiatry and Director of the Centre for Childhood Trauma and Resilience at the Ichan School of Medicine at Mount Sinai in New York City. Available on YouTube. Watch time 4:57min.

[Understanding Affect Regulation Working With the Window Of Tolerance](#) from Attachment and Trauma Treatment Centre for Healing (ATTCH). Available on YouTube. Watch time 6:00min.

[Understanding and Working with the Window of Tolerance](#) - Attachment and Trauma Treatment Centre for Healing (ATTCH). Read time 20:00min.

[Brené Brown on Empathy vs Sympathy](#) from Dr Brené Brown, Research professor at the University of Houston, studying courage, vulnerability, shame, and empathy. Available on YouTube. Watch time 2:53min

[What is Self-Care? | Mental Health Literacy](#) from Headspace, an organisation that helps young people with mental health, physical health (including sexual health) alcohol and other drug services, and work and study support. Available on YouTube. Watch time 4:37min



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Video 6, 7 & 8: Navigating Complexity

[Stages of Change](#) - The cycle of change from Virginia Tech – continuing and professional education. Read time 20:00min.

[Understanding behaviour change](#) from Royal College of Nursing (rcn.org.uk). An overview of understanding behaviour changes through the Cycle of Change. Read time 5:00min

[Introduction to Motivational Interviewing](#) from Dr William Matulich, Clinical Psychologist, San Diego, California. A member of the Motivational Interviewing Network of Trainers since 2006. Available on YouTube. Watch time 17.22min

[How providers are working together across systems in response to COVID-19](#) from Care Quality Commission (cqc.org.uk). An insight into how service providers worked across sectors and systems to collaborate and deliver care in response the Covid-19 pandemic. Read time 15:00min

General Resources: Trauma and Systems Change

[Good relationships are the key to healing trauma TEDx presentation](#) by Dr Karen Treisman who talks about the importance of forging good relationships and effective society-wide systems when it comes to understanding and healing trauma. Available on YouTube. Watch time 17.22min

[Systems change: A guide to what it is and how to do it](#) from the NPC (thinknpc.org). A Systems Change Guide for Managers. Read time 30:00min

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/