

Ask the Family!

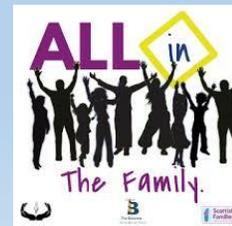
Family Perspectives on Whole Family Support and Family Inclusive Practice

AFINET Webinar, 14 December 2021

Commissioned by

Whole Family Approach/ Family Inclusive Practice Working Group

Funded by the Scottish Government



@ceosfad
#AskTheFamily

WHOLE FAMILY APPROACH NATIONAL PRINCIPLES

OVERARCHING PRINCIPLES

1. Human, family, child and gender rights based;
2. Free from stigma and judgement, recognises equality, diversity innate human worth and strengths and fosters hope / positivity;
3. Help and support is available to individual family members in their own right: Not dependent on whole family participation, nor their loved one being in an alcohol/drug treatment/recovery service;
4. Consistent with the principles of the alcohol and drug Rights, Respect & Recovery Strategy, The Promise, GIRFEC, Scotland's Wellbeing approach The National Performance Framework, Equally Safe Indicators/Safe and Together Model, The United Nations Convention on the Rights of the Child (UNCRC).



SERVICES

1. Holistic with the well-being of children and young people at the core of their design and delivery;
2. Informed by understanding of, childhood adversity, gender based violence, domestic abuse, inequality, poverty;
3. Able to work with individuals in their own right, recognising and respecting that individuals may have responsibilities and obligations to others within their families;
4. Committed to collaborative multi-agency approaches which actively cross organisational and sector boundaries to provide continuity in support for families;
5. Swift and responsive to individual and collective needs as they emerge and develop;
6. Get alongside families in their communities, continually improve accessibility/availability: Families should be empowered to know how to "reach in", not be "referred to"
7. Focus on people's individuality, strengths and assets, recognising when families and relationships are an asset, and when they are not and may pose risk
8. holds on until a family feels sufficiently ready and ready to move on;

MODELS OF WHOLE FAMILY PRACTICE

1. Holistic approach through GIRFEC, individuals, families and communities;
2. Are built on trusted relationships, mutual respect and a common approach to recovery and growth;
3. Offer access to other supports such as food, financial;
4. Are evidence based and evidence driven – including evidence derived through lived experience;
5. Clearly connecting areas of distress (mental health/recovery), wellbeing, parenting and family support;
6. Key workers in place, working intensively with small numbers of families for sustained periods;
7. Supports a blended approach of service delivery: Face to Face, home based, online and by telephone as appropriate;
8. Services are managed, developed and shaped by families in an open, confident and transparent way: engaging The voice of families at every stage;
9. Offer consistent support for woman (parents) where children have been removed;
10. Involve fathers where appropriate as much as possible.



WHOLE FAMILY APPROACH NATIONAL PRINCIPLES



WORKFORCE

1. Is consistent, of high quality and is provided by highly-skilled staff secure in their contracts;
2. Driven by positive family values and a positive inclusive ethos (rather than deficit model of distress in families);
3. Work within clear collaborative frameworks
4. Feel competent, confident, skilled with the right the tools and the culture to help them to support and deliver the best benefits and outcomes for families and individuals within the family;
5. A culture where services and staff are able to understand the spectrum of relationships: (supportive, nurturing, strength and asset based), the misuse of power and trust, need to understand trauma, healing individuals and families;
6. Able to work with families in an adaptive and flexible way e.g. cross Local Authority work, Advocacy knowing legal rights for all parties;
7. Understand and recognise the exploitative and abusive nature of some family relationships and are confident and competent to address and respond to these harmful behaviours
8. Protected and optimised caseload management to support relationship based practice
9. Able to work holistically with the whole family - working across traditional silos and specialisms and working flexible where positive relationships already exist;
10. Highly collaborative in approach, constructively using the totality of professional (statutory and third sector) resource, knowledge and skill across our communities;
11. Peer support and high quality supervision is essential, enhancing skills, knowledge and innovative practice;
12. Roles and responsibilities and understanding of partner agencies is essential for working together and complementing each other (e.g. solution focused, relationship based, asset based).



INVESTMENT

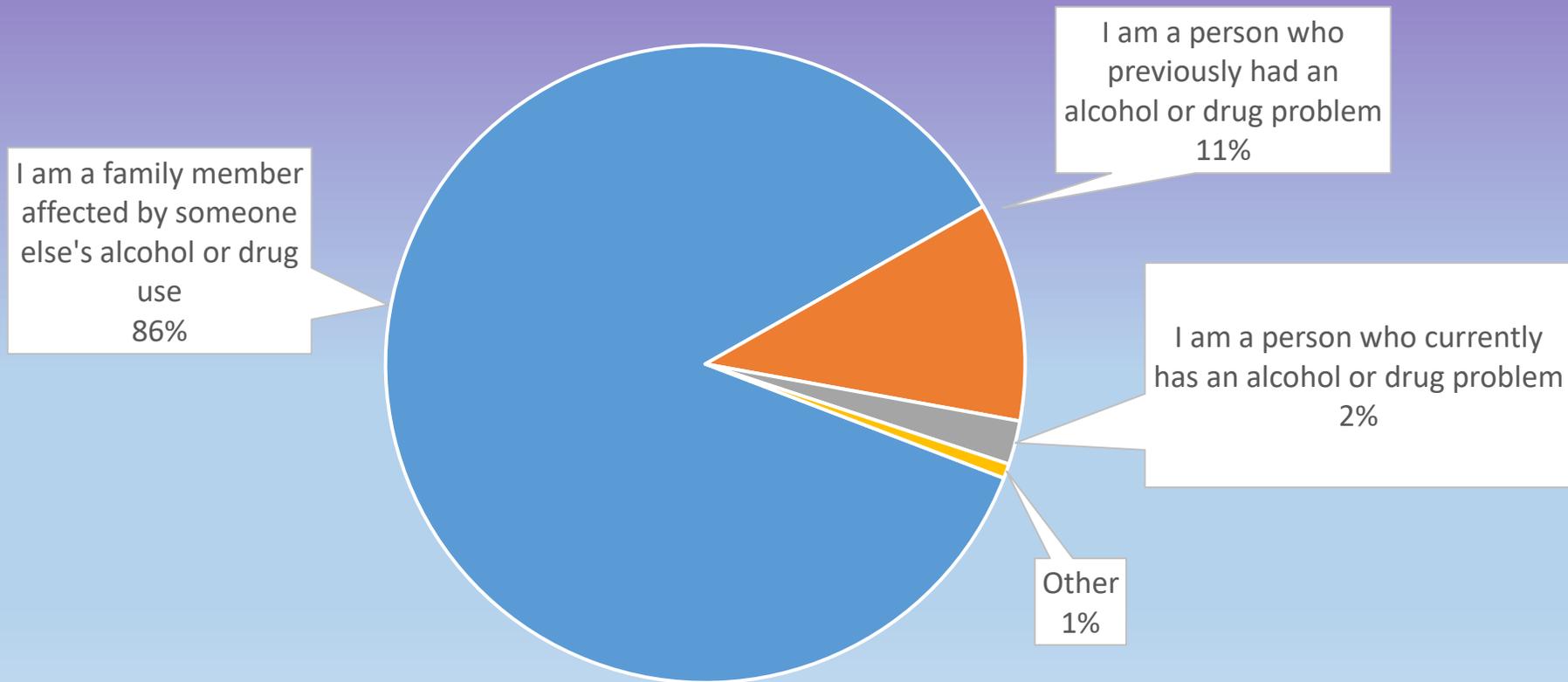
1. Recognition of the savings up-stream by working early, effectively and sustainably with families
2. Maximum efficiency in the use of public money by co-ordinating the efforts and skills of agencies and individual workers
3. Adequate resources are required to back up delivery of the sustainable long term financial framework to meet the aspirations of this work;
4. Joint commissioning approaches are put into place and funding sources from local Alcohol and Drug Partnerships/Integrated Authorities/Children's Partnerships and other local partners are aligned around common objectives in meeting local need and ambition,
5. We have developed and work to common sets of core outcomes for all partner agencies.
6. We play to the strengths of local partners, creating trust, a positive set of relationships, a strong ethos and alignment between partner's;
7. Finding ways that our current commissioning cycles and competitive tendering approach works for us to develop sustainable services with deep roots in our communities.

WHAT DID OUR 'ASK THE FAMILY!' SURVEY FIND?

How would you describe your current situation in terms of being affected by alcohol or drug use?

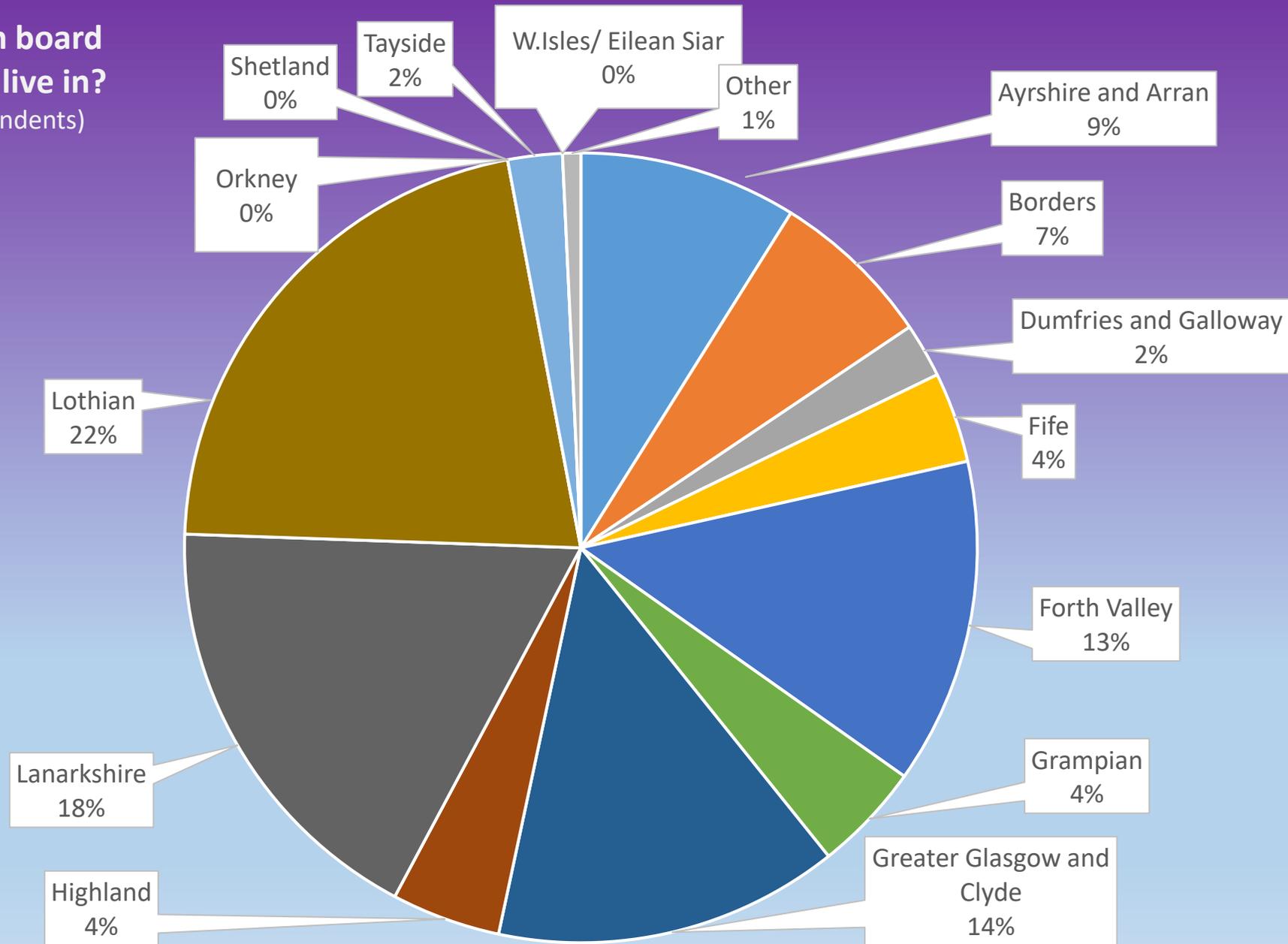
(Please tick all that apply)

N=135 respondents

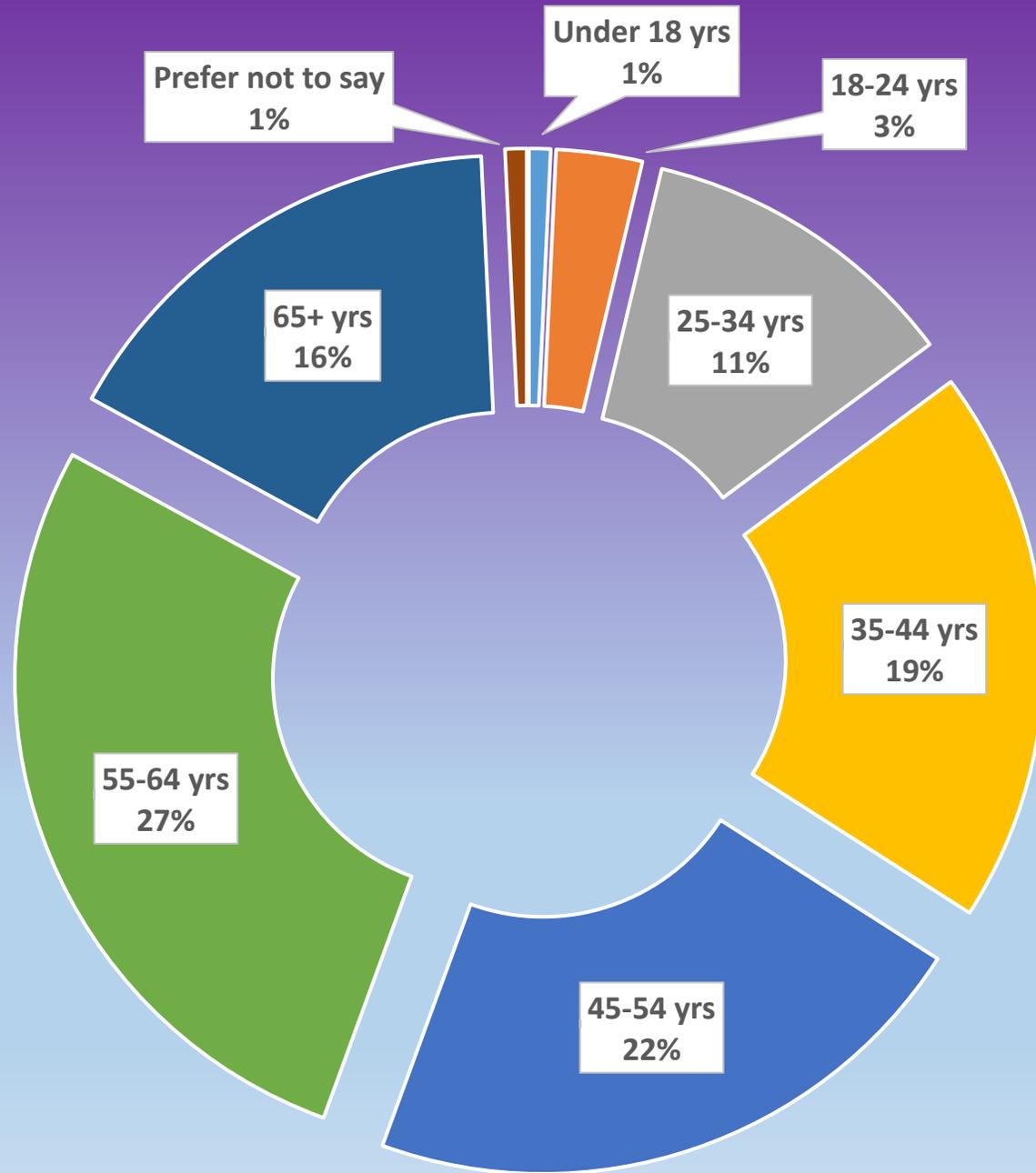


What health board area do you live in?

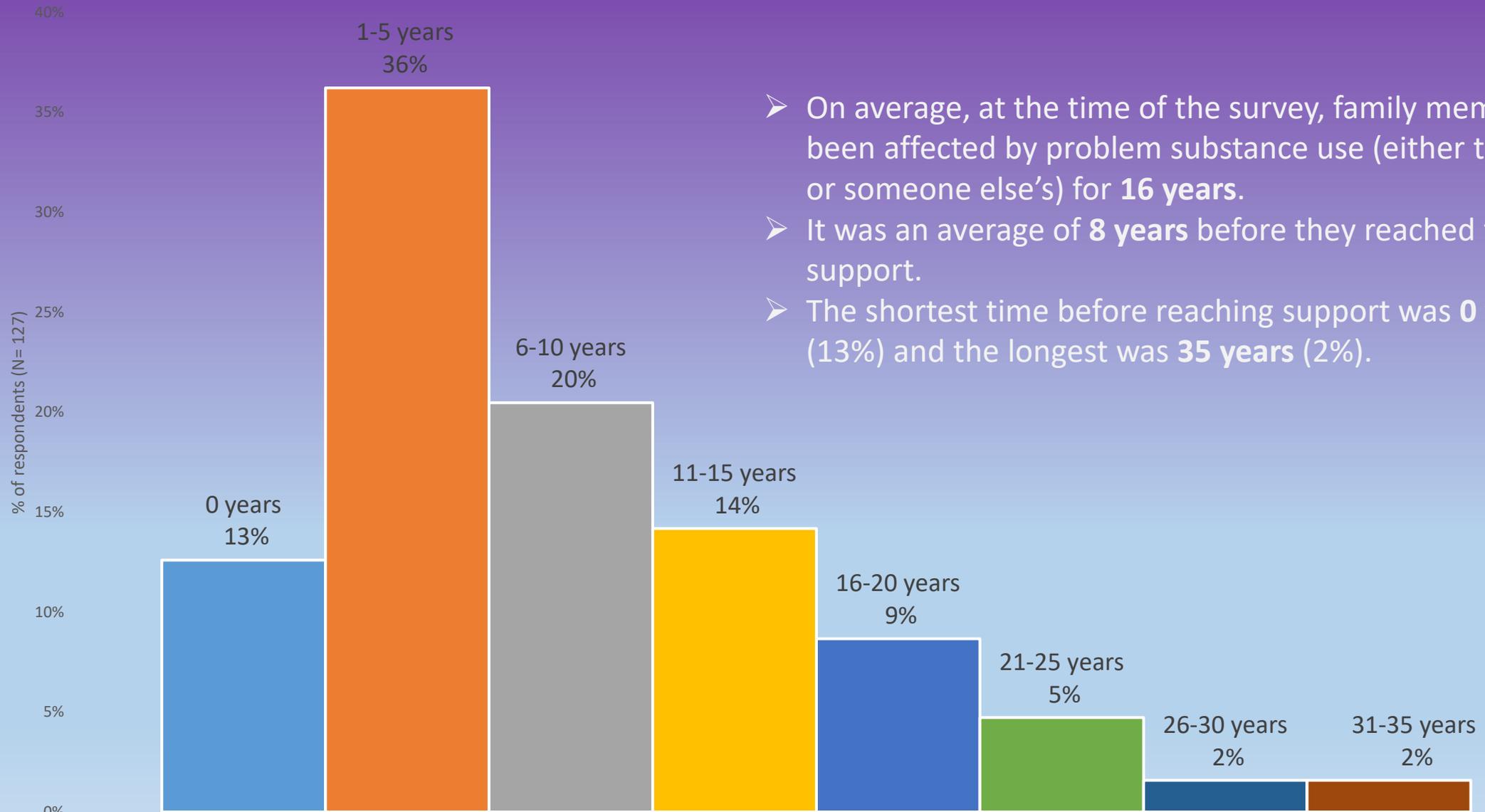
(N= 135 respondents)



What is your age group?
(N= 135 respondents)

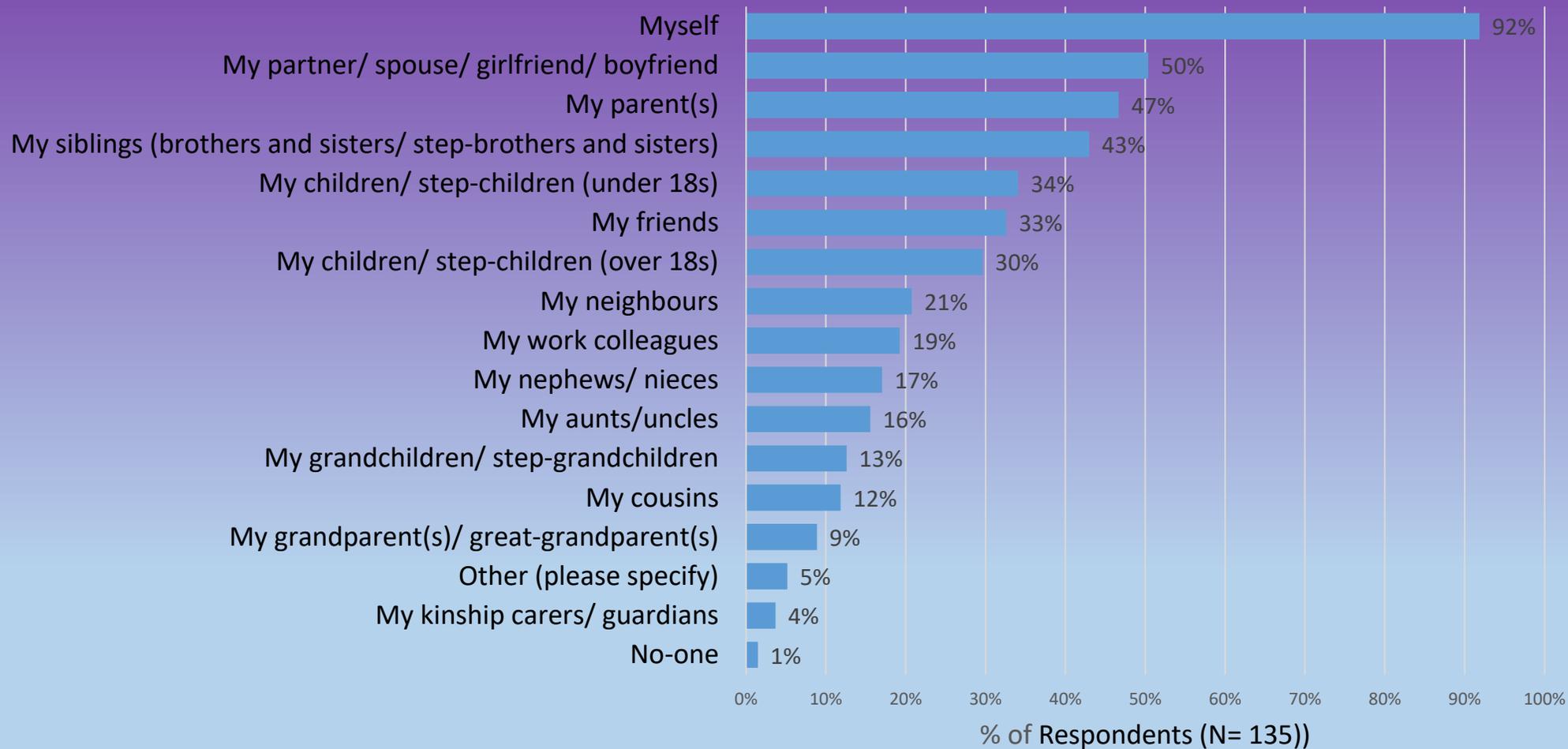


Number of years affected by others' substance use before reached family support



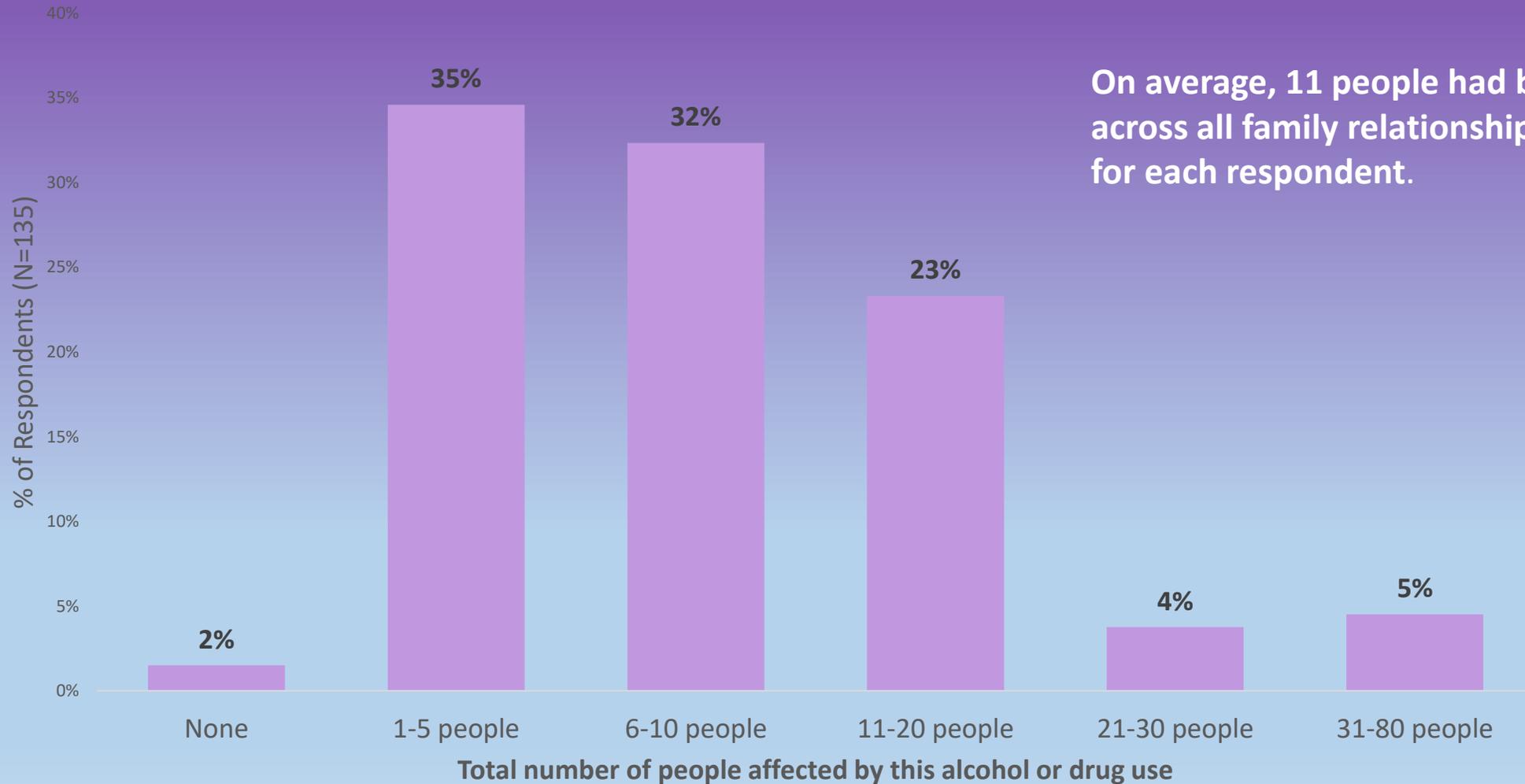
- On average, at the time of the survey, family members had been affected by problem substance use (either their own or someone else's) for **16 years**.
- It was an average of **8 years** before they reached family support.
- The shortest time before reaching support was **0 years** (13%) and the longest was **35 years** (2%).

Who in your whole family do you think has been harmed by this alcohol or drug use (either your own or someone else's), if anyone?



In summary, respondents identified that **ALL categories of family relationship were harmed** by the substance use in their family, and just 1% felt no-one else was affected.

Thinking about all of the people you have listed, approximately how many people is that in total who have been affected by this alcohol or drug use?



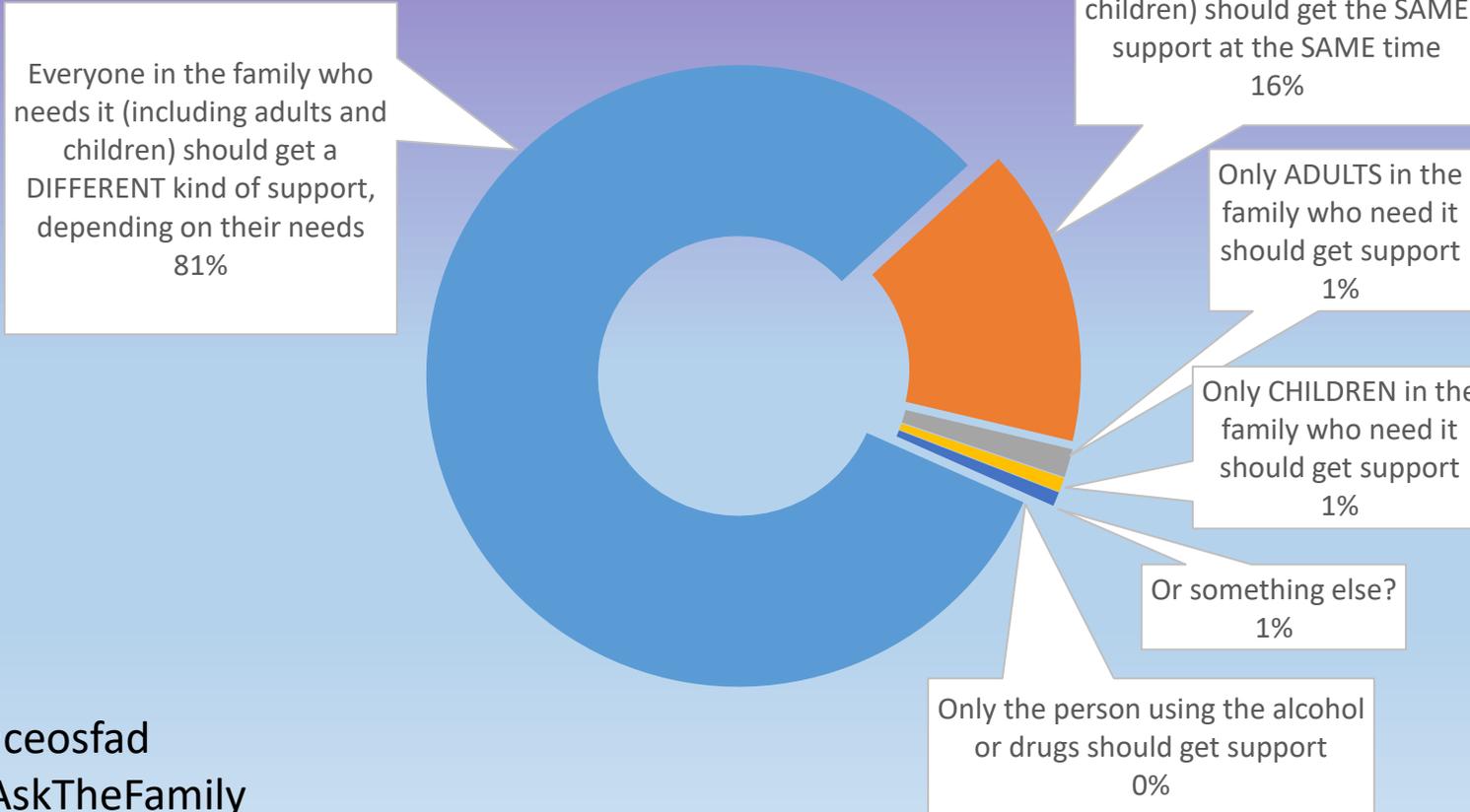
On average, 11 people had been harmed across all family relationships, for each respondent.

Rights, Respect and Recovery (2018)



In Scotland it is recognised that 'The Whole Family needs support'. This is written in the national alcohol and drug strategy. In your view, does this mean ...?

(Please pick one)



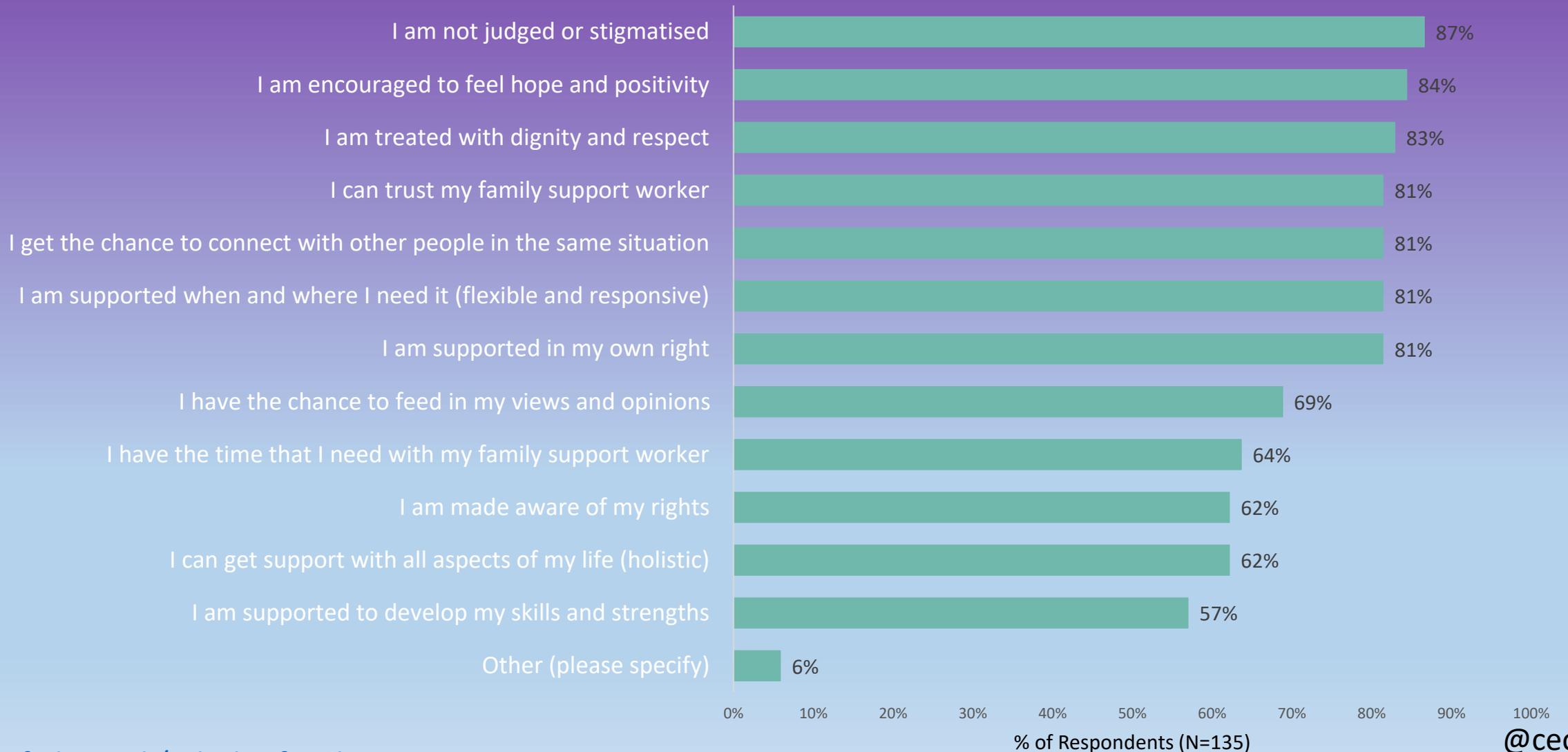
'Whole family' often makes me think of those silly adverts promoting holidays or games - 'it's fun for the whole family!' I think it's a difficult and confusing phrase. 'Whole Family Approaches' really it should just be Family Approaches or The Family Approach. I hate anything that sounds policy and jargony, makes me feel less human and more of a test subject.

I think it would be good for the whole family, adults and children to have support. I am not sure about it being together as we would probably not say as much in front of the children. I would invite the person who has the drink problem but would not expect them to take part, my husband couldn't listen to what he had done to us, he could not cope with the guilt.

That I get to talk to my family member as well, I hated the thought of being separated from them with support. She needed my help and even she said so, but the service didn't care about that.

Thinking about family support for anyone affected by alcohol or drug use, which of these aspects are IMPORTANT to you?

(Please tick all that apply)



15 ways families describe how support makes them feel...

I have hope and feel positive about the future. I know things can change.

I know I am not alone. I am not going through this on my own.

I feel supported by others. I have back-up when things go wrong.

I have a safe space to share with people I trust. I feel secure.

I am accepted and understood by others. I am not blamed or judged.

I am valued and needed. I feel wanted and worthwhile.

I have grown in confidence. I feel stronger and better able to cope.

I feel good about myself. I am happier and my relationships are closer.

I am being listened to - and heard.

I feel loved and cared for. I belong.

I am connected to others who understand. We are in it together.

I am included and involved. I feel human again!

I have gained knowledge and tools. I can understand my situation better.

I am calmer and less anxious. I feel comfortable and relaxed.

I feel capable and empowered. I can do it!

Key Messages

What is important? SAME as Draft Principles	What is important? DIFFERENT than Draft Principles
<ul style="list-style-type: none">✓ Driven by positive family values and a positive inclusive ethos✓ Family rights✓ Focus on people's individuality, strengths and assets✓ Fosters hope and positivity✓ Free from stigma and judgement✓ Help and support is available to individual family members in their own right✓ Holistic approach; <i>"Look at the whole person"</i>✓ Mutual respect✓ Swift and responsive; continually improve accessibility and availability; <i>"There when I need it"; "No postcode lottery"</i>✓ Trusted relationship	<ul style="list-style-type: none">❖ Connecting with others with the same experience; peer support❖ Leads to change in my life; makes me feel better❖ Listen (take time and show interest)❖ Love and belonging; feeling valued and worthwhile❖ Providing respite/ relaxation/ escape❖ Safe space to talk and open up❖ Support me to advocate and make decisions for myself❖ Support outside of the family; independent of the family❖ Support to grow knowledge and skills❖ Time and Patience (going at our pace); recognise change can be hard work for families❖ Visible family support and recovery

NOW TIME FOR OUR VIRTUAL TOUR ...

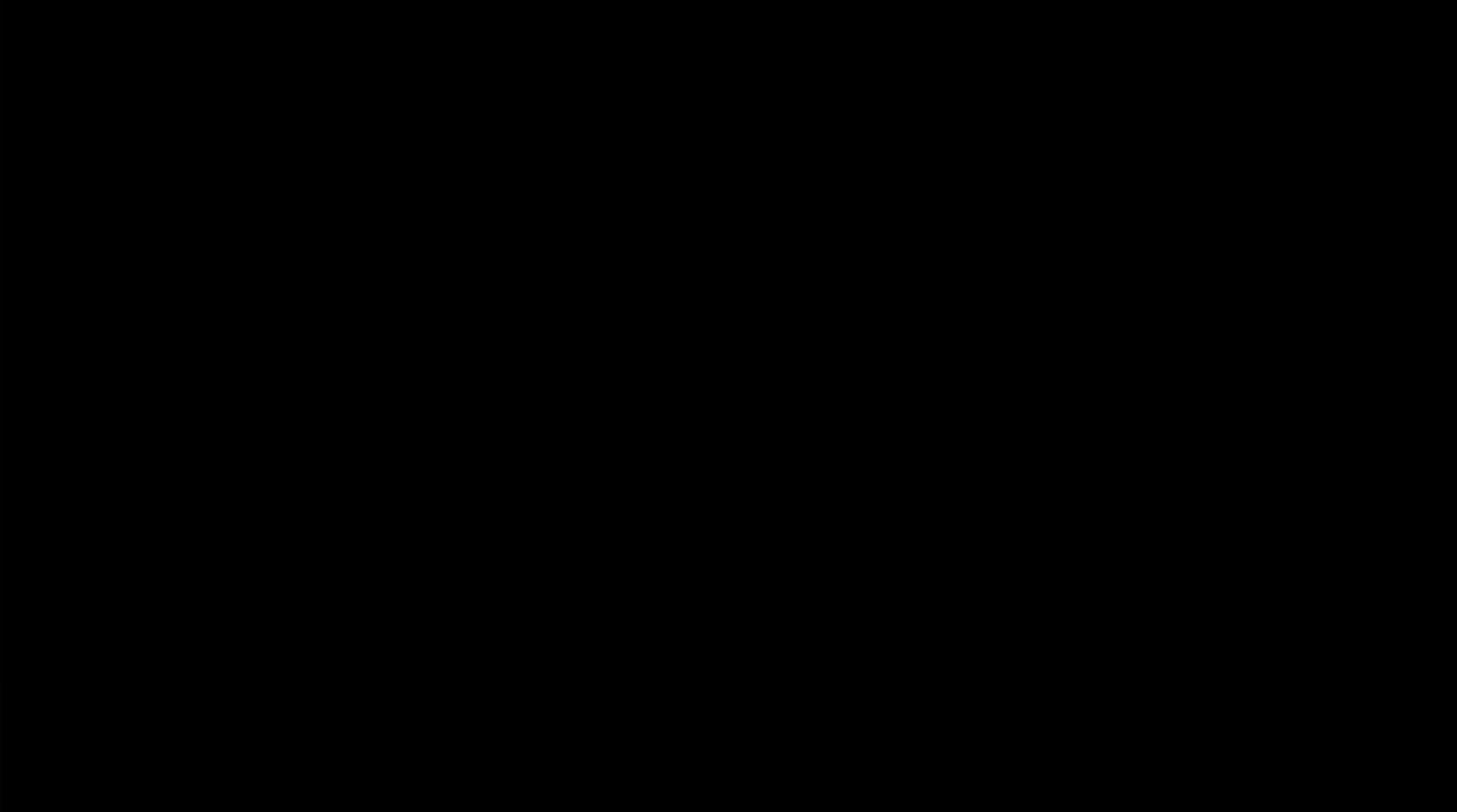
www.sfad.org.uk/ask-the-family

The screenshot shows the website's header with a 'CLICK HERE TO DONATE' button, a helpline number (08080 101011), and an 'EMAIL US' link. The main navigation includes 'ABOUT SFAD', 'SUPPORT SERVICES', 'GET INVOLVED', 'PUBLICATIONS', 'COMMUNITIES', and 'PROFESSIONALS'. A search bar is also present. The main content area features a large image of a paper boat on water with the text 'Ask The Family' and a description: 'We have created this 'virtual exhibition' to display this creative output from all of the family engagement activities from our Ask The Family project!'. Below this, a breadcrumb trail reads 'Home > Ask The Family'. A list of featured articles is shown, with 'Ask The Family' selected. The article 'Family Perspectives On Whole Family Support and Family Inclusive Practice' is highlighted, with a sub-header 'Family Perspectives On Whole Family Support and Family Inclusive Practice'. The text below describes the national Whole Family Approach/ Family Inclusive Practice Working Group, established in 2020, which reviewed current practice in relation to families affected by alcohol and drug use. Other articles listed include 'Ask The Family Survey', 'Family Support is a Lifeline', and 'Family Conversation Cafe'.

Family Engagement Activities

- [1. Ask The Family Survey](#)
- [2. Family Support is a Lifeline](#)
- [3. Family Conversation Cafe](#)
- [4. It's Good to Talk](#)
- [5. Let Us Reach Out](#)
- [6. My Road to Recovery + This is Your Journey](#)
- [7. Families on the Edge](#)
- [8. Welcome to our Family Word Cloud](#)
- [9. Now He's Got a Friend in Me](#)
- [10. What is Important to Us?](#)
- [11. What a Support Worker Should Be](#)
- [12. What Do We Already Know?](#)
- [13. A Tool Belt for Families](#)
- [14. What Makes Good Family Support?](#)
- [15. A Chat about Family Support](#)

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#AskTheFamily



A TOOLBELT
FOR
FAMILIES

Family Support Is A *Lifeline*

A Family Guide To Support

'Family Support Is *Lifechanging*. Here's Why...'



Availability

Family support can't just be 9am-5pm. It needs to be flexible for us. Not time-limited or on a short-term basis.

'Support during holiday times.'

Respite

This can mean more than a safe space such as a support group, but the offer of retreats.

'Some place to go to get away from it all.'

Training

Staff being well trained and knowledgeable about issues we face, as well as providing that training for us.

It's For Everyone

People need to be able to include their children. Available even if loved one isn't engaging with a service, or isn't here anymore.

'Shame needs to be removed and support needs to be put in its place.'

Make It Seen

'Good support should be well publicised.'

'Counsellors should know about family support.'

Leaflets lying about in GP surgeries. Referral process in place with GPs.

'I was a mess and went straight to the doctor.'

What's Available

Emotional Support, Practical Support, Mental Health Support, Legal Support, Financial Support.

It's Not All Doom and Gloom

'Being able to share the good stuff too.'

FAMILY SUPPORT IS A LIFELINE



'The Difficulties We Face'



Not Feeling Included

'Even if the NHS had been willing to share things. They won't share with family members. Nobody is prepared to share info about what was going on with your loved one. It would have saved 10 years of trouble.'

'Family support didn't ever include me.'

'You were excluded. Punished for wanting to be involved.'

Being Dismissed by Lack of Understanding

'There's some diazepam go back to your house.'

'Just put him out.'

'It needs to be the same [response] as a broken arm.'

Time-Limited Support

'6 weeks and 'bye bye see you later on you go and get on with it.'

Lack of Visibility

'It's like going down a rabbit hole trying to find support.'

'Floundering around.'

Availability

'Postcode lottery.'

No Support Out-Of-Hours

'Family support didn't ever include me.'



'What Do We Want? Family Support! When Do We Want It? Now!'



Help To Get Perspective

'Not having it all going on in your head.'

'Help to sort out mixed emotions.'

'Realise it's not your fault.'

'Keeps your feet on the ground.'

De-Stigmatisation

'Addiction needs to be made more open.'

'I haven't done anything - we need to get rid of the shame.'

'Being around people that had been in your shoes.'

'People walking by the homeless person or a person that uses drugs stepping over them shame on..... shame on f***ing you! That's what society has come to.'

Consistency

'Need consistency because we don't get it from our loved ones.'

'Support in the longevity.'

Support For All Areas

Emotional, Practical,
Mental Health, Legal, Financial

Social Aspect

'Taking away the isolation we feel.'

'Having people you can talk to.'

'You're not alone.'

'No pill will fix this. The only thing that will help is getting out and speaking to people who know the same.'

'Social aspect. You might be excluded or don't want to be in certain circles.'

'Need support from people who really know what it's like to realise your son/husband is a drug addict. People can have their opinion but they've not walked in your shoes.'

'Recognition it impacts your whole life.'

'Not lip service - someone who understood.'

FAMILY SUPPORT IS A LIFELINE

'In Our Own Words...'



Fight the Stigma
Openness
Invested In Helping
Talk To People On Their Level
Connection
'Not a real life Bella magazine.'

Understanding
Relate
Trust
Confidentiality becomes trust. 'If you hear it in a meeting it stays in a meeting.'
Mutual respect. Secrets. Privacy. Anonymity.
Break Down The Barriers - Stop Us From Becoming Like The Addict Themselves
Consideration
A Problem Shared Is A Problem Halved
Non-Judgemental
Empathetic

'Experience of life was your first qualification' – in relation to staff.
'You've got to have lived through this to even begin to understand how somebody feels.'

Being Able To Say Out Loud What Really Happened
Just Doesn't Feel As Bad As Keeping It All In Yourself

'What Support Does For Us'



It's helped me feel less anxious. More in control. Very reassuring. Practical advice I can take on board rather than stick my head in the sand. It's made me confront what's happening rather than letting it simmer and having a meltdown.



Self-esteem has come up a bit. When things are really bad and everything gets on top of you, you can feel your mood go lower and you don't feel able to cope with your own life never mind the addicts. Confidence to be myself and have my own life. Empowered. Practical advice and moral support. Confidence to go through another day.

Life-changing. Brought me back to being confident and strong – I was previously a shell of myself. Helped me get back to the person I was before it all happened. I never thought I'd get back. Light at the end of the tunnel.



Speaking to someone with a real response. Realise what I'm capable of. What knowledge and thoughts I already had and now I can do something about it. Like a Wii character – I was being picked up and dangled, looking at it from a bird's eye point of view. Helped me move in a situation I was stuck in.

Moral support. Makes you feel a bit better. Support when you are in the thick of it. Hearing other people's stories helps you realise you are not alone.



Learn to never give up. People at your back. Every day is worth a good try at it.

FAMILY SUPPORT IS A LIFELINE



'Who We Need Supporting Us'



Someone With Lived Experience

Lived experience as a qualification.

'Knows exactly what you're talking about because they've experienced it themselves.'

'Talk straight to you. Don't beat about around the bush if you need to hear it.'

'Don't be afraid to tell us what's what.'

Consistency and knowledge.

'Access to other services and knowledge about other services.'

'When you say you'll do something you'll do it.'

Reassurance that you are always on your support workers mind. Sympathetic but not feeling sorry for you (empathetic).

'Havin' Banter'

Being able to laugh.

Connections.

'Pointing out that you might be doing something wrong is a positive thing. "Do what you always did and you will get what you always got". But we need someone to do that in a way that's not a criticism.'

'I needed someone to be thinking about the whole thing and give me practical advice, my own family and friends wouldn't understand.'

Qualities

Calm, direct, approachable, being able to listen, confidence.

'You're looking for somebody who has been through it themselves.'



'Why Is Peer Support So Important For Us?'



'Invaluable. Helps when your thoughts are all mushed up, it gives you a platform to talk.'

'With family and friends you're either getting sympathy or shouted at. This doesn't happen in group. These people know what we are talking about.'

'Blown away by peers and what they were saying and I could see myself in that situation. They could eloquently describe what I was experiencing when I wasn't at that stage yet.'

'You're not on your own. That experience is invaluable.'

'Meeting people who have lived it – you can offer support and receive support once that trust is there in that environment. You can speak freely and openly, more directly than anywhere else.'

'A two way street.'

'It helps me seeing people in the same situation because I don't really talk to anyone else about it. My other family members don't have sympathy for my son who uses, the group has helped me with this.'

'Relating and support as a collective. It's totally destructive and no one understands until they've lived it.'

'Nothing but just to talk.'

'Realise the similar patterns when living with someone else's addiction.'

FAMILY SUPPORT IS A LIFELINE

Appendix: Government Interpretation vs. Family Interpretation



Government



Family

'Positive inclusive ethos.' (Workforce)	'It's for everyone – people need to be able to include their children. Available even if loved one isn't engaging with a service, or isn't here anymore.'
'Peer-support and high quality supervision is essential, enhancing skills knowledge and innovative practice.' (Workforce)	'Lived experience as a qualification, need to know how to access other services and knowledge about how other services, staff being well trained and knowledgeable about issues we face, as well as providing that training for us.'
'Holistic.' (Services)	'Relating and support as a collective. It's totally destructive and no one understands until they've lived it.' 'Recognition it impacts your whole life.'
'Families should be empowered to know how to 'reach in', not be 'referred to.' (Services)	Leaflets lying about in GPs. Referral process in place with GPs. 'I was a mess and went straight to the doctor.'
'Recognition of the savings upstream by working early, effectively and sustainably with families.' (Investment)	Shame needs to be removed and support needs to be put in its place.'
'Adequate resources are required to back up delivery of the sustainable long term financial framework to meet the aspirations of this work.' (Investment)	Family support can't just be 9-5, it needs to be flexible for us. Not time-limited or on a short-term bases.
'Are built on trusted relationships, mutual respect and a common approach to recovery and growth.' (Models)	'Meeting people who have lived it – you can offer support and receive support once that trust is there in that environment. You can speak freely and openly, more directly than anywhere else.'
'Clearly connecting areas of distress (mental health/recovery), wellbeing, parenting and family support.' (Models)	'Even if the NHS had been willing to share things. They won't share with family members. Nobody is prepared to share info about what was going on with your loved one. It would have saved 10 years of trouble.'

FAMILY SUPPORT IS A LIFELINE

A Poem
to Our New
Family Support
Worker



welcome to our family word cloud. We wanted to let you know what words we would use to describe workers who support us effectively. This includes words about the type of person (values, skills, personality) who we would like to support us and the knowledge they should have (e.g. childhood trauma, drugs, parenting).



FAMILY WORD CLOUD



We have also included words about how we should relate to each other, e.g. using words like, 'mate', 'pal', and 'buddy'. These are common ways to relate in everyday life and we feel that in order to break down barriers and work together on a human level we need to move towards a more relational way of communicating.



WELCOME TO OUR FAMILY WORD CLOUD

What is important to us?

Our views on what we value from those who support us



HAVE YOUR VOICE HEARD ABOUT
THE 'WHOLE FAMILY APPROACH'
NATIONAL PRINCIPLES

Conversation Cafe

WHAT DOES FAMILY SUPPORT
MEAN TO YOU?



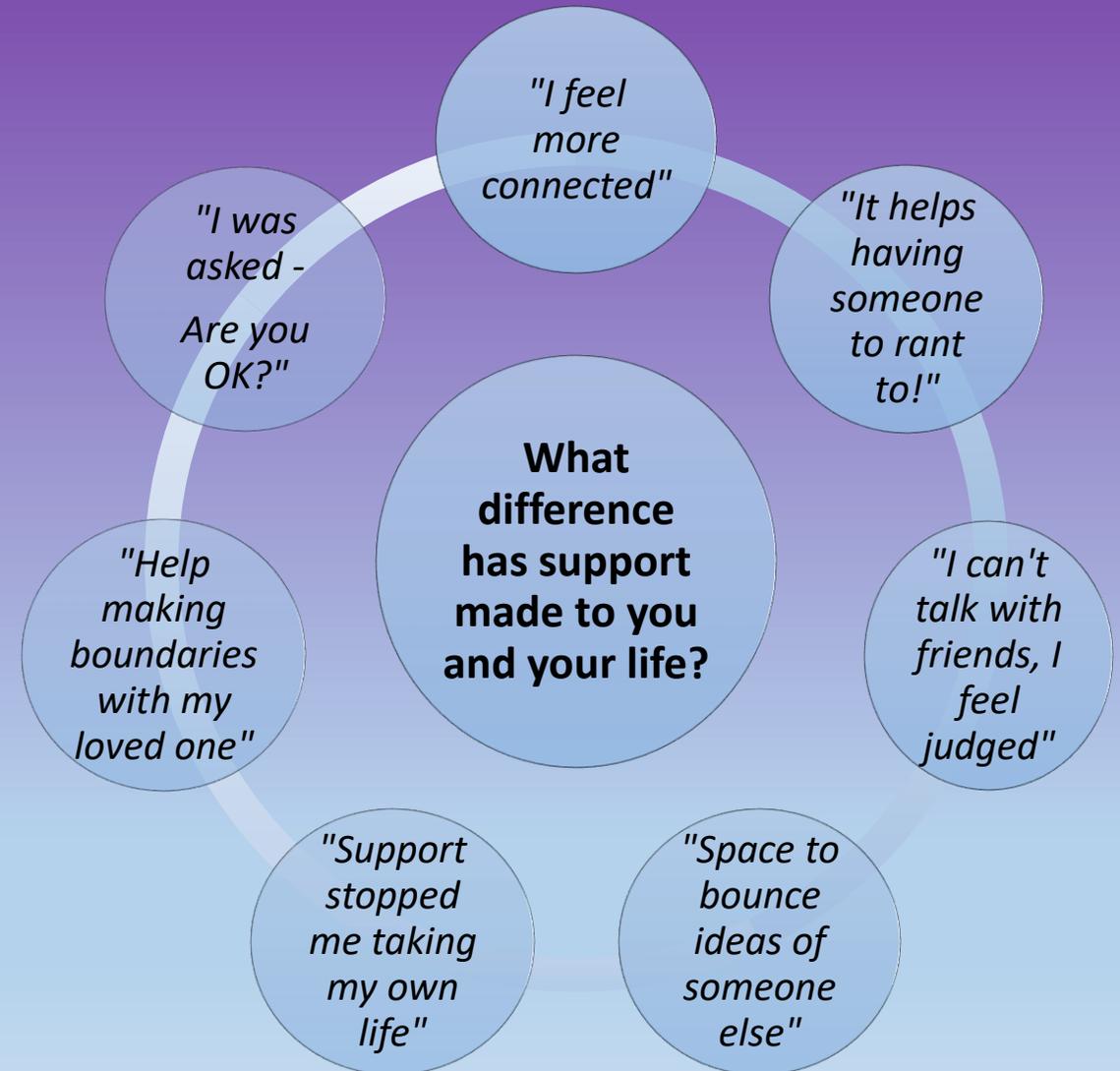
SCOTTISH FAMILIES AFFECTED BY ALCOHOL AND DRUGS

via Zoom - Thursday 21st Jan | 10am - 11:30am

www.sfad.org.uk

Registered Charity No. SC034737

FAMILY CONVERSATION CAFÉ



Whole Family Approach

Draft National Principles

The Whole Family Approach - National Principles



National-Principles-Draft-2 (1) PDF document padlet drive

0 likes

1 comment

Daryl McLeister 1mo
Hi all, this is a PDF document you can download which has all the proposed National Principles in an easy to read format!

Add comment

Overarching Principles

Daryl McLeister 1mo

1. Human, family, child and gender rights based;

4 likes

Add comment

Daryl McLeister 1mo

2. Free from stigma and judgement, recognises equality, diversity innate human worth and strengths and fosters hope / positivity;

4 likes

3 comments

Anonymous 1mo
I really home in on getting rid of the stigma attached to addiction. The comment made about mental health being totally linked to addiction is very important ... the addict doesn't really do it out of badness. The addict uses in order to get rid of pain, emotional or physical or both.

Anonymous 1mo
I would say this is important because the last thing we need is to be told to leave or to throw the person out or to walk away from a relationship. My support always told me that if I leave my relationship a hundred times they would still be here for me. This was so important because I hated myself for keeping going back to a damaging relationship where there was alcohol abuse involved

Anonymous 1mo

Services

Daryl McLeister 1mo

1. Holistic with the well-being of children and young people at the core of their design and delivery;

5 likes

1 comment

Anonymous 1mo
I think when supporting children and young people it can be difficult if the person who is addicted is still performing because the support raises awareness and being put back into the environment with the parent for example, can be even more difficult. Awareness is good but having no tools to deal with the reality can be damaging.

Add comment

Daryl McLeister 1mo

2. Informed by understanding of, childhood adversity, gender based violence, domestic abuse, inequality, poverty;

1 like

1 comment

Anonymous 1mo
Yes it's very important that these things are all taken into consideration and how addiction affects us financially, mentally, spiritually and physically.

Models of Whole Family Practice

Daryl McLeister 1mo

1. Holistic approach through GIRFEC, individuals, families and communities;

4 likes

3 comments

Anonymous 1mo
Yes look at the whole person. Their were so many layers to me and I didn't even know what I liked. We ask people to focus on themselves or look after themselves. I needed people to tell me how, give me suggestions. Because I had looked after and controlled everyone else for so long, I didn't know what I wanted

Anonymous 1mo
Think too many people don't relate addiction with anything else. And if just one person gets treatment that doesn't help the family itself. It needs to be a holistic approach for the whole family. And as mentioned before practical advice too.

Anonymous 1mo
Yes looking beyond the drug and alcohol services for the person and looking at support for the family struggling with the chaos the challenges of regular needs and requests for money

Add comment

Daryl McLeister 1mo

2. Are built on trusted relationships, mutual respect

Workforce

Daryl McLeister 1mo

1. Is consistent, of high quality and is provided by highly-skilled staff secure in their contracts;

4 likes

2 comments

Anonymous 1mo
The ones I have come across certainly seem to tick those boxes!!

Anonymous 1mo
Absolutely!

Add comment

Daryl McLeister 1mo

2. Driven by positive family values and a positive inclusive ethos (rather than deficit model of distress in families);

4 likes

1 comment

Anonymous 1mo
driven by positives rather than model of distress is valuable principle SFAD empower and enable us to feel valued

Add comment

Daryl McLeister 1mo

3. Work within clear collaborative frameworks

Investment

Daryl McLeister 1mo

1. Recognition of the savings up-stream by working early, effectively and sustainably with families

4 likes

2 comments

Anonymous 1mo
Best way to avoid further damage

Anonymous 1mo
what price avoiding families health risks, long term health impact, loss of unpaid care and needing more support services for person with drug or alcohol issues what price isolation, depression, unemployment, burnout of carers or partners or even contemplation of suicide. Early intervention key to success

Add comment

Daryl McLeister 1mo

2. Maximum efficiency in the use of public money by co-ordinating the efforts and skills of agencies and individual workers

4 likes

3 comments

Anonymous 1mo
This makes such good sense!! The waste of time and money, not to mention the emotional destruction

Extra Comments

Anonymous 27d

Rights

the ideas and principles are so valuable and should be central to govt policies. however when you support someone who has issues with drugs or alcohol, it is v v hard to accept the principle of least intervention and everyones right to choose. it can feel like they are set to self destruct and you have no rights. This is where SFAD step in and hold us up and help us as families to support and encourage change and keep hoping :)

0 likes

Add comment

Anonymous 27d

Hope

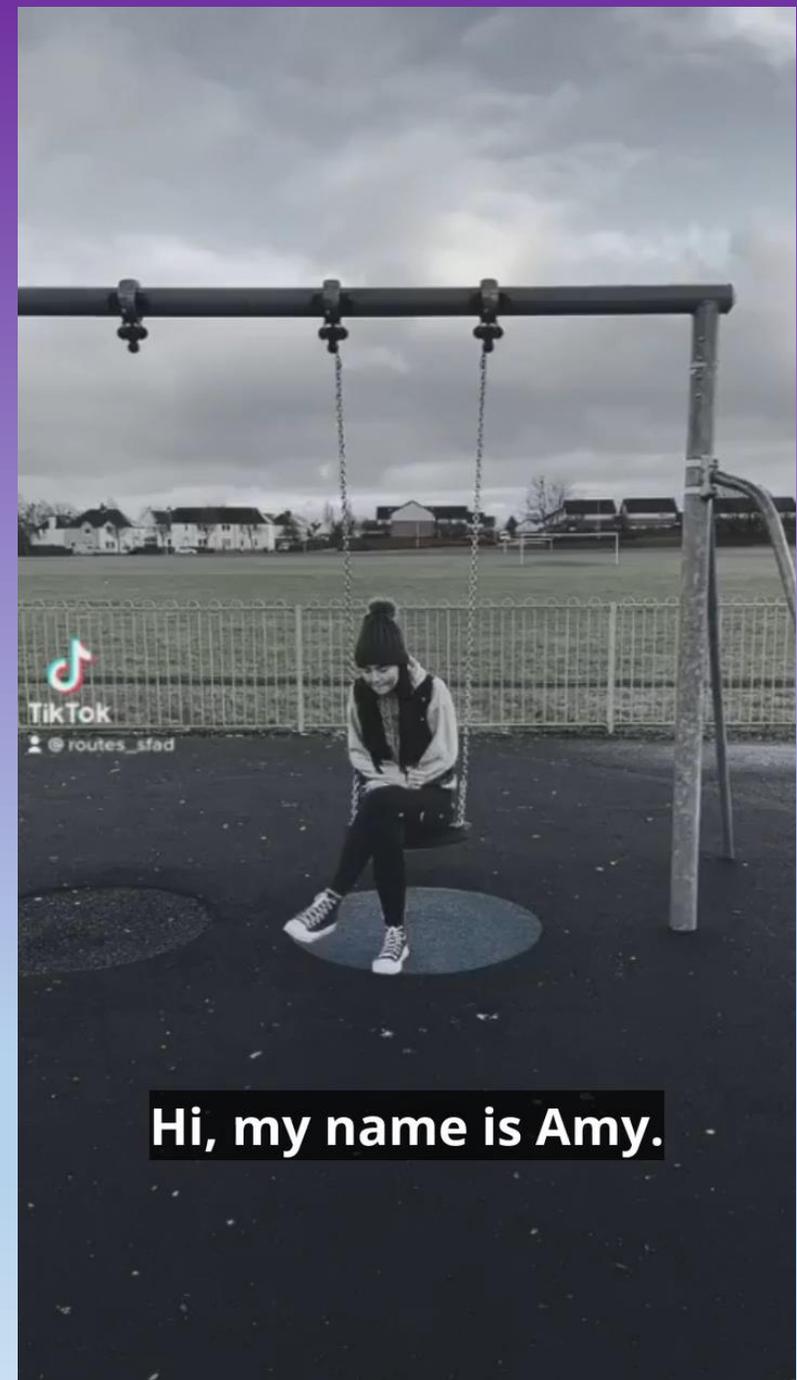
the huge encouragement of hearing from families in recovery and how much things can improve

0 likes

Add comment

Anonymous 27d

IT'S GOOD TO TALK



Hi, my name is Amy.

- WHAT A SUPPORT WORKER SHOULD BE

Dear _____,

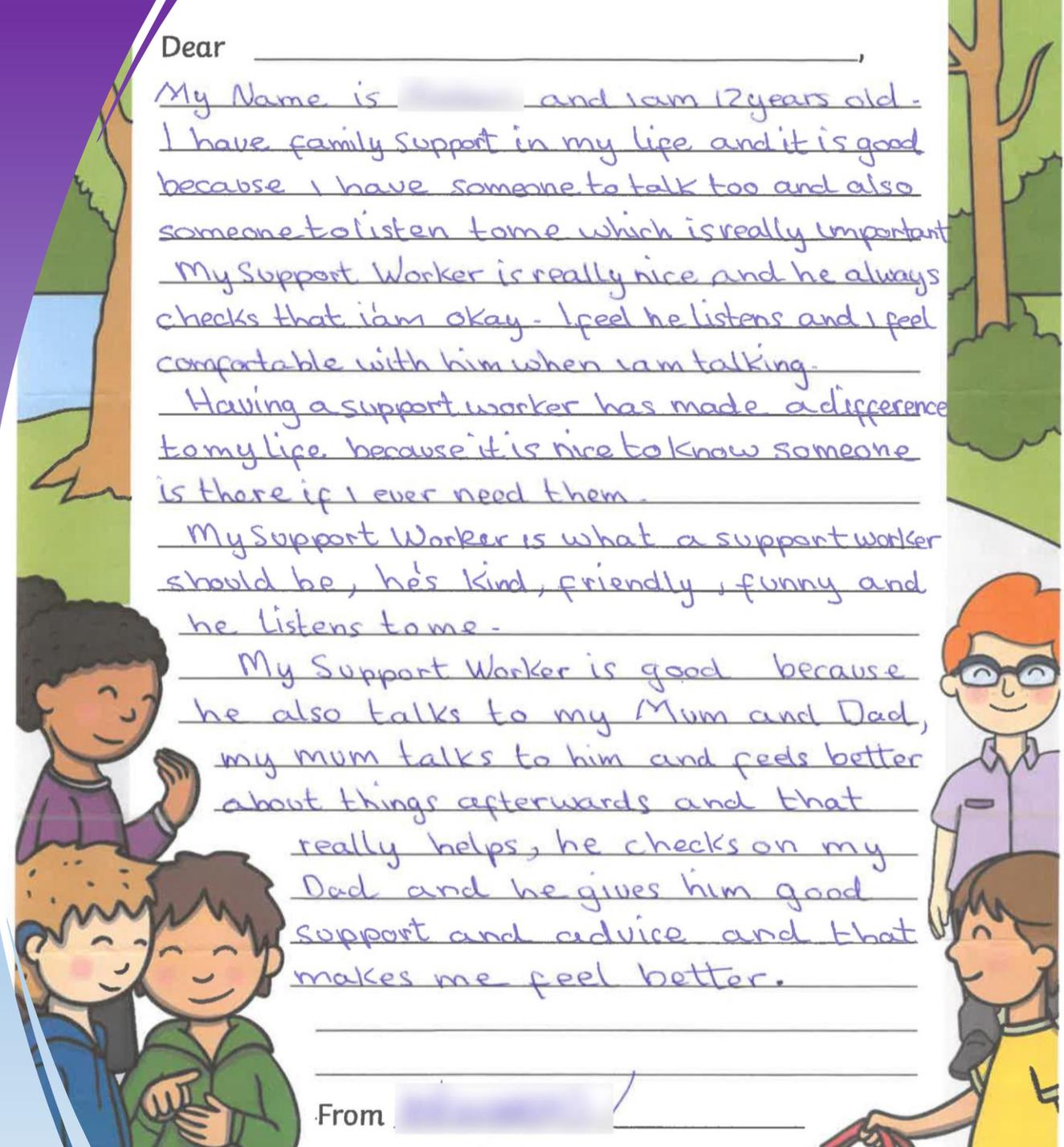
My Name is _____ and I am 12 years old. I have family support in my life and it is good because I have someone to talk too and also someone to listen to me which is really important. My Support Worker is really nice and he always checks that I am okay - I feel he listens and I feel comfortable with him when I am talking.

Having a support worker has made a difference to my life because it is nice to know someone is there if I ever need them.

My Support Worker is what a support worker should be, he's kind, friendly, funny and he listens to me.

My Support Worker is good because he also talks to my Mum and Dad, my Mum talks to him and feels better about things afterwards and that really helps, he checks on my Dad and he gives him good support and advice and that makes me feel better.

From _____



WHAT MAKES GOOD FAMILY SUPPORT?





A Chat About Family Support

What makes good (and bad) family support? (KEY COMPONENTS)

'Being able to understand and what we need as a family. Having a good relationship.'

'The support to myself and to my son has been really good. A worker meeting with my son is really important. During lockdown, for example, she has taken time to meet with my son and go for walks and talks.'

'Having the worker there at such a difficult time, I'd have lost my kids without her. The worker helped me work alongside social work, the worker helped take the pressure off that relationship.'

'Somebody outside of the family to talk to. Someone that checks in with you. You know the worker is always there and will respond.'

A CHAT ABOUT FAMILY SUPPORT

What do they value about support/ what is important to them?
(PRIORITIES)

'The worker being supportive. The worker is a soft soul but also assertive and kept me on focused on what I needed to do. The worker was always there in a heartbeat. The worker was very supportive of my son. The worker helped me make decisions, never made a decision for me, she guided me. Without the worker I wouldn't be where I am now in my recovery. The worker is such a strong person for me, I would be drinking and would not have my kids. The worker was like an angel.'

'It's not just support to me, its support to the whole family.'

'The support that I have been given with my two children. Different strategies as a parent, the anger management has been really helpful for me.'

'When I speak to my worker she gives me a really valuable view on my concerns. The worker is very, very supportive – both to me and the children. I'd be lost without her.'



What words would they use to describe good family support (and their workers)?
(LANGUAGE)

'Confident. Supportive. Understanding. Reassuring.'

'Trusted. Distracting (from negative thoughts). Including (the kids in support).'

'Supported. Confidentiality. Understanding. Knowledgeable'

'Supportive. Reassuring. Available. Effective. Lifts you up. Positive (tells you you are doing a good job as a parent).'



A CHAT ABOUT FAMILY SUPPORT

What difference has support made to them
and their lives?
(CHANGE AND IMPACT)

'The worker has made me believe in myself and fight for my kids.'

'The worker has made a big difference for me and my two kids. The worker has helped with my emotional and mental health. When I was drug dependent the worker helped me on my recovery journey. The worker helped me control my anger.'

'The worker is one of my points of contact, I don't have many trusted people. The hour walk during lockdown has been very beneficial, helped to offload things in a supportive way.'

'A big difference, I'm an introvert and the worker has helped me open up. The worker has helped me with a big move from where I grew up.'



How would they describe a
good family support worker?
(WORKFORCE)

'Someone you can trust.'

'Friendly and approachable.'

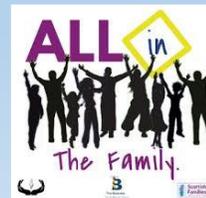
'Circle helped me with getting out, understanding my children's emotions and how to interact with the school.'



A CHAT ABOUT FAMILY SUPPORT

CONCLUSIONS & RECOMMENDATIONS

- Family members generally use very **different terminology** than policy-makers and practitioners to describe what they are looking for from family support. It would be useful to look at the language in the Draft Principles framework and similarly rephrase this into more **family friendly language** (which would also be easier for workers to understand).
- Families **were in the large part supportive** of the content in the Draft Principles Framework, albeit they would use different language.
- Families also identified a number of **additional Whole Family Approach/ Family Inclusive Practice Principles**, e.g.
 - Workers showing their human side, honestly challenging them, and being ‘invested in helping’.
 - Offering a safe space to open up and a trusted relationship
 - Freedom from stigma and judgement and working holistically with the whole family
 - Workers’ ‘stickability’, holding on and never giving up on the family.
- There was more focus on Whole Family aspects than **Family Inclusive Practice** (reflecting the focus of the Draft Principles). However family members continued to identify challenges and very negative experiences in relation to their inclusion (or lack of) in their loved one’s care and treatment. It is important that the revised Principles proactively seek to strengthen practice across both of these aspects. *(contd ...)*



WHOLE FAMILY APPROACH/ FAMILY INCLUSIVE PRACTICE

DRAFT PRINCIPLES

– WHAT IS IMPORTANT TO FAMILIES?

Families identified the following **EXISTING** Draft Principles as important (listed in order of importance within each section):

<p>OVERARCHING PRINCIPLES</p> <ul style="list-style-type: none"> ✓ Free from stigma and judgement ✓ Help and support is available to individual family members in their own right ✓ Fosters hope and positivity ✓ Children’s rights ✓ Family rights 	
<p>SERVICES</p> <ul style="list-style-type: none"> ✓ Focus on people’s individuality, strengths and assets ✓ Swift and responsive; Continually improve accessibility and availability; <i>“There when I need it”; “No postcode lottery”</i> ✓ Collaborative multi-agency approaches; <i>“Joined up thinking”</i> ✓ Empowering families to ‘reach in’ for support, not just be referred by others ✓ Holds on until a family feels sufficiently ready to move on; <i>“Stickability”; “Never gives up”</i> 	<p>MODELS OF WHOLE FAMILY PRACTICE</p> <ul style="list-style-type: none"> ✓ Trusted relationship ✓ Holistic approach; <i>“Look at the whole person”</i> ✓ Offer access to other supports such as food, financial ✓ Engaging the voice of families at every stage ✓ Mutual respect ✓ Offer consistent support for woman (parents) where children have been removed
<p>WORKFORCE</p> <ul style="list-style-type: none"> ✓ Able to work holistically with the whole family ✓ Driven by positive family values and a positive inclusive ethos ✓ Need to understand trauma 	<p>INVESTMENT</p> <p><i>None noted</i></p> <p><i>(NB: the Investment principles were not a focus of this engagement project)</i></p>

Families proposed the following **ADDITIONAL** Draft Principles as important (listed in order of importance within each section):

OVERARCHING PRINCIPLES

- ❖ Connecting with others with the same experience; peer support
- ❖ Visible family support and recovery
- ❖ Included in loved one's treatment and care (family inclusive practice)

SERVICES

- ❖ Providing respite/ relaxation/ escape
- ❖ Choices and options (including how we are supported and by whom)
- ❖ Help and support as soon as you need it (early intervention)
- ❖ Help to navigate other areas of family stress, e.g. school, social work
- ❖ Support outside of the family; independent of the family
- ❖ Lived experience as a qualification/ Learning from lived experience

MODELS OF WHOLE FAMILY PRACTICE

- ❖ Safe space to talk and open up
- ❖ Leads to change in my life; makes me feel better
- ❖ Time and Patience (going at our pace); recognise change can be hard work for families
- ❖ Support families to have fun
- ❖ Support to grow knowledge and skills
- ❖ Goal setting and structure; solutions-focused
- ❖ Support to build confidence and self-esteem; reassuring
- ❖ Support me to advocate and make decisions for myself
- ❖ Equality between family and worker (on the same level)
- ❖ Love and belonging; feeling valued and worthwhile

WORKFORCE

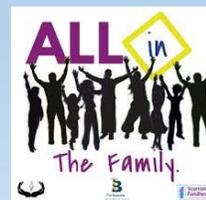
- ❖ Listen (take time and show interest)
- ❖ Friendship; be like a friend; relatable; use everyday language
- ❖ Honesty and openness (e.g. being blunt, direct, brave, assertive, challenging)
- ❖ Helping; *"Invested in helping"*
- ❖ Be yourself; show your human side; open up about yourself
- ❖ Humour
- ❖ Empathy (not sympathy); understanding of the person's experience
- ❖ Kindness; consideration; caring; nurture
- ❖ Workers openly demonstrate and share knowledge and skills
- ❖ Team approach with family; *"a two way street"*

INVESTMENT

None noted
(NB: the Investment principles were not a focus of this engagement project)

CONCLUSIONS & RECOMMENDATIONS (contd ...)

- It is vital that these Principles are not only applicable to those delivering substance-related family support services in the traditional sense, but to **all services supporting families** (including universal services), and **all those coming across families affected by substance use** in their practice.
- It is clear that there is already some **very strong Whole Family Approach and Family Inclusive Practice evident in Scotland**. However it generally takes a long time to find this support (or to find the right kind of support), and *“There simply isn’t enough of it to go around”*.
- Although Investment was not the focus of this family engagement project, it is an obvious point that **significant additional resources are required** to ensure that all members of family get the support they need in their own right.
- Investment is needed to improve the **reach, visibility and speed of response** of family support.
- The Draft Principles framework has been written as a practice framework for services and workforce, but **peer support** is highly valued by families including the associated friendship, laughter, solidarity and understanding. Peer support also needs space and resources to flourish alongside practitioner-led approaches.



Hot off the Press!



Families Affected by Drug and Alcohol Use in Scotland A Framework for Holistic Whole Family Approaches and Family Inclusive Practice

<https://www.gov.scot/publications/improving-holistic-family-support-towards-whole-family-approach-family-inclusive-practice-drug-alcohol-services/>

Published 8 December 2021

@ceosfad
#AskTheFamily

'Whole family workforce' set up to tackle drug and alcohol addiction in Scotland

The new approach will incorporate the latest learning on how trauma in early life drives addiction.

SHARE

By **Mark McGivern** Chief Reporter
04:38, 8 DEC 2021 | UPDATED 04:31, 8 DEC 2021



Drugs minister Angela Constance (Image: Jane Barlow/PA)

“We know that an average of 11 people are affected by the harms of a loved one’s substance use which can have a devastating impact.

This framework will help improve support for those families to ensure they receive support in their own right.

Supporting family members is a key part of the national mission to reduce drug deaths. The framework sets out our expectations for how services for family members should be delivered across Scotland.

We recognise that some families do not have strong positive relationships and these families need to be considered on an individual basis so they have access to the help that is right for them, when they need it.”

Angela Constance, Minister for Drugs Policy, Scottish Government, 8 December 2021



Angela Constance
Angela Constance MSP
Minister for Drugs Policy



Maree Todd
Maree Todd MSP
Minister for Public Health,
Women's Health and Sport



Clare Haughey
Clare Haughey MSP
Minister for Children and
Young People



Kevin Stewart
Kevin Stewart MSP
Minister for Mental
Wellbeing and Social Care



“We know that whole families – children, young people and adults – are harmed by alcohol and drug use in Scotland. Much of this harm is hidden from view, and there is not enough family support to go around.

So the development of a national Whole Family framework to ensure everyone’s needs are met is very welcome.

Families told us in our Ask The Family survey earlier this year that it was an average of 8 years before they reached family support for the first time, and that an average of 11 people in their family network were harmed by each person using alcohol or drugs.

We have seen considerable investment in improving support for people using alcohol or drugs in the last year. We hope this new Framework will kick start significant local and national investment in support for the Whole Family.”

- *Justina Murray, CEO, 8 December 2021*



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#AskTheFamily

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5 key areas for change

Culture: Developing a consistent high-quality holistic whole family approach and family inclusive practice in Scotland.

Resources to Support Delivery: One of Scotland's Public Health Priorities is to reduce the use of and harm from alcohol and drugs, with a particular focus on reducing alcohol and drug deaths.

Workforce: A trauma informed, compassionate, skilled and valued workforce who are family inclusive and able to increase feelings of safety and trust with families.

Services: Scotland is a country where individuals, families and communities have the right to health and life free from the harms of alcohol and drugs, are treated with dignity and respect and are fully supported within communities to find their own type of recovery.

Partnership Working: Strong partnerships ensure all family members (children, young people and adults) affected by substance use have access to relevant high-quality, holistic and consistent whole family approach.