

Staff Experience Survey

Think Family Project: Staff Experience

Introduction: A family-focused approach

One in four adults experiences a mental health issue. Many of them are parents. The impact on their family life can be devastating and have far reaching consequences.

“Mental health issue” is a broad term used to describe a range of mental health conditions, from those with mild symptoms to the most severe mental disorders and includes alcohol and drug misuse.

The Think Family Project is part of a national SCIE initiative to help services to develop a family focused approach for parents and children in this situation. In N.Ireland we are piloting the use of a narrative approach to find out about the experience of families themselves, and also from staff in the services who support them.

The project seeks to increase awareness of the varying experiences of families and staff to find out how they experience the use of available support and services.

Finding out about the Real Experience of Staff

The staff survey has been developed in consultation with staff across N Ireland. This covers all staff who work across the mental health/children’s interface in statutory services, including mental health, children’s, acute hospital services and primary care as well as voluntary sector organisations and local community groups. The survey picks up on the key issues which matter to staff and are recognised within the SCIE guidelines - Think child, think parent, think family: a guide to parental mental health and child welfare, (www.scie.org.uk), which forms the framework of the Think Family Project.

We wish to find out about the experiences of “frontline” staff who provide support and services to parents, children and families where a member is living with a mental health issue.

We are using a qualitative narrative approach which includes you describing a real experience and then “signifying” what it means to you by answering a number of questions related to your experience.

The aim is to collect a large volume of real experiences from staff across N Ireland. There is open access for any staff member to participate. The project results will be used to inform policy and to shape and influence the development of support services in the future.

How to take part

1. Describe a real experience that happened to you, by going to (<http://www.hscboard.hscni.net>) - click on the 'Think Family' link on the right hand-side of the homepage and then click on the survey link, or you can write it down on a paper based copy.
2. You will be given a set of questions (in the form of triangles) in the following pages of the website or on the paper based copy you’ve been given. Answering these questions will tell us what YOU think or feel about your experience.
3. At the end you will be asked to provide some background information below to help us compare the experiences of different groups of staff.

Project Coordinators and Contact Details

If you would like to follow up with an issue which arose for you as you completed this questionnaire, please contact one of the Project Coordinators who can advise you further about local support organisations.

Judith Lees – judith.lees@hscni.net and 028 90 553958

Mary Donaghy – mary.donaghy@hscni.net and 028 90 553958

Denise McCallion (Hidden Harm Co-ordinator) – denise.mccallion@hscni.net and 028 82 253950

Confidentiality

Thank you for taking part in this study. The information you have shared in this questionnaire is anonymous and untraceable. When contributing your experiences, please do not provide the names of family members, caregivers or professionals.

All information will be handled and stored in accordance with the Data Protection Act 1998. By completing and returning the questionnaire you are consenting for your anonymous information to be used with that of others in the development of a study report.

The findings of the study will be presented to the Think Child Think Parent Think Family [project board](#) for the purpose of developing family focused services in N Ireland.

If you wish updated news or events on the Think Child Think Parent, Think Family project, follow this link: <http://www.hscboard.hscni.net/>

Think Family Project: Staff Experience

Please describe a real recent experience that happened to you or a colleague when you were working with a family whose needs crossed the boundaries between adult mental health services and children's services.

Your story may show how services worked very well across this boundary, or it may show how what was done failed to help the family involved. Or it may highlight an opportunity missed to make a positive impact.

Your story must be real. Do not worry about grammar or spelling. Please write in the box below. You can use phrases/bullet points/ sentences. Describe the situation, what happened and the impact on the people who were involved.

Please give your story a title:

Choose three words or phrases that reflect the key themes:

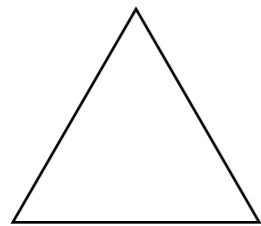


Think Family Project: Staff Experience

Please answer the questions by marking the spot on each triangle which best reflects the experience in your story. If any are not applicable, indicate N/A.

1. How did this experience impact on your working relationship with client/family?

More Honesty and Shared Responsibility



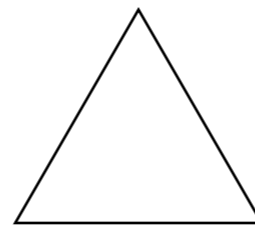
No impact, stayed the same

More difficulty in working together

N/A

2. In this experience how did other professionals regard your assessment of the situation?

My experience and expertise was valued and acted upon



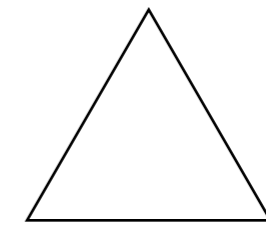
Took a different view, disagreed with my assessment

Others were indifferent to my contribution

N/A

3. In this experience what best describes the collaborative working between the professionals involved?

Frustrating and disjointed



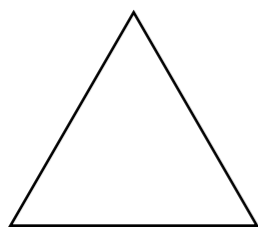
Mutually effective use of information and roles

Innovative and dynamic

N/A

4. How did the experience impact on communication between professionals?

Breakdown and blockages to communication channels



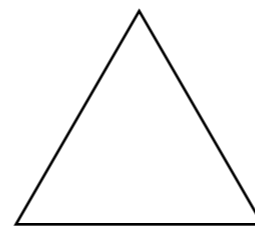
Better shared understanding of roles and expertise

More consistency: all singing from the same hymn sheet

N/A

5. In this situation how supported did you feel by other professionals/providers?

Strong partnership working and professional co-operation



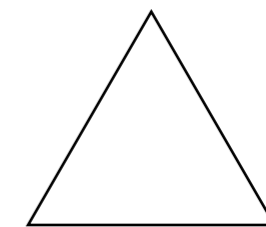
Disjointed support – varied from person to person

Professional isolation – everyone doing their own thing

N/A

6. In this experience what was the primary driver of decision making in the process?

The services that were available



The strongest professional voice

The service users' needs/goals

N/A

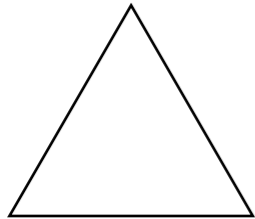


Think Family Project: Staff Experience

Please answer the questions by marking the spot on each triangle which best reflects the experience in your story. If any are not applicable, indicate N/A.

7. In this experience what made the greatest contribution to meeting the family's care needs?

Use of extended family and social network



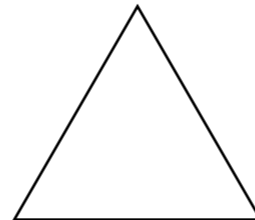
Use of voluntary & other community services

Use of existing statutory agencies

N/A

8. In this experience how did you feel about your professional role and what you had to do?

Confident and supported



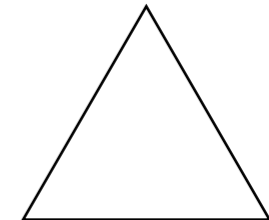
Constrained by limitations and boundaries

Lacking information or guidance – unsure where to start

N/A

9. In this situation, how did the involvement from services impact on the family?

Family was empowered – they took control



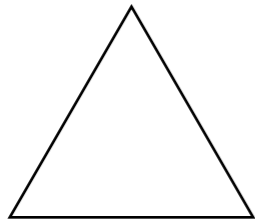
Alienated and they withdrew

Family was more dependent on services

N/A

10. How did working with different agencies and professionals impact on outcomes for the service user(s) or carer?

It improved the family situation and circumstances



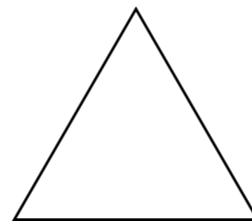
Family situation and circumstances deteriorated

No change in family's situation and circumstances

N/A

11. In your experience what did you find the hardest to deal with?

Managing complexity



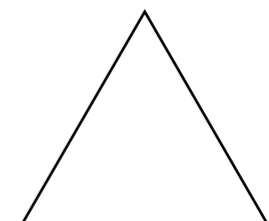
Implementing changes

Managing risk

N/A

12. In this situation what was your experience of accessing support services for the family?

Easily accessed



Fragmented and disjointed

Hard to find

N/A



Think Family Project: Staff Experience

How common is this story:	Exceptionally rare	Not at all common	Somewhat common	Common	Commonplace, it's just the way things are around here

Your age:	Under 20	20-29	30-39	40-49	Above 50

The length of time you have worked in current role:	Less than 5 years	6 to 10 years	11 to 15 years	16 to 20 years	Over 20 years

Your gender:	Male	Female

The geographical area of your work location:	Belfast	Southern	South Eastern	Northern	Western

Which sector do you work in?

- | | | |
|--|---|---|
| <input type="checkbox"/> Adult (statutory) | <input type="checkbox"/> Adult (voluntary) | <input type="checkbox"/> Adult local community groups |
| <input type="checkbox"/> Adult (private) | <input type="checkbox"/> Children (statutory) | <input type="checkbox"/> Children (voluntary) |
| <input type="checkbox"/> Children's local community groups | <input type="checkbox"/> Children (private) | <input type="checkbox"/> Other (please specify) |
-

The nature of the parent's mental health issue (if known please tick):

- | | | |
|--|---|--|
| <input type="checkbox"/> Alcohol Misuse | <input type="checkbox"/> Anxiety, panic or fears/ phobias | <input type="checkbox"/> Bereavement/grief |
| <input type="checkbox"/> Bipolar disorder (Manic depression) | <input type="checkbox"/> Depression | <input type="checkbox"/> Drug Misuse |
| <input type="checkbox"/> Eating Disorder (Anorexia or Bulimia) | <input type="checkbox"/> Gambling Addiction | <input type="checkbox"/> Obsessive Compulsive Disorder |
| <input type="checkbox"/> Personality Disorder | <input type="checkbox"/> Post natal depression | <input type="checkbox"/> Schizophrenia |
| <input type="checkbox"/> Psychotic illness | <input type="checkbox"/> Other | <input type="checkbox"/> Don't know / not sure |
| <input type="checkbox"/> Self harm | | |

What is your discipline or service group (please tick as many as apply):

- | | | |
|--|---|---|
| <input type="checkbox"/> Social work - children's services | <input type="checkbox"/> Community worker | <input type="checkbox"/> Teacher |
| <input type="checkbox"/> Nursing - children's services | <input type="checkbox"/> Advocacy | <input type="checkbox"/> Probation |
| <input type="checkbox"/> Nursing - mental health services | <input type="checkbox"/> GP | <input type="checkbox"/> Social work - mental health services |
| <input type="checkbox"/> Maternity | <input type="checkbox"/> Volunteer | <input type="checkbox"/> Psychologist |
| <input type="checkbox"/> Medical | <input type="checkbox"/> Psychiatrist | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Health visitor | <input type="checkbox"/> Church worker | |
| <input type="checkbox"/> Allied health professional | | |
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Important Note

For those completing a paper copy please return to the FREEPOST address below:

Freepost BEL 171

FAO

Project Managers

'Think Child, Think Parent, Think Family'

Mental Health and Children's Services Project

Health and Social Care Board

12-22 Linehall Street

Belfast BT2 8BR