

Easy read summary of a case study – Training course run by The Oxfordshire Family Support Network

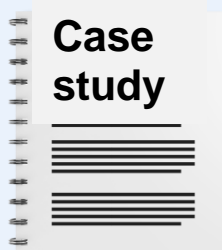
What did we do?



NDTi are doing some work about the training hospital staff get to support people with learning disabilities.



This work is being paid for by the South Regional Health Education England Intellectual Disabilities programme.



We wanted to look at good examples of learning disability awareness training. We call these examples Case Studies.



We asked an organisation called The Oxfordshire Family Support Network about their learning disability awareness training course.

They cover all of Oxfordshire.



The Oxfordshire Family Support Network is a peer support network for family carers.

They have run this training since 2017.



One NDTi researcher and one NDTi trainee with lived experience worked together on this project.

They did online interviews with some of the Oxfordshire Family Support Network members to find out more about the training they do.

What did we find out?



The Oxfordshire Family Support Network training course is called 'The Working with Families' workshop.



The workshop helps professionals understand what it is like to be a family carer.

It also gives professionals time to talk about the challenges they face working with families.



The workshop is for people like doctors, nurses, and social workers.



Four members of The Oxfordshire Family Support Network deliver the workshop.

They are paid for their time.



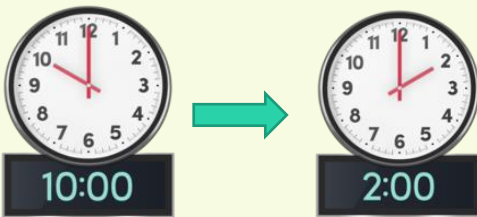
The voice of the family carers is the most important part of this workshop.

Each carer has a different experience of caring for someone with a learning disability.

What happens in the 'Working with Families' workshop?



Before COVID-19, the workshop was delivered face-to-face. It has been delivered online since the start of the pandemic. This has gone well.



The workshop lasts 4 hours when run online.

It follows a clear structure with lots of time for chat and discussion.



The focus of the workshop is on working with families and making sure professionals understand that they are working with somebody's family member.



At the beginning of the workshop everyone says who they are and share something about the family they love.

This makes participants think about different families and understanding them.



There is a session about the 'Do's' and 'Don'ts' where family carers list what they think professionals should and should not do.



There is a session called 'Judy's Noodles' where participants work in small groups to look at a situation from different people's viewpoints.

This helps participants think about the different needs of those involved in someone's life.

It also helps them to think about how to solve problems and communicate clearly.



The workshop also has a session about real-life cases where families have not been listened to and the outcomes for the individual have been shocking.

One example is the case of Connor Sparrowhawk and they show film of an interview with Sara Ryan, Connor's mum.



At the end of the workshop, all participants get useful written information to take away and use.



There is a 'Better Together' event each year for everyone who has been to the workshop.

What difference does the workshop make?



All the participants say that the ‘Working with Families’ workshop is ‘Excellent’ or ‘Very Good’.



People who have done the training say it has helped them ‘think again’ and behave differently.

This may help improve the experiences of people with a learning disability in health care.



The Judy’s Noodles session really helps participants think about a situation differently and is very useful.



“good to hear other people’s perspectives (and the) importance of communication is very important when addressing difficult issues”.

The Future



The training will be delivered both online and face-to-face to help reach more people.



The Deputy Director for Adult Social Care at Oxfordshire County Council hopes to tell all social care staff they must do the training.



The Oxfordshire Family Support Network would like to start earning money from the training they deliver to help support the network.



With thanks to Gail, Angeli and Kathy for sharing information about their training.



To contact the Oxfordshire Family Support Network please email Gail Hanrahan, Gail.Hanrahan@oxfsn.org.uk



Contact Information

Anna Marriott, Research and Evaluation Programme Lead

Call: 01225 255 268

Email: Anna.Marriott@ndti.org.uk



National Development Team for
Inclusion 4 Queen Street, Bath BA1
1HE www.ndti.org.uk



This work has been funded by the South
Regional Health Education England
Intellectual Disabilities programme

The pictures in this report are from PhotoSymbols: www.photosymbols.co.uk

