



Global Leadership Exchange

Presentation:

NSW Family Focused Recovery Framework 2020-2025

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NSW Family Focused Recovery Framework 2020-2025

**A framework for NSW
Health services**

**Implementation,
Monitoring and
Evaluation**






Background



- The new [Family Focused Recovery Framework 2020-2025](#) was published in October 2020.
- The Framework replaces the NSW Children of Parents with a Mental Illness (COPMI) Framework 2010-2015 (PD20010_037).
- The Framework retains a focus on the wellbeing of children of parents with mental illness (a key prevention and early intervention priority). The Framework has also been expanded to focus more on the parent with a mental health issue and acknowledges and promotes the significance of the parenting role and the impact it has on self-esteem and on the parental recovery journey.

Family Focused Recovery Framework at a Glance

Goals	 Holistic, person-centred care	 Safe, high quality care	 Connected care
Objectives	Embed a family focused approach	Deliver evidence based interventions to meet the needs of families	Coordinate treatment and support
Scope	Populations <ul style="list-style-type: none"> • Pregnant women and partners and parents with mental health issues • Children of parents with mental health issues • People with increased vulnerabilities* 	Locations <ul style="list-style-type: none"> • Hospitals • Community including community health settings • Schools and TAFE 	Service providers <ul style="list-style-type: none"> • Mental Health including PIMHS, CAMHS, YMHS and AMHS • Maternity, Paediatrics, Child and Family Health • Youth Health • Emergency Departments • Alcohol and Other Drug Services • General medical and psychosocial/social support services • Violence, Abuse and Neglect (VAN) services

State Implementation Supports

Key Activities include:

- Family Focused Recovery Community of Practice
 - <http://mhwfd.heti.edu.au/course/view.php?id=56>
- On-line launch resource
 - Part 1 - <https://www.youtube.com/watch?v=k0Cw7bhnoLA&t=24s>
 - Part 2 - <https://www.youtube.com/watch?v=VK4vcLQxCGQ>
- Establishment of a NSW Family Focused Recovery Implementation Reference Group
- Small Grants Program



Small Grants Program

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- 2019/20 – 7 Grants
- 2020/21 – 10 Grants
- 2021/22:
 - Stream 1: 6 Grants
 - Stream 2: 9 Grants
- Over \$285,000

2022/23

- Grant Reviews
- Newsletter
- Grant round pending

Projects

- Refurbishments of family rooms and family spaces
- Staff Training
 - Tuning into kids
 - Single Session Family Consultation
 - Attachment Based Family Therapy
 - Family Therapy Training
- Creation of resources
 - Early Psychosis resources to support young people and their families
 - Training materials and workshops to promote the framework
 - School holiday program
 - A videos to support families and carers who have a family member in the forensic hospital
 - Adaptation of the Clinical Risk Assessment and Management Training (CRAM) for carers.

Evaluation Components and Phases



Evaluation Components

- LHD Annual Priority Action Plans (Annual data collection)
- LHD/SHN Evaluation (Baseline)
- EMR Data (Annual data collection)
- YES/ CES Data (Annual data collection)
- Carer/ Consumer Evaluation (Baseline)

Phase 1

- Establishing the evaluation
- Undertake baseline data collection
- January – June 2021
- Uptake of Framework, changes to practice/ service structures

Phase 2

- Midpoint review
- Progress to date
- Identification of gaps and needs for additional and on-going supports
- January – June 2023

Phase 3

- Summative phase
- Are changes sustained, embedding implementation into practice
- Identification of successful initiatives and ongoing gaps/areas of need
- Inform subsequent framework development
- January – June 2025

LHD/SHN Component of the Evaluation - Methodology

Survey of staff

695 staff from across LHDs/SHNs in NSW responded to a survey, these include 55% from AMH, 16% CAMH, 12% YMH and 3% PIMH

- What awareness and knowledge do MH workers have about FFP and the FFRF?
- What support do they require to be able to provide FFP?

Focus groups with champions

16 FFRF champions or Coordinators from across NSW mental health services participated in 2 focus group

- What role do FFP champions perceive the FFRF as having in LHDs?
- What supports do FFP champions require to progress implementation?

Interviews with Directors

22 Clinical or Medical Directors of Adult, CAMHS and Youth mental health services were interviewed.

- What is the local level of engagement with the FFRF across LHDs?
- What expectations do service directors have of the FFRF?
- What supports are required?

Informs FFRF implementation, evaluation and future iterations

Key Findings

Awareness of the Framework

Awareness varied, Service Directors were aware FFRF and engaged with champions in developing early action plans. 68% of managers were aware of the Framework and 38% of clinicians had heard of it.

Understanding of FFRF

Across LHDs/SHNs, staff, champions and managers described a differing understanding of what the term 'Family Focused Recovery' referred to.

Responsibility of FFRF

Widespread support for FFRF. Sits with CAMHS rather than Adult services in many LHDs. It was seen that the implementation of FFRF into adult services is critical although getting traction would be more complex.

Knowledge, confidence and skills

The need for further education and training for staff was widely acknowledged. Existing education and training was of a high quality although limited engagement due to time restraints.

Wider context

Challenges include: workloads, complexity, demand, staff shortages, large geographical areas and diverse communities. Overall committed to progressing FFRF but concerns expressed about appropriate resources.

Support required for FFRF

Ongoing support and resources for FFRF were desired, including money, strategic guidance, project development, clinical positions, access to training, supervision and information sharing.

Hopes for the future

Efforts towards implementation were diverse, ongoing and commencing, with widespread optimism about the possibilities that the FFRF may facilitate.

Key Recommendations

1. Continued promotion of the FFRF including developing a clear articulation of the definition and scope
2. Workforce development including education and training resources and training pathways
3. Continued advocacy for FFR related activities, positions and resources at a state level
4. Continuation of the small grants program (in 2021/22)
5. Development of consumer and carer co-designed resources to support FFR practice
6. Showcasing successful implementations strategies, approaches and outputs across LHDs/SHNs



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What are YES and CES?

YES and CES in NSW



- Implemented in 2015 in public MH services
- Offered on ongoing basis – paper and online
- Over 160,000 questionnaires have been completed
- Broadly representative of consumers accessing services



- Implemented in 2018 in public MH services
- Offered on ongoing basis – paper and online
- Over 10,000 surveys have been completed
- Working to hear from more carers

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Using YES and CES in the evaluation the family focused recovery framework

What was our process?

Identified...



Key CES questions



- You were given the opportunity to provide relevant information about your family member, partner or friend (Q6)
- Your opinion as a carer was respected (Q7)
- You were involved in decisions affecting your family member, partner or friend (Q8)
- You were given opportunities to discuss the care, treatment and recovery of your family member, partner or friend (Q10)
- You were involved in planning for the ongoing care, treatment and recovery of your family member, partner or friend (Q11)
- Staff worked in a way that supported your relationship with your family member, partner or friend (Q14)
- You were given information about services and strategies available if your family member, partner or friend became unwell again (Q15)
- Information about carer support services (Q19)
- Relationship – The person I care for is my...

Key YES questions







- Your opinions about the involvement of family or friends in your care were respected (Q10)
- The facilities and environment met your needs (Q11)
- You had opportunities for your family and carers to be involved in your care (Q17)
- Development of a care plan with you that considered all of your needs (Q21)
- The effect the service had on your ability to manage your day-to-day life (Q24)
- The effect the service had on your overall well-being (Q25)












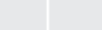




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What does the data tell us - example



















CES questions - Hospital

	On average, people rated this service (out of 5)						
	2019		2020		2021		2022*
You were given the opportunity to provide relevant information about your family member, partner or friend (Q6)	4.39		4.53		4.51		4.41
Your opinion as a carer was respected (Q7)	4.45		4.50		4.52		4.40
You were involved in decisions affecting your family member, partner or friend (Q8)	4.04		4.21		4.27		4.16
You were given opportunities to discuss the care, treatment and recovery of your family member, partner or friend (Q10)	4.30		4.40		4.46		4.33
You were involved in planning for the ongoing care, treatment and recovery of your family member, partner or friend (Q11)	4.19		4.30		4.36		4.29
Staff worked in a way that supported your relationship with your family member, partner or friend (Q14)	4.45		4.47		4.50		4.41
You were given information about services and strategies available if your family member, partner or friend became unwell again (Q15)	4.18		4.20		4.28		4.21
Information about carer support services (Q19)	3.35		3.25		3.39		3.26
CES surveys returned	1,093		1,533		1,522		554*



















CES questions - Community

	On average, people rated this service (out of 5)			
	2019	2020	2021	2022*
You were given the opportunity to provide relevant information about your family member, partner or friend (Q6)	4.60 	4.50 	4.52 	4.58
Your opinion as a carer was respected (Q7)	4.64 	4.55 	4.56 	4.62
You were involved in decisions affecting your family member, partner or friend (Q8)	4.51 	4.29 	4.34 	4.45
You were given opportunities to discuss the care, treatment and recovery of your family member, partner or friend (Q10)	4.56 	4.41 	4.43 	4.49
You were involved in planning for the ongoing care, treatment and recovery of your family member, partner or friend (Q11)	4.55 	4.30 	4.33 	4.45
Staff worked in a way that supported your relationship with your family member, partner or friend (Q14)	4.58 	4.45 	4.45 	4.49
You were given information about services and strategies available if your family member, partner or friend became unwell again (Q15)	4.36 	4.18 	4.20 	4.25
Information about carer support services (Q19)	2.85 	2.86 	2.94 	2.77
CES surveys returned	597	1,135	1,648	802*

YES questions - Hospital

	On average, people rated this service (out of 5)			
	2019	2020	2021	2022*
Your opinions about the involvement of family or friends in your care were respected (Q10)	4.50 	4.48 	4.51 	4.44
The facilities and environment met your needs (Q11)	4.36 	4.37 	4.37 	4.29
You had opportunities for your family and carers to be involved in your care (Q17)	4.39 	4.33 	4.32 	4.23
Development of a care plan with you that considered all of your needs (Q21)	3.86 	3.87 	3.87 	3.78
The effect the service had on your ability to manage your day to day life (Q24)	3.67 	3.66 	3.63 	3.56
The effect the service had on your overall well-being (Q25)	3.76 	3.74 	3.71 	3.63
YES surveys returned	15,647	15,203	15,975	8,314*

YES questions - Community

	On average, people rated this service (out of 5)			
	2019	2020	2021	2022*
Your opinions about the involvement of family or friends in your care were respected (Q10)	4.53 	4.53 	4.51 	4.49
The facilities and environment met your needs (Q11)	4.52 	4.57 	4.56 	4.52
You had opportunities for your family and carers to be involved in your care (Q17)	4.37 	4.43 	4.39 	4.37
Development of a care plan with you that considered all of your needs (Q21)	3.99 	4.03 	4.00 	3.95
The effect the service had on your ability to manage your day to day life (Q24)	3.77 	3.82 	3.77 	3.77
The effect the service had on your overall well-being (Q25)	3.83 	3.89 	3.84 	3.83
YES surveys returned	6,460	4,975	5,324	3,056*

Questions



Get in Touch



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