

# ***Motivational Interviewing & Family Interventions: A Model of Service Delivery & Workforce Training in Wales***



Llywodraeth Cymru  
Welsh Government



***Dr Amanda Bremble***  
Welsh Government & Cardiff County Council

# Our Challenge

MI evidence base crucial in underpinning our work  
in behaviour change

How to place MI into family work?

- Deeply ambivalent families
- Under scrutiny and threat
- Whole system engagement

Working to improve family functioning  
for child safety

# Bridging the Gap

## Children's Services

- Child focussed
- Immediate response
- Transparency
- Risk elimination

## Adult Services

- Adult focussed
- At the client's pace
- Confidentiality
- Harm minimisation

# A Family Service

That aims to create a positive change in the way families function enabling children to:

- Remain home safely
- Return home safely

Or develop an alternative timely plan.

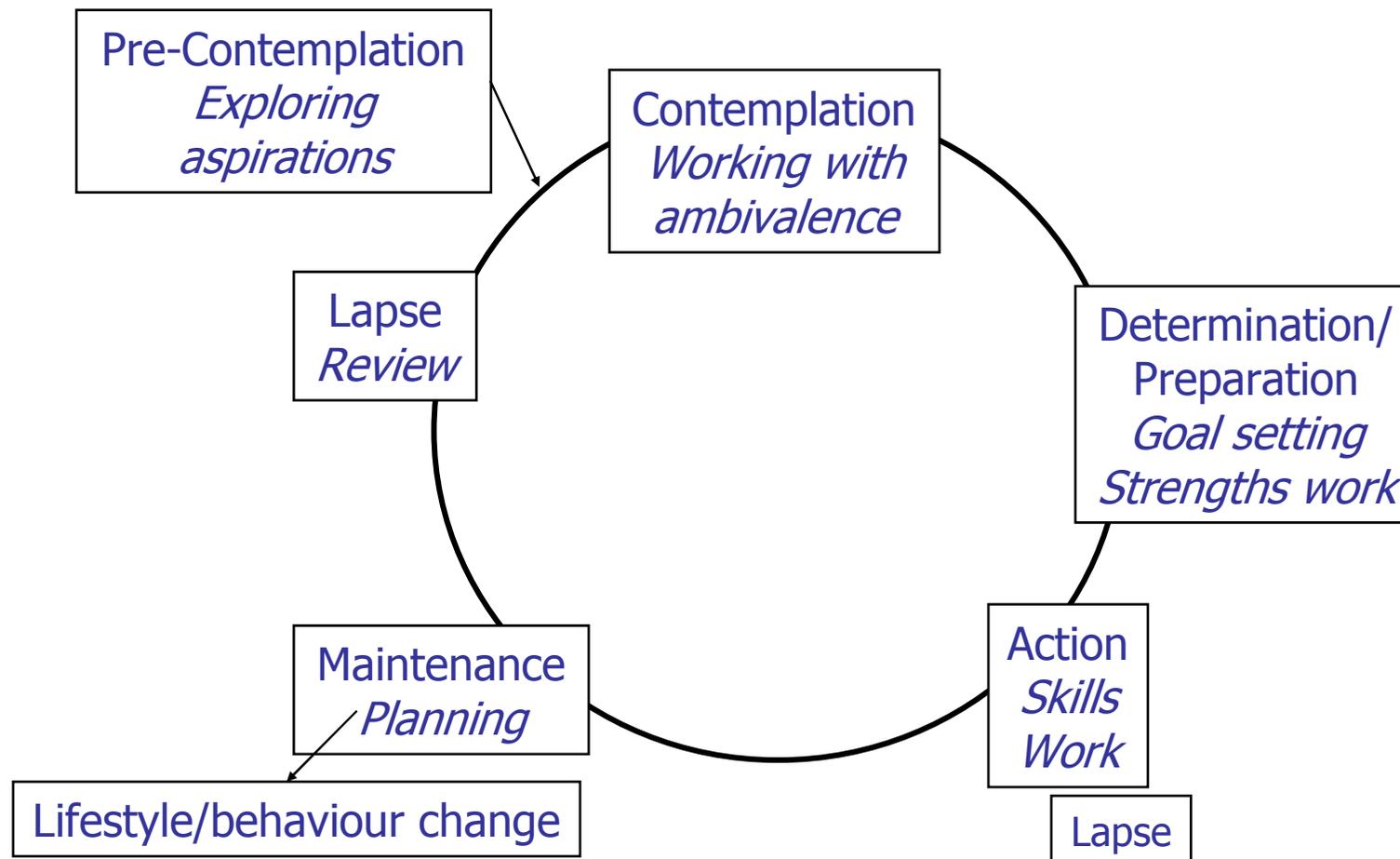
And enabling parents to challenge & change their behaviours in order to meet the needs of their children.

# Cross Atlantic Development

- Home builders (Jill Kinney): a model for working with families at a tipping point in their lives
- Motivational Interviewing (Rhoda Emlyn-Jones): intrinsic motivation is the key to behaviour change & maintenance of change

# Tipping the Balance into Change

(Process of Change Model, Prochaska & DiClemente 1983)



# MI Spirit of Delivery

- Collaboration

*Transparency of outcomes for the whole system using language of change*

- Evocation

*Whole system around the child exploring how they might impact on child safety & wellbeing*

- Autonomy

*Meaningful change for sustainability & generational shift*

*Moving from assess, plan, monitor, decision/drift*

# MI Principles in Delivery

- Empathy: build for individual, family & system
- Discrepancies: establish
- Ambivalence: explore
- Resistance: expect & work with it
- Self-efficacy: competencies model

*Creates a way of relating that encourages meaningful understanding & self-challenge*

# MI Core Skills in Delivery



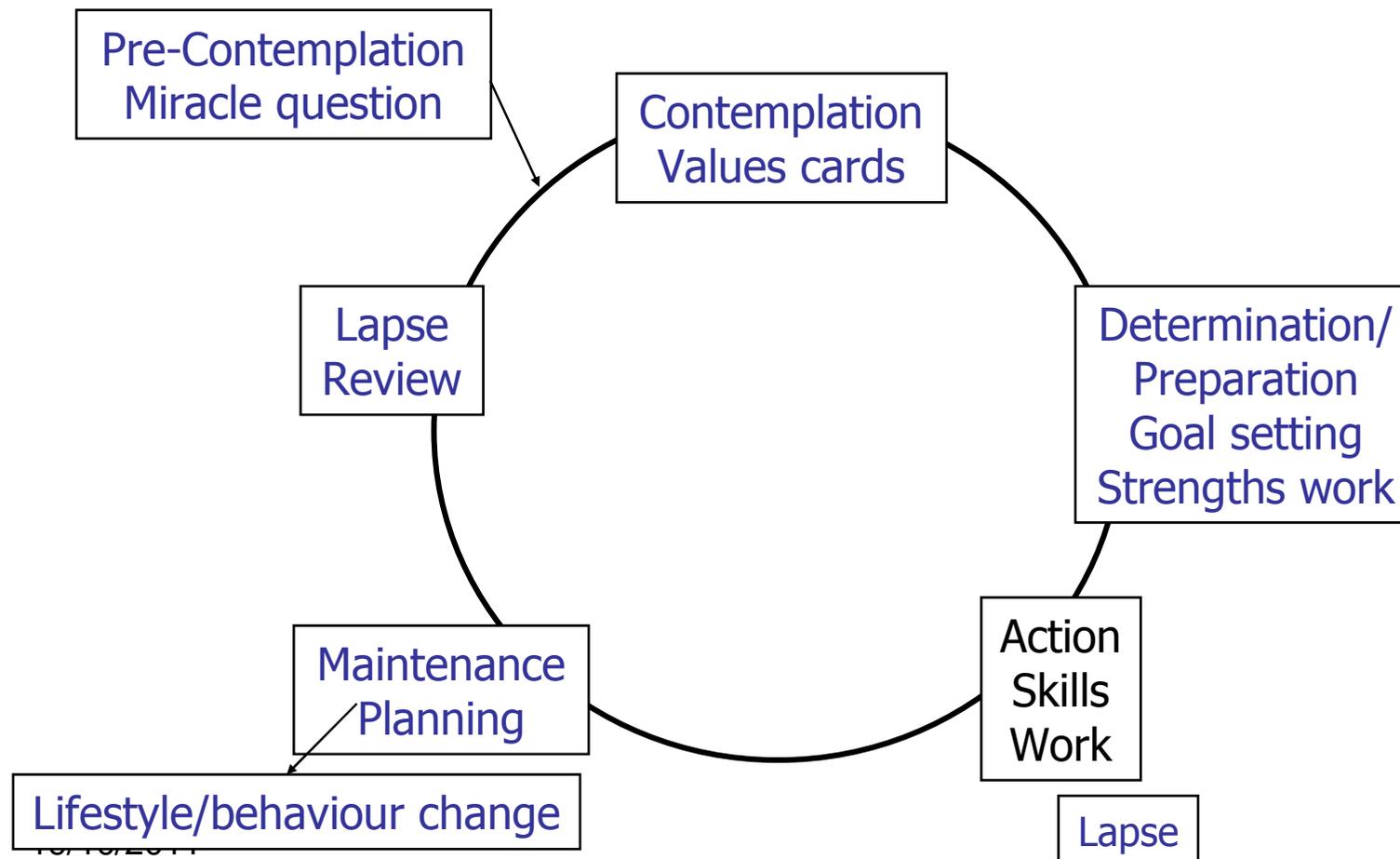
- Open Minded Questions
- Affirmations
- Reflections
- Summaries
- Encourage Change-Talk

*Engage, evoke, explore, build, consolidate*

# The Family Intervention Model

- A therapeutic psychosocial model aimed at improving family functioning for child safety
- A service model working with families at a tipping point in their lives to maximise the opportunity for meaningful sustained change
- MI at it's core: springboard in to change

# Intentional & Purposeful Interventions: Increasing motivation for Change



# Beyond the Springboard:

## *Welsh Government's Investment in Families & Practitioners*

- **Integrated Family Support Services**
- **Model of delivery to complex families**
  - Phase one: involves an intensive phase of intervention in complex cases where timescales are crucial.
  - Bringing families to a platform of functioning , clarifying roles and responsibilities to build on change and avoid lapse.
  - Phase two: Coordinated ,Integrated support. Shared review of the family plan. Timely release of resources.
- **Training & Resource to all stakeholders**
  - Welsh Government investing in people
  - Accredited training with MI underpinning

# Training in MI & Family Work

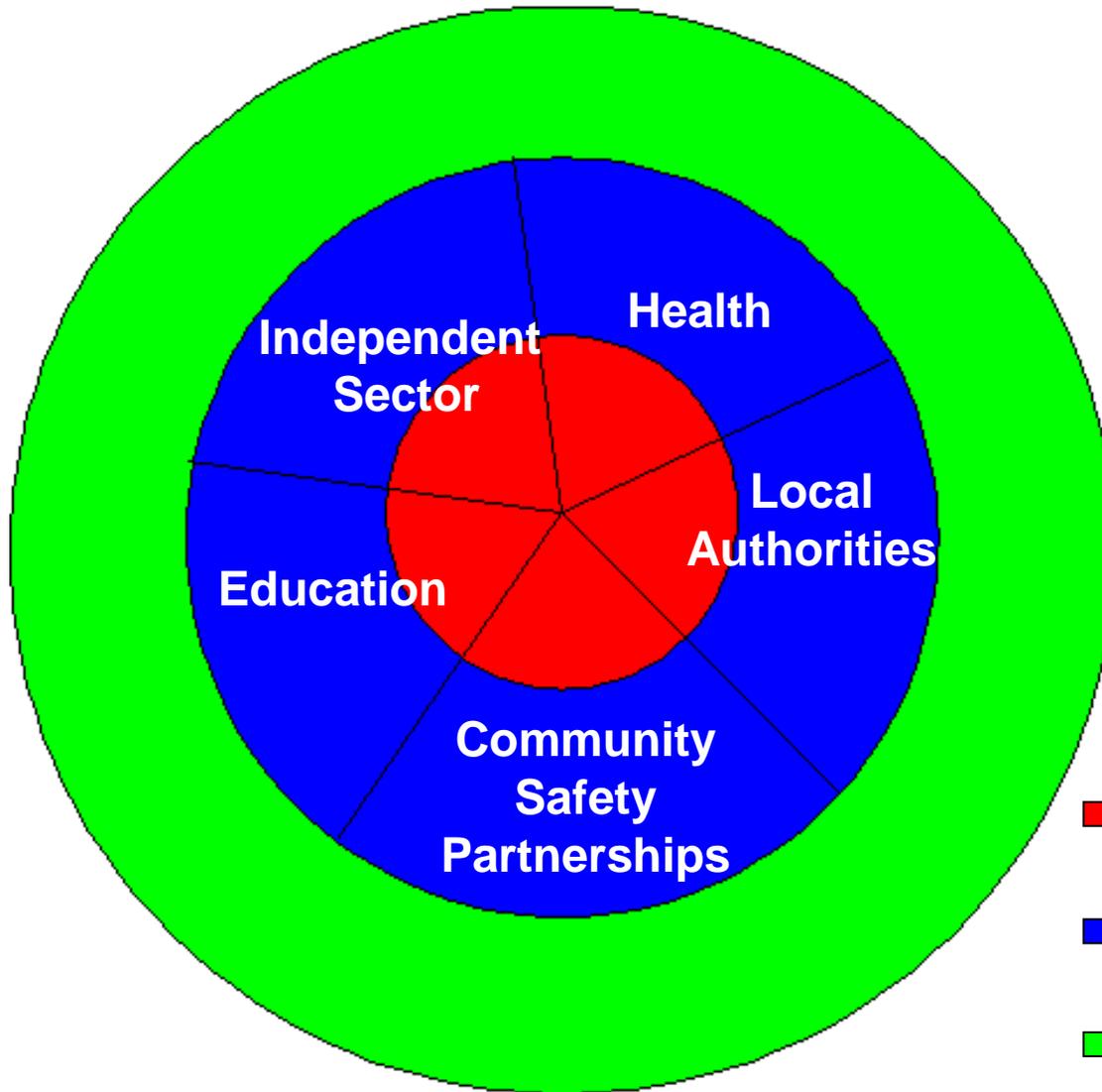
- Training model with MI underpinning all training
- Whole body experts retaining their big toe specialism
- Delivered across services
- Families to experience seamless service wherever they enter the process (tier 1, 2, 3 or 4)

# MI Training & Practice

Shared platform

- Philosophy
- Language
- Skill base
  
- Families & practitioners move from “They won’t engage” to “I need to do more contemplation work”.
  
- Ensures meaningful use of the big toe service

# Building Core Skills



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-  IFSS Team: Core skills, Models & Approaches
-  Organisational Development: The Skilled Workforce
-  Wider Workforce Training

# Integrated Family Support Service Workforce Development Modules

## Module 1: Enhancing Motivation to Behaviour Change

- TV Game, Stages of change, 4 statements, Good teacher/bad, Principles of MI, OARS practice

## Module 2: Lowering Resistance to Change

- Persuasion exercise, Resistant behaviour, Road blocks & traps, 3-in-a-row, Palm push/shameful secret, Batting practice, Hot seat reflections OARS

## Module 3: Goal Centred Interventions

- Why Goals? Case study focus SMART goals, Knowing when you've got there, Negotiating goals with families & professionals

## Module 4: Promoting Family Change

- Process of change, Engagement, Motivational tasks at each stage, Miracle Question, Values, Strengths & Goals

## Module 5: Care Pathways: Maximizing Multi-agency Planning

- Case study, Brainstorm what's available, Identify goals, High, medium & low importance, Short, medium, long term, Engaging services around the family

## Module 6: Impact of Substance Misuse on Families

- What you know quiz, Knowledge, Attitudes, Impact on family life, Risk and resilience, Lifestyle impact

# Feedback from module training

Joint delivery with IFSS practitioners across specialisms

- *"The course has ignited my interest & use of MI and I will definitely be using these skills on a daily basis"*
- *"The training should be mandatory"*
- *"Very educational and thought provoking. Useful tools/skills to utilise within practice."*
- *"Interesting and relevant for work areas interested in change in service users. Recommended"*.
- *"Facilitators, presentations and resources were of excellent standard. The training has increased my understanding of MI and how to put this into practice. Thank you"*.

# The Impact of Training

## Text & Email Feedback to Mentor

- *Found myself offering to take a mother to her counselling appointment. Thank GOODNESS she knows the model builds autonomy & said "Thanks but no thanks, I can get a bus for my kids. I'll text you later"....!*

*Psychiatric Nurse*

- *Just to let you know I've been practicing aspects of the IFSS training on my S47 duty this week & whilst I have been with 2 families in a lot of crisis they have responded well to being heard & in visualising their goals...we are all gaining from this.*

*Social Worker*

- *My new best friends are content, meaning and feeling reflections. Been rolling with resistance all morning. Saw it happen though, the moment the thought provoked. Dad made a great argument for his change. So brave.*

*Adult Mental Health Worker*

# Progress to Date

Supported by the Welsh Government & Guided by  
Care Council & Agored

- ✓ Building resource of IFSS practitioner trainers
- ✓ Establishing processes in local training units for delivery & accreditation
- ✓ 60 submissions currently with the Colege Morgannwy
- ✓ 40 further learners registered
- ✓ 20 courses (300 learners) booked in 2011

# Create Shared Platform Across All Disciplines

All over Wales practitioners are:

- Writing about & evidencing MI skills through accreditation
- Talking about engagement, eliciting, evoking, & understanding resistance in their practice
- Promoting transformational change: challenging system design & methodology to effectively engage with & support behavioural change
- Confident in the knowledge that this is supported by national & local government

*Role Legitimacy, Adequacy & Support*

# Challenges

- Training supported by organisation
  - Supervision
  - Mentoring
  - Skills development
- Systems in place to embrace new ways of working

# Effective public services

- The right service at the right time
- No less and No more to achieve independence
- Efficient and effective use of resources
- Transforming families
- Transforming services
- Underpinning valued specialism's with generic skill and confidence in engaging families

# Families experience

Whole system from government to front line worker:

- Consistent language for change
- Clarity of outcomes
- Confident services