Team learning activity: understanding the journey to accessing help and building trust

About the children and young people's crisis worker films

The Seen and Heard series of films tell real life stories of young people, parents and carers across England who have accessed crisis pathway services. They are intended to support and enable professionals working in these settings to reflect and consider learning points from these experiences.

Each video should be viewed and used alongside specially created reflective learning activities designed for whole teams to use after training.

Due to the emotive nature of the stories, the children, young people and families who have bravely shared their experiences were offered support throughout the process and any concerns raised from the story in relation to possible poor practice had been fully investigated by the providers involved in the care.

About Marilyn's film

Marilyn talks about her experiences of accessing support for her physical health which had been significantly impacted by her mental health.



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Team learning activity: understanding the journey to accessing help and building trust

Learning objectives

- Reflect on the patient journey into crisis pathway.
- Consider how to build trust with someone who comes having had a mixed experience of help so far.

Team learning activity

This learning activity will take around 30 minutes. We recommend looking at the crisis learning activity slide deck prior to completing the activity below

1 Watch the film together

2 In pairs or threes, discuss:

- What stood out to you in the video?
- What do you do to greet a young person or their family?
- How do you explain your role and assessment process?
- By the time the young person in the film speaks to a mental health worker, she has had contacts with several professionals that she has found very stressful. How might this affect how she engages with the mental health worker? When you first meet a young person, how much do you consider their help-seeking journey before they got to you?
- What sorts of things do you do to bring up or lower the emotional temperature in children, young people and their families to support them to engage in your assessment?
- How do you begin to establish trust?

3 As a team

- Reflect on your small group discussions. Are there any changes you wish to make to your current practice?
- Consider what information you provide to young people and parents. Could this be further improved?

4 Give us feedback

Please let us know how it went by scanning this QR code to access a brief survey. This will help us to improve our learning resources.

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