

Team learning activity: supporting and involving parents and carers in crisis work

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 *Collaborating with Parents and Carers*

Sarah shares her experience of accessing crisis support – in particular, her experience of multiagency support and the challenges she experienced in this.



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Learning objectives

- Mentalize and make sense of parents and carers' experiences of children and young people's crisis care.
- Reflect on how to ensure parents and carers are heard and feel involved in processes involving their child (and how we can navigate this while considering safeguarding concerns).



Team learning activity

This activity will take around 40 minutes, or longer if you have the time for more detailed discussions. 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 emotional temperature zone do you think Sarah might be in?
- What factors might be impacting this? (E.g., crisis itself, involvement of statutory agencies, what the outcome might be)

3 As a team, feed back on your discussions and then discuss the following as a whole group:

- What different experiences can parents and carers have when their child accesses crisis services?
- What can cause parents and carers to feel unheard? Consider: worker behaviour, system issues and parent and carer context
- What gets in the way of involving parents and carers?
- What do you currently do to make parents and carers feel heard?
- What could you be doing to better involve them?

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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