



Walsall Council
Complex Mental Health Disorder Training
Feedback

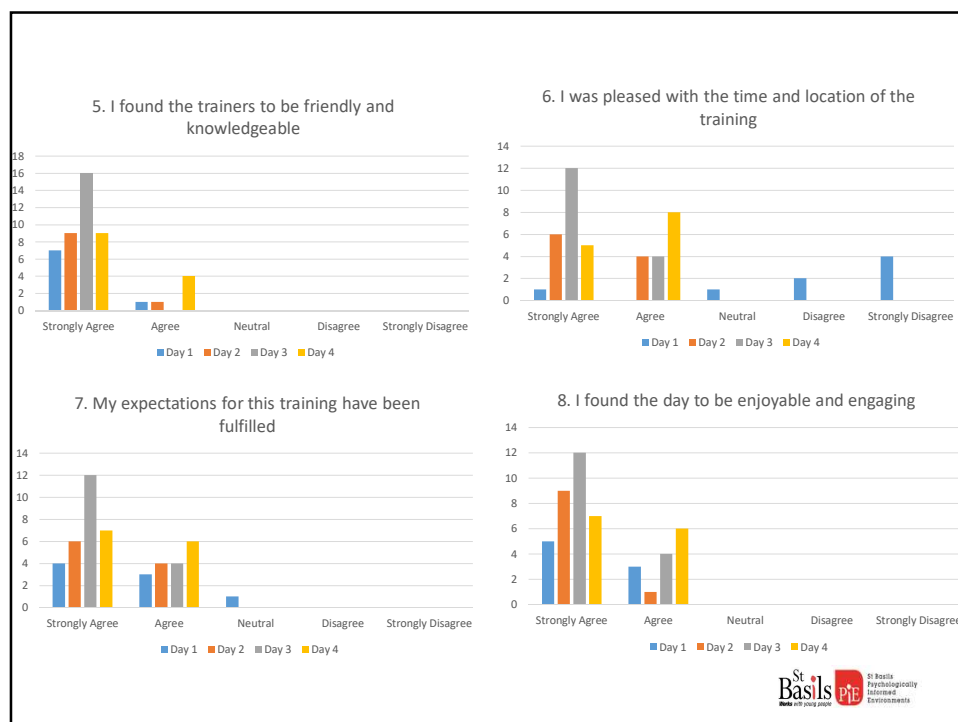
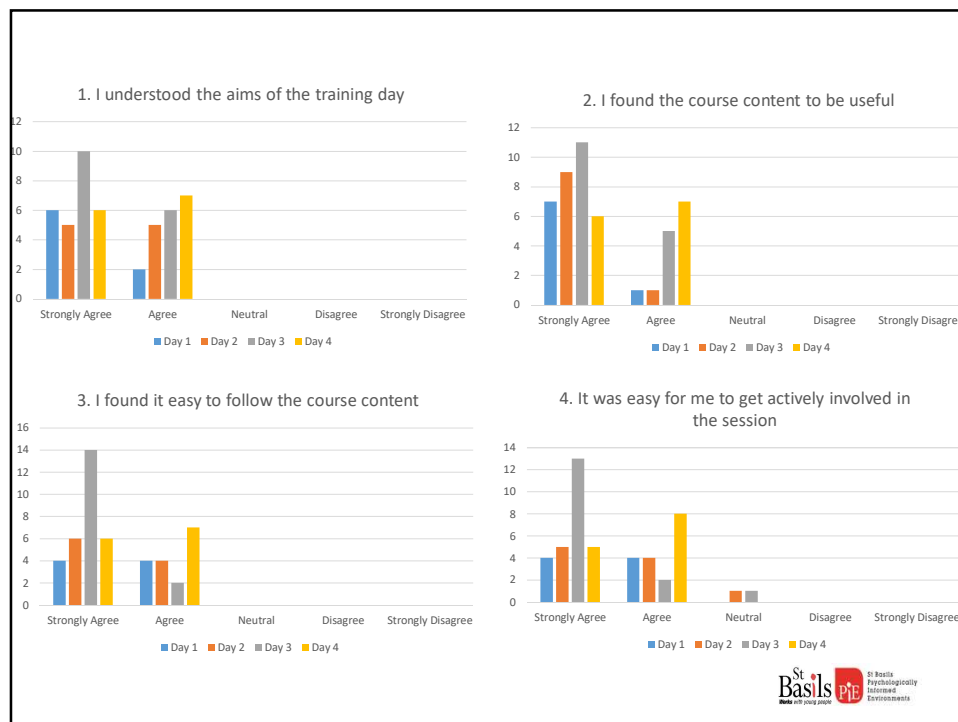


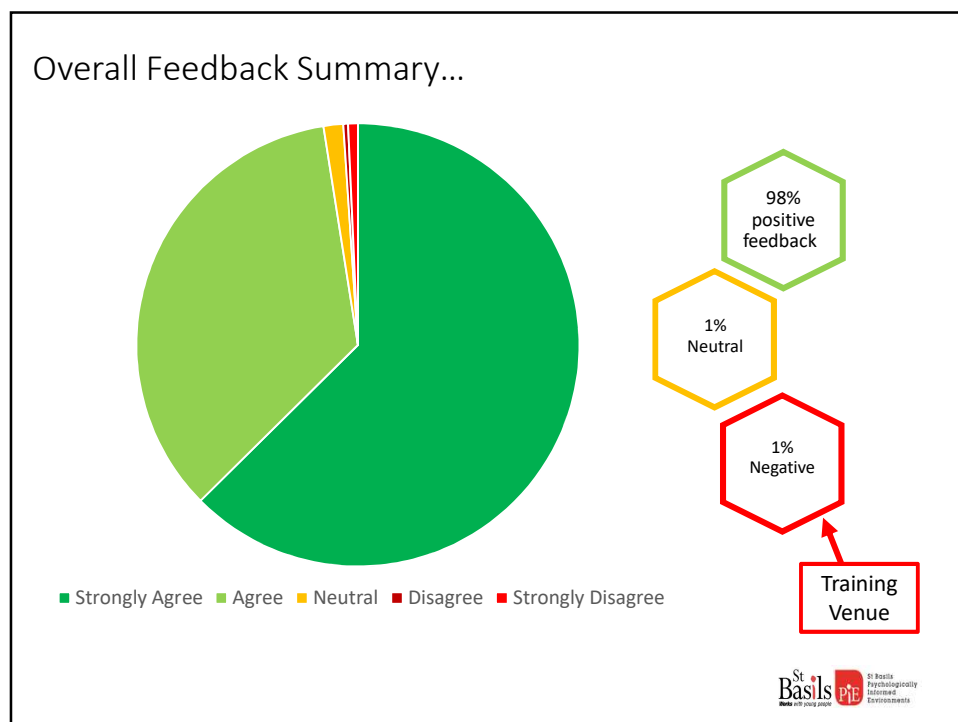
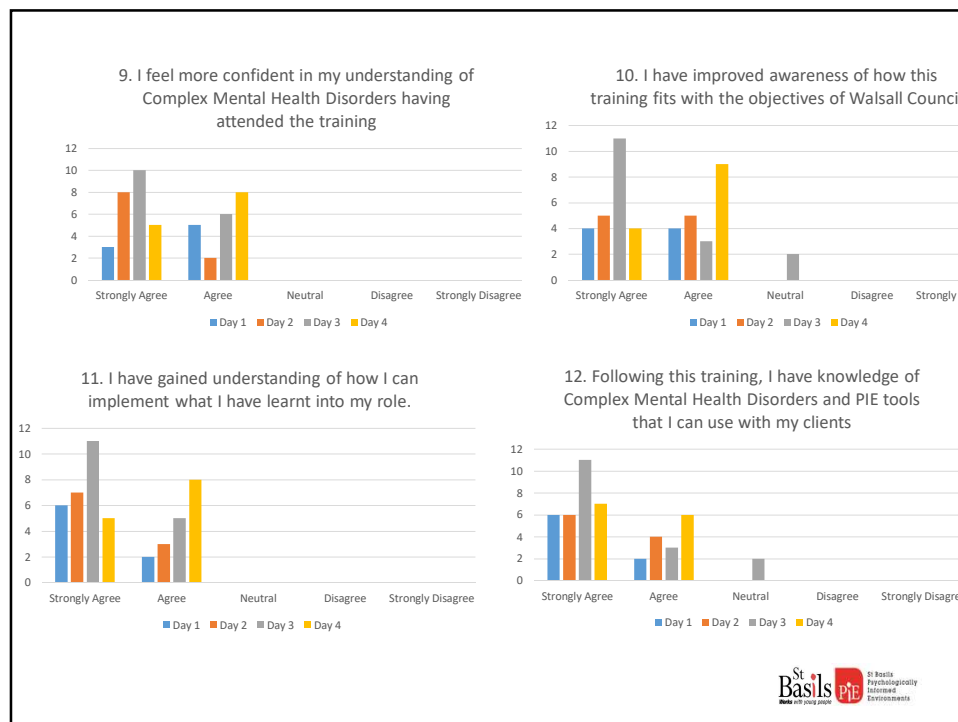
Training Feedback Summary...

CMHD Training Day	Date	Attended	Completed Feedback
1	27.06.2019	8	8
2	11.07.2019	11	9
3	26.09.2019	17	17
4	17.10.2019	13	13

Facilitators: Dr Amanda Skeate & Jeanette McLoughlin*
 (*day 2)







The most important things people learnt from the workshop... (part 1)

"self-care" - which I forget	Understanding the Client	Reflecting	Flip the lid model	How to keep yourself calm	Understanding of others	Impact on my wellbeing
Caring	Difference between high functioning and low functioning autism	de-escalation techniques	How to look at self	Empathetic listening	The Mental Health categories	A better understanding of Autism
Psychosis understanding	Understanding behaviours	People need to feel validated	Mental Health isn't scary	Mental Health diagnosis and risk	Mental health categories	Facts and Myths
Connections between mental health/Neurological and learning disabilities	Personality disorder	I rush too much when the environment is busy	Remember to listen actively	Signs of Autism/Personality disorders	Don't try to solve first- validate instead	BPD
Aspects of autism spectrum	Different service users perspective	Not to just straight problem solve	Not to try to provide solution before delving deeper	language etc.	Facts around Psychosis	Being non judgmental
		Being patient	Self harm/suicidal behaviour			

The most important things people learnt from the workshop...(part 2)

Let them speak more	Keep calm	Mental health	Comms style	ACEs reminder
How childhood trauma effects a persons health	Emotions are difficult to deal with.	There are various reasons for behaviour	Don't mirror behaviour use PIE	ABC Formulation
Psychosis and schizophrenia myths	Taking time to understand residents	How my reactions can cause a reaction	How to evaluate situations	Better understanding how people may feel
To remember to observe body language etc.	Facts around Psychosis	Being non judgmental	Being patient	Self harm/suicidal behaviour

Of the things learnt what will be the most useful in your daily work...

De-escalation	Flip the lid	Validation	Understanding of others with respect to mental health	It was all useful, all very important to my client group
How to validate and de-escalate situations	How to look after self	To distinguish when there is more than one disorder	How to recognise that someone may suffer from mental health condition and how to confidently ask questions	Understanding Autistic Spectrum Disorder
Interesting, will have more confidence to deal with complex cases	Validation of peoples issues	From a safety aspect - Flip the Lid and de-escalation	Triggers	Validate first to save problems in the future
Knowing how to work with customers who may have a mental health issue	Reinforcing effective interview techniques	Communication	ABC Formulation	How negative views of staff can impact service user
Being more reactive when listening and not pre-judging	Very informative and useful for my day to day needs to help service users who are vulnerable	All of it as I can use it with customers as well as staff	All of the training will be useful in my daily work also to share with other staff	self harm/suicidal behaviour

Other comments regarding the workshop...

Would like to have more group sessions	My apologies on behalf of the council for providing poor facilities and no refreshments. I know that it made providing the training difficult and appreciate your professionalism and dedication to engage with us.	Organisations need to understand impact on frontline staff	So very helpful	Would like something more in-depth
Useful and interesting activities and resources	Really enjoyed the training day with Dr Amanda	Very good workshop	Very interesting and educational	It is very helpful to share self-care with everyone
Enjoyed role playing for a change	Didn't think I would share personal experiences or issues but I felt I mentioned what I felt I could expand on (i.e. nephew)	I don't think so - just that it was difficult to hear what everyone said	Very informative, useful tools for daily roles	Great day, informative
Amanda is an excellent trainer one of the best courses I've attempted	Very interesting - a session not to be missed	Very insightful	It would benefit all front line staff and managers across the organisation	Very informative
Autism - very interesting	Very enjoyable	Very good cause and very enjoyable	It was excellent	

What, if anything, would you change to improve the Training...

Nothing

Location due to complaints from other rooms

Different location

Better location. ICT set up prior to training. Refreshments (only tea, coffee, water)-basic requirements.

Different location

Have more of it :)

The cheese and broccoli soup was ok but could be improved with more broccoli!

No role play - triggers anxiety

Maybe choose a room with better acoustics

Soft drink refreshments

All good

The person from the next-door room rudely told us there was a meeting of 'top' directors in the next room-inference that we were not important

More role plays

The work group worked well

Location