



Care Services Improvement Partnership **CSIP**

West Midlands  
Development Centre

# **Report on the 3-Day Training Programme for Carers and Staff to Prepare them to Deliver a Programme of Information Sharing, Coping Strategies and Support to Black and Minority Ethnic Carers**

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## **Executive Summary**

1. Training was commissioned by CSIP in order to develop skills for delivering Carers' Education and Support to BME groups in the West Midlands
2. The training was delivered over three days by a team consisting of two Meriden Programme Clinical Specialists, a CPN and a carer all of whom were also Meriden trainers
3. There were seventeen course participants, twelve professionals and five carers
4. The participants were relatively inexperienced in delivering training prior to the three-day Caring for Carers training course
5. Overall levels of reported knowledge and confidence in training across a variety of topic areas increased following the course. Participants also felt that they had developed a better understanding of carers' needs and the importance of sharing information and developing networks to support this
6. Knowledge levels on all twelve topic areas measured increased over the three-day course
7. Confidence levels on all twelve topic areas measured increased from prior to the course
8. Overall, the course rated very well in terms of meeting its objectives (with 41% of participants giving it the maximum score possible and an average rating given of 8.8 out of 10). Participants also commented very positively on course organisation, quality of trainers and event facilities
9. Participants reported very positive feedback following the course commending the variety, relevance and appropriateness of topics covered and encouragement that they received from trainers
10. Overall, participants remarked that they valued the group-work and having the opportunity to develop their skills in a very practical way
11. Participants rated the Workbooks and course materials that they received as excellent also noting that they were clear, well structured and a good guide for future training
12. Participants commented that they would value review meetings/refresher days in order to share their experiences of going on to develop and deliver local training courses
13. Demographic measures revealed that the majority of participants were staff members (71%); female (88%) and that the average age was 38 years (range 25–70 years). There was representation from a wide variety of ethnic groups

## **Introduction**

The 'Caring for Carers' training course detailed in this report aims to prepare staff and family members to deliver an eleven-week programme of information-sharing, coping strategies and support to carers of people experiencing mental health difficulties with a specific emphasis on the needs of Black and Minority Ethnic (BME) carers. The programme is designed to bring together small teams of staff and carers in order that they can develop their skills in training and supervising others in a highly collaborative, practical way over three-days. It is expected that by using this cascade model of training, participants on the three-day course will go on to deliver locally tailored carer support and education packages that specifically meet the needs of their local communities.

This innovative training programme was developed by the Meriden Programme as a direct result of work undertaken by the BME Sub Group of Carers in Partnership. This initial pilot project was delivered through the support of the West Midlands Care Services Improvement Partnership (CSIP) which provided funding for both the course delivery and venue.

The aims of the course were achieved through experiential learning and the provision of an extensive range of written materials. A detailed manual was prepared detailing eleven modules covering the following topics:

- Introduction – the experience of mental health problems in a family
- Experiences of caring
- Education and information sharing – diagnosis and treatments
- Information on local mental health services
- Communication in families
- Communicating with professionals
- Problem solving
- Dealing with crisis and relapse management
- Recovery and hope
- Taking care of your own health
- Each of the modules detailed above contained information specifically relevant to BME carers

In terms of learning outcomes for the course, it was anticipated that by the end of the course, participants would:

- Develop a culturally sensitive knowledge base for sharing information with carers from diverse backgrounds
- Develop the practical skills to help carers develop a range of coping strategies
- Demonstrate the presentation skills required to share information with carers, including working with interpreters where appropriate
- Demonstrate ability in planning, organising and delivery of courses, delivery of presentations and facilitation of group learning
- Have an understanding of the resources available to support the planning and delivery of courses
- Develop an overview of the programme to be delivered to carers and consider how the programme may need to be adapted to meet the needs of specific BME carers and communities
- Consider the impact of race, culture and faith upon the service user and carer experience, and how these impact on care pathways and access to mental health services

The course was delivered through Meriden, the West Midlands Family Programme which is known both in the UK and worldwide as a programme that has expertise in relation to carers' issues and the implementation of family work. The course was delivered by Paula Conneely (Clinical Specialist & Trainer, Meriden Programme), Yasmin Malik (Community Psychiatric Nurse and Meriden Trainer), Chris Mansell (Clinical Specialist & Trainer, Meriden Programme), and Peter Woodhams (Carer and Meriden Trainer). It was considered essential to have a carer as a member of the training team who would act as a model for the carers on the course who were being trained as trainers. The format of the course was that some didactic material was presented, but it was

primarily skills-based training. Participants had to practice the skills that were introduced, receive feedback, then practice again, thereby developing their skills.

## **Course Participants**

There were seventeen participants on the course, twelve staff (employed in a range of roles including: Support Worker; Carers Development/Support Worker; Community Development Worker) and five family members. Of the seventeen participants, fifteen were female and two were male (both staff members) and the age range was 25-70 years with the mean age of participants being 38 years old.

As this course was aimed at training participants to deliver a programme of information-sharing, coping strategies and support to BME carers it seems pertinent to report a breakdown of participant by ethnic group.

<b>Ethnic Group</b>	<b>Number of Participants Reporting Identification with Group</b>
Asian Indian	4
Asian Pakistani	2
Asian Chinese	1
Asian Other	1
Black African	1
Black African Caribbean	4
White British/European	1
White Irish	1
Other	1

\* 1 participant did not report this data

A variety of both statutory and non-statutory organisations were represented: Axis (Birmingham City Council's team offering support for Black and Minority Ethnic people who are facing mental health difficulties); African Caribbean Community Initiative (ACCI, Wolverhampton City Council's project aimed at helping people with mental health problems to develop their own potential providing access to a variety of services); Coventry Mental Health Services, Heart of Birmingham PCT; the Birmingham Chinese Community Centre and Sandwell Mental Health and Social Care NHS Trust. The rationale for recruiting participants from a range of organisations in this way stemmed from the Meriden Programme's experience of training carers in isolation which highlighted the need for supervision and support at a local level. In order to ensure that the carer education and support programmes could be successfully rolled-out, fully implemented and mainstreamed, collaboration between carers and service providers seemed advantageous.

## **Course Evaluation Measures**

In order that a course evaluation could be carried out participants were given a number of questionnaires both at the start and finish of the three-day course. These were as follows:

- 1) Background Questionnaire (Demographic Measure) – Appendix 1
- 2) Background Questionnaire on Previous Training Experience (pre-course) – Appendix 2
- 3) Knowledge and Confidence Questionnaire (pre- and post-course) – Appendix 3
- 4) General Feedback Questionnaire on three day course (post-course) – Appendix 4
- 5) General Evaluation of three day course (post-course) – Appendix 5

## **Results**

Because we are dealing with small numbers, most of these results will be presented as figures rather than percentages.

### **a) Background Questionnaire on Previous Training Experience**

Much of this dealt with participants' previous experience and training in running training courses. Of the seventeen participants, one did not respond to this questionnaire, so data from sixteen of the participants is included in this section (a). Of the sixteen participants, two (both staff) reported that they had received some previous training in how to train others whilst fourteen said they had not. When reporting experience of training others or running training courses the group was more evenly split with eight participants reporting that they had had some experience of this and eight reporting that they had not. Of the eight that had had some experience of training others all were staff members. Those who reported that they did not have any experience in this area were again evenly split with four being staff members and four being family members.

When asked if they currently offered training to others six reported that they did, ten that they did not. Of the six that did (all staff), reports of the frequency that they were required to do so varied from once a month to once every six months. Two staff members had experience of training multidisciplinary professional groups, unqualified/care staff/ volunteers and carers/family members, whilst a further three staff members reported having experience of training involving two of the three groups mentioned above. The remaining participants reported no training experience and two did not report data. When asked to report the topic areas that they most commonly presented on these included: roles, responsibilities, rights, entitlements, benefits, information provision, cultural awareness, communication skills, recruiting and training volunteers and information technology.

In summary, only two participants had received previous training on how to be a trainer (both of whom were staff members). Eight had some experience of training others/running training courses, again all of whom were staff members.

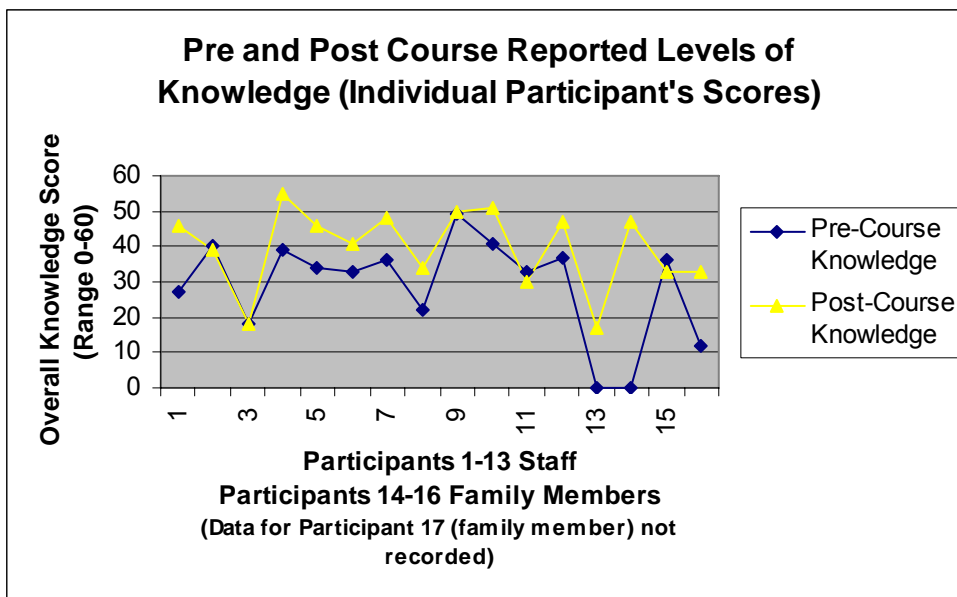
### **b) Knowledge and Confidence Questionnaire (Pre- and Post-course Measure)**

A questionnaire (Appendix 3) assessing the participants' knowledge of and confidence in delivering training on the different relevant topic areas such as provision of information, problem-solving, communication skills etc. was distributed to participants on the first morning of the course, and at the end of the three day training. Participants' pre- and post-course self-ratings were compared. The possible range of scores was from 0 to 60 for each construct (knowledge and confidence).

#### **Individual Participant's Knowledge and Confidence Ratings**

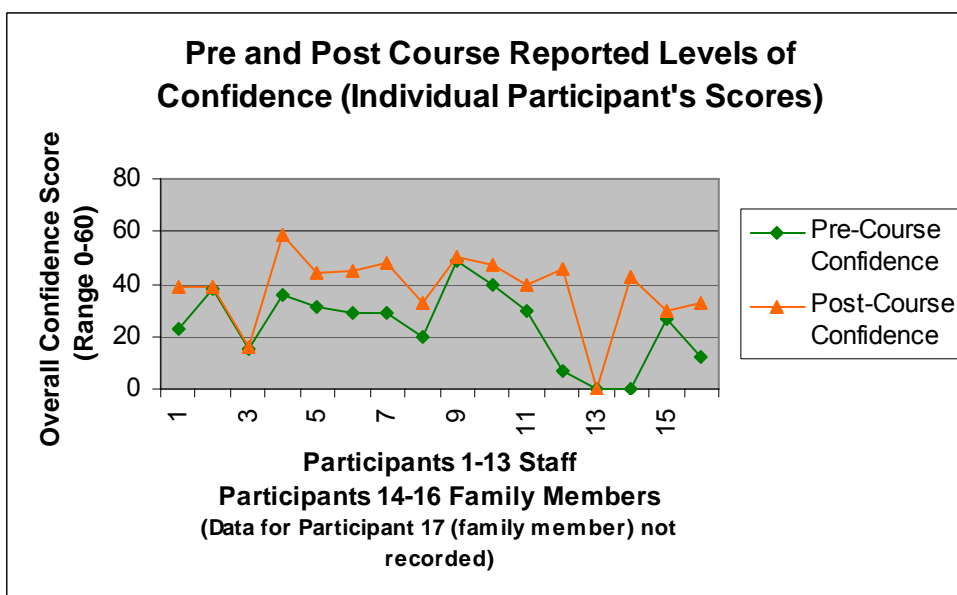
In terms of changes in knowledge from pre- to post-training, ten participants reported increases in knowledge over the three days of training (one reported no change, three reported a slight decrease and two did not record a pre-course measure). Individual participants' knowledge ratings can be seen in Table 1. Where participants 13 and 14 appear to have scores of 0 on the pre-course measure this is because no data were reported. In those cases where knowledge appeared not to have increased (Participant 3) or even slightly decreased (Participants 2, 11 and 15) this might be explained by the fact that the training had highlighted perceived gaps in the participants' knowledge base and/or that they needed more time to assimilate the knowledge that they had gained on the course.

Table 1



With regard to changes in confidence from pre- to post-training, thirteen participants reported that this increased over the three days of training. Individual participants' confidence ratings can be seen in Table 2 (please note that Participants 3, 9 and 15 reported an increase but that this is not easily visible on the line graph below). Where participants 13 and 14 appear to have scores of 0 on the pre- and/or post-course measure this is because no data were reported. Where confidence appeared to have decreased slightly (Participant 2) this is not an unusual finding in that the concept of a post-training confidence 'dip' is well documented. For some, exposure to all the material they will have to deliver, and the reality of making presentation results in a drop in confidence. This usually settles once people begin to deliver training, realise that they can do it, and begin to get feedback from those they train.

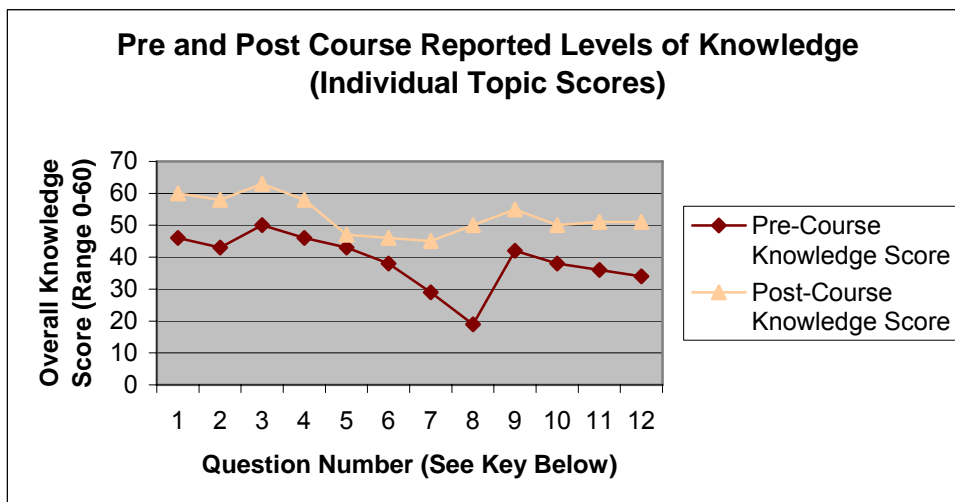
Table 2



## Knowledge and Confidence Ratings Across Topic Areas

In terms of changes in knowledge from pre- to post-training across topic areas, there was an overall increase in the level of reported knowledge over the three days of training. Individual question knowledge ratings can be seen in Table 3.

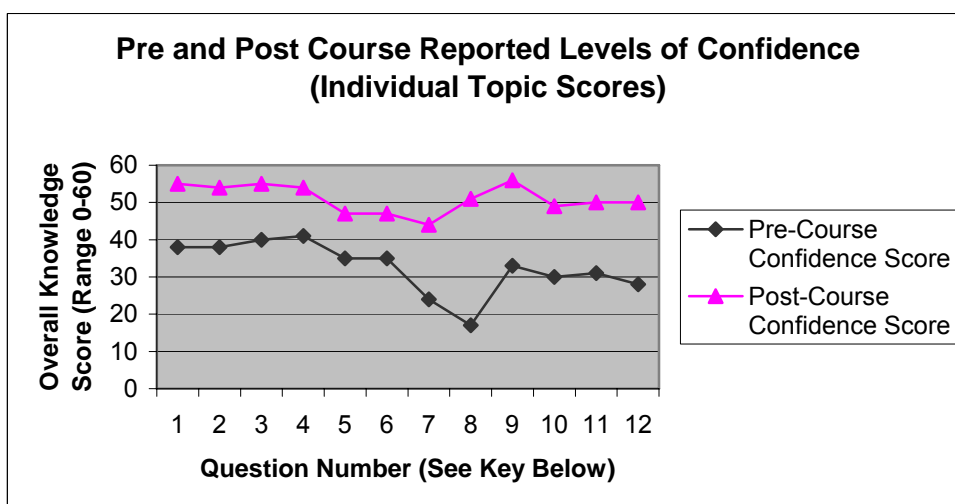
Table 3



**Key -** Rate both your knowledge and confidence in the topic areas below: **1.** The experience of carers who have a relative with mental health difficulties; **2.** The specific issues facing BME carers; **3.** Information about mental health problems; **4.** Communication skills in families; **5.** Knowledge of local services; **6.** Problem-solving skills; **7.** Relapse prevention strategies; **8.** Hope and the Recovery Model; **9.** The importance of carers looking after themselves; **10.** Skills for making presentations to carers; **11.** Skills for facilitating group activities with carers; **12.** How to plan a carers support programme

With regard to changes in confidence from pre- to post-training across topic areas, there was an overall increase in the level of reported confidence over the three days of training. Individual question confidence ratings can be seen in Table 4.

Table 4



**Key -** Rate both your knowledge and confidence in the topic areas below: **1.** The experience of carers who have a relative with mental health difficulties; **2.** The specific issues facing BME carers; **3.** Information about mental health problems; **4.** Communication skills in families; **5.** Knowledge of local services; **6.** Problem-solving skills; **7.** Relapse prevention strategies; **8.** Hope and the Recovery Model; **9.** The importance of carers looking after themselves; **10.** Skills for making presentations to carers; **11.** Skills for facilitating group activities with carers; **12.** How to plan a carers support programme

### **c) General Feedback Questionnaire**

A general feedback questionnaire was distributed to participants at the end of the three-day training course (Appendix 4). On a scale from 0 (very poor) to 4 (excellent), the mean rating of the content of the course was 3.7, with comments on the variety, relevance and appropriateness of topics covered. The mean rating for the presentation of the course was 3.8, with participants noting clarity and encouragement from trainers as being particularly beneficial. The mean rating for the content of the written materials and workbooks was 4 with comments that they were clear, well structured, relevant, easy to read and a good guide for future training.

Participants noted numerous gains from attending the course including increases in knowledge, skills awareness and confidence. Participants also noted that they felt they had a better understanding of carers' needs, how to approach working with carers and the importance of sharing information and developing networks to support this.

### **d) General Evaluation Form**

An evaluation form was also distributed to participants at the end of the three-day training course (Appendix 5). Firstly participants were asked to rate the extent to which they felt the course met its objectives on a scale from 0 (not at all) to 10 (completely) for which the mean rating was 8.8. On a scale of 0 (poor) to 3 (excellent) participants were asked to rate: Pre-event notification and administration (mean 2.6); Quality of trainers (mean 2.8); Event facilities (mean 2.5) and Information packs (mean 2.9).

Participants remarked that they valued the group work and having the chance to practice the skills, through role-play, in a supportive learning environment. Participants also commented on the fact that the course had given them the opportunity to develop their confidence in using the skills they had learnt. With regard to follow-up, most participants said that they would value review meetings/refresher days whereby the group could come back together to share how they had progressed and discuss any issues that had come up following the training course. The idea of staying in contact with other trainees and Meriden trainers, maintaining and building networks also appeared to be important to participants.

## **Summary**

The evaluation demonstrated that this training was very well received by participants and was effective in increasing reported knowledge and confidence ratings.

The report describes the outcomes in relation to the impact of the training course only. Evaluation of the implementation of the training will follow as those trained begin to deliver support to carers.

**Family Interventions Training Programme  
Background Questionnaire  
Caring for BME Carers**

**Name:** \_\_\_\_\_ **Trust:** \_\_\_\_\_

**Age:** \_\_\_\_\_ **Sex:** Female  1  
Male  2

**Ethnic Group:**

- Asian - Indian
- Asian - Pakistani
- Asian - Chinese
- Asian - Other
- Black - African
- Black – African Caribbean
- Black - Other
- White British / European
- White Irish
- Other

1
2
3
4
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9
10

**Designation:**

- Nurse
- Social Worker
- Occupational Therapist
- Clinical Psychologist
- Psychiatrist
- Counsellor
- Substance Misuse Worker
- Social Worker
- Support / Project Worker / Care Assistant
- Carer Support Worker
- Community Development Worker
- Carer
- Service User
- Other (Please State)

1
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12
13
14

1. **Do you have a clinical or professional qualification? If yes, please give details (eg. type and length of time held):**
  
2. **Please list any relevant health/care-related training you have received (if different to above):**
  
3. **Have you personal experience of being in a caring role for someone who is unwell? If so, how long have you been in this role?**

4. Have you had any specific training in working with families? Yes  1  
No  2  
If yes, please describe below:

5. Are you currently involved in working with families? Yes  1  
No  2  
If yes, in what capacity?:

6. Do you currently work with those with severe and enduring mental health problems? Yes  1  
No  2

If yes, is your job specifically focused on this client group? Yes  1  
No  2

8. What motivated you to participate in the training?

**THANK YOU VERY MUCH FOR YOUR CO-OPERATION**

Please return this questionnaire to: Your Course Trainer or  
The Meriden Programme  
Birmingham & Solihull Mental Health NHS Trust  
Tall Trees, Uffculme Centre  
Queensbridge Road  
Moseley  
Birmingham  
B13 8QY

**PRE-TRAINING COURSE QUESTIONNAIRE ON**  
**PREVIOUS TRAINING AND SUPERVISION EXPERIENCE**  
**(Caring for BME Carers January 2007)**

**Name:**

**Date:**

- 1. Have you attended any courses/received any previous training on YES/NO how to be a trainer?**

**If yes, please describe**

- 2. Have you had any experience of training others/running training YES/NO courses?**

**If yes, please describe**

- 3. Does you currently offer training to others? YES/NO**

**If so, how frequently? (please tick one)**

**a) Once a month**

**b) Once every 3 months**

**c) Once every 6 months**

**d) Once a year**

4. If you have had training experience has it involved the following:  
(please tick all that are relevant)

YES NO

a) Training multi-disciplinary professional groups

b) Training unqualified/care staff/volunteers

c) Training carers and family members

5. List the top 3 topic areas you most commonly present on:

i)

ii)

iii)

**CARING FOR BME CARERS**

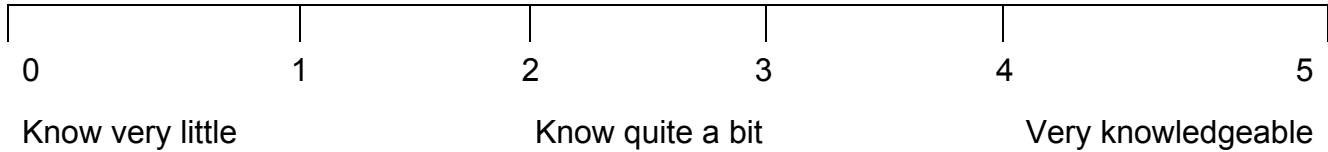
**PRE-TRAINING EVALUATION OF KNOWLEDGE AND CONFIDENCE**

**Name:**

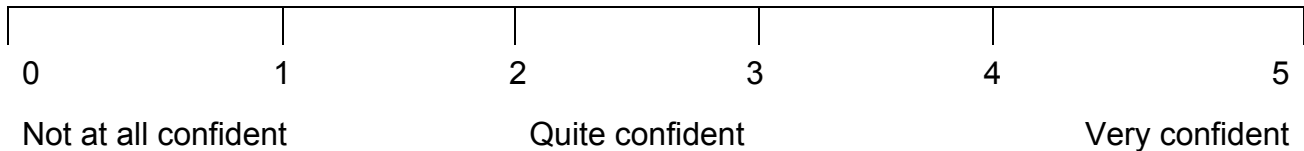
**Date:**

Please note both your knowledge of the topic areas below, and your confidence in training others on the following scale

**Knowledge**



**Confidence in Training Others**



**1. The experience of carers who have a relative with mental health difficulties**

Knowledge:

Confidence:

**2. The specific issues facing BME carers**

Knowledge:

Confidence:

**3. Information about mental health problems**

Knowledge:

Confidence:

**4. Communication skills in families**

Knowledge:

Confidence:

**5. Knowledge of local services**

Knowledge:

Confidence:

**6. Problem-solving skills**

Knowledge:

Confidence:

**7. Relapse prevention strategies**

Knowledge:

Confidence:

**8. Hope and the Recovery model**

Knowledge:

Confidence:

**9. The importance of carers looking after themselves**

Knowledge:

Confidence:

**10. Skills for making presentation to carers**

Knowledge:

Confidence:

**11. Skills for facilitating group activities with carers**

Knowledge:

Confidence:

**12. How to plan a carers support programme**

Knowledge:

Confidence:

**Caring for BME Carers Feedback on 3 Day Training**

24-26 January 2007, Birmingham

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**RATING SCALE**

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
<b>Very Poor/ Inadequate</b>	<b>Poor</b>	<b>Average/ Acceptable</b>	<b>Good</b>	<b>Excellent</b>

Please use the above rating scale to rate the content and presentation of the training.

- A**    **CONTENT** -                    irrespective of presentation, to what extent was the content relevant, appropriate and useful?    Rate (0-4):

**Comments:**

- B**    **PRESENTATION** -            irrespective of content, to what extent was the material appropriately and clearly presented?    Rate (0-4):

**Comments:**

- C**    **WRITTEN MATERIALS, WORKBOOKS ETC**  
Please rate the quality of the material you were provided with on the course.  
Rate (0-4)

**Comments:**

- D**    List 3 key things you gained from being on the course. This can include knowledge, skills or changes in attitude.

- E**    Is there anything else you would have liked to have covered on the course?

- F**    Any other general comments

**EVALUATION**

**Three Day Training for Staff & Carers to Deliver a Programme of Information-sharing, Coping Strategies and Support to BME Carers**

**24-26 January 2007, Birmingham**

**Did this event meet its objectives?**

<b>0</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<b>Not at all</b>					<b>partly</b>					<b>completely</b>

**How would you evaluate the following? Please circle**

**Pre-event Notification & Administration**

**Excellent**    í    **Good**    í    **Satisfactory**    í    **Poor**    í

**Quality of Trainers**

**Excellent**    í    **Good**    í    **Satisfactory**    í    **Poor**    í

**Event Facilities**

**Excellent**    í    **Good**    í    **Satisfactory**    í    **Poor**    í

**Information Packs**

**Excellent**    í    **Good**    í    **Satisfactory**    í    **Poor**    í

**Remarks**

**Which parts of the Training did you find most useful?**

**Which parts of the Training did you find least useful?**

**What follow up do you think would be useful to build on this Training Event?**

**Any other comments:**

**Thank You**

**Feedback Evaluation for Caring for BME Carers on 3 day training 24 - 26 January 2007.**

Content	Comments	Presentat-ion	Comments	Written materials workbooks etc	Comments	List 3 things you gained from being on the course	Anything else you would have liked covered on the course	General comments
3		4		4		Knowledge, skill, communication	No	Heating was poor
4		4		4		Skills, confidence, increased knowledge	No	Excellent course, great confidence booster
3	There is a lot of information to cover over the 3 days, it may be useful to turn the event into a 5-day course	4		4	The workbooks that have been put together are an excellent guide to adapt to the BME community individuals are to work with.	Skills learnt to become a facilitator of a group have improved. Confidence to stand up and talk in front of an audience. Networks.	All was covered brilliantly.	
4	Very appropriate and easy to follow. Basic information which were easy to understand	4	Well presented and involved all participants. Encourage participants to discuss	4	Good and easy to understand	Being aware of a carers needs. Seeing what other carers / participants feel. Skills		Well organised and helped to share others experience both professional and carers
3		4		4		Change in attitude. Knowledge		I would have liked it more if we spent more than 3 days for this course
3		3		4		Sharing information, knowledge and confidence	More diversity including BME specific needs - in mental health.	- Good and I enjoyed a lot.
3		3		3		Framework. Facilitation. Networking.	More insight on cultural issues (ie: discussing etc)	
4	I thought that the presentations were excellent and covered the topics that I was interested in.	3		4	The material provided was top class and the information inside very relevant.	Confidence. Skills. Knowledge	More training practice.	

Content	Comments	Presentat-ion	Comments	Written materials workbooks etc	Comments	List 3 things you gained from being on the course	Anything else you would have liked covered on the course	General comments
4	All information is relevant and appropriate. Very very useful indeed	4	Presenters were very clear and very helpful	4			I would have liked to have had more time, in 3 days the course was crammed and sometimes it was hard to concentrate, but excellent nevertheless!	Loved the course, I really feel very confident in using these skills I have learned, not only in the 11-week rollout, but in my work and home life.
4	Relevant and comprehensive	4	Brilliant!	4		Facilitating skills. Put Carers needs in mind all the time; Try to relate the training content to carers experience. Communication skills	More about the problem-solving, ie: how to help people to define the problem; to choose from possible solutions.	Very good!
4		4		4		Methods of effective communication. Knowledge. Valuable information - learning curve	Cultural differences. BME issues.	Course was well, better than I expected.
4		4		4	Ground rules. Communication. Problems share	How to communicate and listening.		The event was very interesting.
4		4		4		Confidence. New skills. Listening. Concentration. Assertiveness in asking questions .	Very satisfied with contents.	Had a great 3 days.
4	I think it was all relevant and gave opportunities for us to think outside the box	4	Step-by-step. Not too much jargon - any was explained - accessible to all attending	4	Easy to glance back and refresh memories. Example sheet that can be photocopied available.	Facilitation skills. Network opportunities. Confidence in presenting.	Not that I can think of.	

Content	Comments	Presentat-ion	Comments	Written materials workbooks etc	Comments	List 3 things you gained from being on the course	Anything else you would have liked covered on the course	General comments
	4 Found the contents of the course easy to follow for the 3 days, all relevant		3 As stated before the presentation was good, however more input from BME trainers would have been a good representation of the group; variety of presentations from different trainers is always good.		4 Well structured manual - individuals would be able to adapt as needed	More knowledge around day to day issues carers have Opportunity to network with other organisations Presentation and training skills	More emphasis on: confidence building skills would have been useful for everyone. Personally I did not feel that everyone was ready to facilitate the training and some people may need more support than others	3 very long days and a lot of information to take in - felt overloaded at times. Lunch was nice however a variety would have been good, rather than the same food for 3 days
	4 Taking time constraints into consideration and the fact that it was an 11 week programme it was well delivered, very informative, useful info well + practical covered -		4 Clear, precise, direct to point having well covered all major points		4 Easy, clear, precise to the point informative - good reference guide for future training and in general	Knowledge on a number of issues - how to approach carers, develop training plan tailored to meet their needs. Skills on presentation and participation in discussion groups - sharing and learning from one another.	Not at this stage	Personal thanks for putting together one of the first carers training course specifically aimed at BME carers!
	Contents were very good and informative, easily understood		Presentations were clear. People did not feel intimidated. They felt they could air their views in a comfortable way		The written materials are very good and informative workshops. Carers were able to assert themselves in different ways	1. How to apply knowledge to other carers 2. Importance of sharing one's skills 3. Became much better networking	Perhaps a management plan would be appropriate	Having done this course will make more efficient to help other carers to go forward
<b>Total</b>	<b>59</b>	<b>Total -</b>	<b>60</b>		<b>63</b>			
<b>Average -</b>	<b>3.7</b>	<b>Average</b>	<b>3.8</b>		<b>Average:</b>	<b>4</b>		

0 = Very Poor/Inadequate    1 = Poor    2 = Average/Acceptable    3 = Good    4 = Excellent