

FULLING LIVES

Newcastle Gateshead

Multiple and Complex Needs Training



Fulfilling Lives Newcastle Gateshead can provide your service with a bespoke free Multiple and Complex Needs training package.

www.fulfillinglives-ng.org.uk



CHANGING LIVES

Who is this training for?

This **free** training package is aimed at frontline staff and managers of services that come into contact with people with multiple and complex needs across Newcastle and Gateshead services.

What is Multiple Complex Needs?

Around 60,000 people in England experience multiple and complex needs (MCN), defined as exhibiting at least two of: homelessness, current/ historical offending, problematic substance or alcohol misuse, and mental ill-health. This not only affects their lives, but leads to significant social and economic costs associated with a failure to effectively support them.

What is covered in the training?

Our training covers an understanding of people with complex needs by looking through a trauma-informed lens. People with complex needs have more than an average amount of trauma and neglect in their past combined with less than the average amount of skills to deal with adversity. They tend to have more than the average amount of difficulty with finding direction and motivation in their life, and associated difficulty with handling emotions, problem solving, and relationship skills around conflict and co-operation.

The training focuses on five key skills areas to develop:

- **Accepting and engaging people as they are**
- **Believing people can get better (motivation)**
- **Collaboration skills**
- **Developing trust in relationships**
- **Establishing & maintaining our role & boundaries**

The training also introduces a five-step reflective practice model and introduces attendees to theories about good practice, taking a 'trauma-informed' approach, and three basic principles to 'open dialogue' that can improve the quality of reflective practice sessions.

Training is offered on a quarterly basis in Newcastle and Gateshead.
For more information, contact our Workforce Development Lead:
Ray.Middleton@fulfillinglives-ng.org.uk or visit our website for latest dates.