Kendal Integrated Care Community
Working Together for a Healthier Happier Community

I Matter Fundamentals Evaluation – Kendal PCN Summer 2022

We sent out questionnaires to approximately 35 parent participants

We have received replies from 15 to date

The parents have all approached the Kendal GP's with concern about their child.

As a complement to other available options families were offered the option of I Matter Training focussing on their skills to help their child

About the classes
Parents were offered
An expression of interest questionnaire
A registration questionnaire
4 75min taught I Matter class on zoom with small group of other parents including discussion
A 14 day email course with a daily 5 minute clip
Consultation on registration questionnaire
Then Option for 4 fortnightly classes
Then Option for 4 monthly classes

Classes were mixed ages - respondents children were aged between 0-5 yrs and over 16 yrs

7 attended alone 7 attended with a family member 1 attended separate groups

Participants had had a concern about their child for a varied duration from Less than 3 months to more than 5 years

Participants attended between 2 and more than 8 sessions

Respondents views on the training were as follows:

The training was relevant and interesting	14/15 strongly agreed 1 agree
The facilitators were knowledgeable and well informed	15/15 strongly agree
The facilitators helped create a safe learning environment	15/15
I learned ideas that I now use to help me to help my child	14/15 strong agree, 1 agree
The initial questionnaire was useful and got me thinking	11/15 strongly agree 4 agree
The consultation was useful and helped clarify questions	14/15 strongly agree 1 agree
I have made changes as a result of what I learned	12/15 strongly agree 3/15 agree
My relationship is progressing in a healthier-happier direction	10/15 strongly agree 4/15 agree
I have more I want to learn	12/15 and 3/15 enough for now
I would recommend this course to other parents/professionals	14/15 strongly agree 1/15 agree
Would you be willing to talk to someone about your experience	14/15 yes

mbpcc.relationshiphealth@nhs.net

Dr Cathy Betoin Clinical Psychologist
Jacqui Wilson Social Prescriber

QUALITATIVE COMMENTS

Have you accessed any other support in relation to your concerns about your child?

School offered mentoring service,

Social prescriber who referred to I matter

CAMHS,school learning support

GP, school, CAMHS,

School, GP, counsellor, action for children

Had contacted school for support and GP

She had had term of sessions with the school

Counsellor

Dyslexia assessment also funded privately
School

GP

CAMHS

Private counsellor
school & GP
GP appointment that led to referral to I Matter

No

No

School mainly

School- specialized advisor in autism

Community Paediatrician

CAMHS for cog behavioural therapy sessions
School.

Since I Matter also have a community paediatrics referral via GP.

GP referred me to 'I Matter'

I have also been getting advice from my friend who used to be a social worker which has been helpful.

I tried to access every service or institution I could think of, inc. GP, school, CAMHS, private clinicians, group workshops, webinars etc

Why did you decide to take part?

I wanted to improve my relationship with my child. I wanted to increase positive communication and overall wellbeing of both of us.

To become a better parent,and so help my child get "Better". Ie.become more able to cope and behave and learn and be less disruptive within the family.

How to support my daughter's mental health, and the health of the whole family. How to prevent things deteriorating further and instead get on track to have healthy relationships and therefore good mental health.

Approaches to support my child's emotional well being and to understand her behaviour more fully Mainly as she wasn't waking every night and then co-sleeping for the rest of the night. Also for her negative outlook on life/low self-esteem.

We were keen to try anything to support our daughter.

I asked the GP for any help she could offer as I felt totally out of my depth & I Matter was suggested by Jacqui. Other than 4 x 1hr sessions i wasn't really sure what the course entailed - but was open to any help offered which might help me learn how to support my child better

I wanted to become better equipped to understand and support my daughter's anxiety and behaviours.

It was suggested by a GP at Station House. I wanted to be able to support my son with his anxiety. We were really struggling with our family life for a while and wanted to learn how to work through challenging situations

To try something new as focus child reported they felt talking therapy did not help them

To help our approach as parents to help our child.

Feeling overwhelmed, we were shouting a lot, to no effect. Losing control of my temper.
I have learnt a lot more about the benefits of staying calm.

I took part in the workshops because I wanted to try and understand my child better. How to deal with negative behaviour and anxiety. Learn strategies.

I took part in the I Matter programme because I was desperate to help my child and in addition the name of the workshop attracted my attention, even though I expected that it will be another child-focused programme

If you were to describe your experience of the I Matter Fundamentals Workshops for other parents what would you say?

It has been an eye opening experience, I learned the importance of looking after myself and not allowing myself to succumb to negative thoughts as much, as it has raised my confidence in dealing with issues at home. I dont feel as overwhelmed when facing challenges with my focus child anymore, I feel I am much more able to coach her through her difficult emotions. I feel like the entire family unit has become a bit more open and bonded than before I started I matter. It's not always been easy, I have felt guilt and sometimes regret looking at how I have handled situations in the past but this comes in a positive way, more of a realisation that it wasnt the best way to handle things, and learning the skills to handle difficult situations calmly and clearly. I do not "beat my self up" as much at all. I dont feel like a failure for having a child that has challenging moments. I feel successful because I can see her progress and I can feel how much happier we generally all are. I'm more equipped to deal with the challenges that would have made me want to escape only a few months ago. I can see things more logically and rationally now, I do not feel like I cannot do it. I feel much more In control of my own emotions too. I matter has made me feel like I have been given the key to my own internal power, and help with how to use it.

It is friendly supportive professional psychology based. It is based on sound social and psychology science, while it is probably the assistance and guidance in thinking it through as to hot it applies to you and your family which helped us most. there is peer support well within confidential "walls", and that feeling of being able to share and compare family situations with some similar issues was really helpful. It islovely that the NHS has now recognised the rationale of support for the family and so they can support the child in their health and learning issues. Many crises have been averted I think by parents learning to calm situations,recognizing "red" emotional warning signs.

A "light-bulb" moment which helped me to see clearly how much things had gone wrong, and how different things could be.

The feeling that there are lots of other families out there struggling, we are not alone, and there is a way forward

Extremely helpful and supportive

Really very powerful. About week 3 it hit me how much I needed to change and this
then became a much more challenging and personally challenging journey.
It has developed a deeper understanding and awareness of our daughters needs and ways in which we can support her.

It's a simplified way to learn about behaviours & how they can affect relationships. Daily bitesize comments reinforce what's discussed in the sessions & give you the opportunity to reflect on your individual circumstances

It has been excellent: although much of the information wasn't entirely new to me, it placed lots of fragments of information within a more coherent framework. The sequence of 'nuggets' was really helpful just to trigger my thinking. Also, having a sense of shared experiences with the other parents on the workshops was immensely helpful.

I would say it is very informative and also reassuring to hear from like minded parents.

It's been really helpful and has given us very useful insights into how situations become difficult and a way how to get past the difficulties for ourselves.

Supportive and educational. Enables you to understand the mechanisms going on in my child and why they are responding in a certain way and the contributing factors to this. Challenging at times too

It reinforces important concepts such as
• being aware of the fog and accepting that
•being the grown up
•not expecting the child to change, rather providing the environment which is safe and supportive for the child to explore different behaviours
• parents are not alone! Great to hear other stories with other families

Really supportive.

Understand more about child development now and how it affects their behaviour.

I think we were the only couple with young children so of our experiences were at a different stage to others in the group.

I would say the focus of the workshop is about you as the adult and how important it is for you to be in the right place with your well being so you can help your child.

I would definitely and strongly recommend this programme to every parent, especially to every mum, no matter if they experience problems with kids or not (yet). Those two lovely Ladies who ran the workshop are incredibly approachable, knowledgeable and have this unbelieve ability to make you feel , heard, seen and understood. It is also one of a kind opportunity to meet other parents (mothers) who are struggling too and that would give you the feeling that you are not alone

What are the key changes you have made and what has the result been?

I have been taking much more time to step back from situations in order to process what the best way to handle it is. I have made more time to spend one on one with my child, and to involve myself more in her interests. I have also been leaving "notes of affirmation" for myself and her, around the home. We have been taking a step back when entering the "red zone" and both of us apologising more when it is needed. I am more self aware of my own emotions and I take more time to care for myself also. I have also been trying to assess whether behaviour is caused for a reason or if it is actually a disrespectful action, and more often than not, seemingly disrespectful behaviour is caused by something completely different (ie, boy trouble, school) and it's for me.to help guide her through these tough feelings which arent really directed at me, instead of just feeling like it is, and I'm struggling and failing at being a parent. I feel stronger in myself now. I do not feel like my child walks over me. I feel like I actually know how to handle these challenges more effectively.. or at least waiting to handle them when I'm in the right state of mind.

Better balance between discipline,encouraging him as a guide and giving him space with less worry for us, more calmness (sometimes!). Trying to get a better balance between time with him and attention on him and the other lovely children we have.
I understand our relationship dynamics so much better now, how things had gone off track, and we are now working hard to repair and get things fully back on track. My relationship with my son has improved significantly, I am more confident and clear in my parenting, and we have a shared understanding and language to communicate at times of high stress. His behaviour has significantly improved, as has his school attendance. He is a happier child because of the work that we have done.

My daughter continues to have major difficulties with her mental health, which has got in the way of her accessing the benefits of I Matter, but we continue to apply the principles and work towards regaining a positive and stable equilibrium.

More structure and routine, creating a gap so as not to react instantly and emotionally when she is upset, thinking of myself more as a coach than a rescuer and to think of growing up as a mountain and

I am basecamp
I try to stay in the green. :blush: really helped that my husband took time off work to do the initial course with me. Better relationship with daughter. And she sleeps through some nights now.
I remain calmer

I approach the challenging behaviour differently - seeing it as an opportunity to support her
Consider my own wellbeing more, enabling me to demonstrate more calm & stability for my daughter.

Remembering that my child is not a mini adult removes the additional stresses that I realise I have, in the past, put upon her.

I'm now mindful of the developmental time my daughter has lost over Covid & considerate of the impact of this.

There is more connection between my daughter & I, & she is showing signs of improvement

I feel that I am much calmer when dealing with the relationship with my daughter, and I have felt much more empathic with where she is, and the challenges that she is dealing with. Learning to step away from the immediate crisis and have a bit of reflection has been really useful.

I have tried to implement what I have learnt but my son has become fixated on needing the toilet when he is out of our home that he has made it harder for himself. He has taken on new chores at home and even has a checklist to complete each day and if he doesn't do them, he has to hand his phone over until he has. He still doesn't want to leave the house yet although he did manage a 30 minute walk with a friend last weekend. I am beginning to take care of my own mental health more and to not let his anxiety affect mine.

Clearer communication, calming myself down, recognising trigger thoughts, that make my reaction to the situation worse

Recognise child level of arousal

Aware of level of demand and impact of this

Sooth less and allow some uncomfortableness
• keeping home environment as consistent as is possible
• accepting there will be ups and downs so expectations of perfection no longer there
•providing regular time with child

I try not to shout as much.

I found the stuff about demands outstripping ability to cope interesting but really hard to implement as we don't have a strong support network and I'm conscious that it affects my ability to cope but don't know what to do about it.

Reminding myself that I am the adult and to act calmly.

Remembering to debrief my daughter once she is calm after a meltdown.

Trying to give my daughter choices

Giving us both time on our own to calm down-not talk about things whilst feeling uptight.

Making sure my daughter knows that I am in charge and that she should trust me.
I am still trying to put new, more healthy boundaries in our house, despite this huge resistance from the other side. It is a very nice and uplifting feeling to have the steering wheel back in your hands.

If you were to sum up your key take aways from the training what are they?

I can do this.
I am a good mother.
My children do not need me to serve them, they need me to guide them.
Taking care of myself is just as important.
I deserve to be respected in my home.
I have the capabilities to handle these challenges.
Small steps are still steps in the right direction.
I set the tone in my home.

Accepting it is down to me how I emotionally react so flare ups have to be worth it if I see red, and they rarely are! Discussing issues when in calm green state is still tricky but persevering with communicating encouraging but not being a walk=over,setting some boundaries and pointing out when they are crossed, without worry that it will create a storm..

Parenting has to be firm and consistent as well as nurturing. Its important to repair a relationship after an incident. We have to break things down into small steps to get to our goals, there are positives in even the most negative situations. Need to balance demands and resources, and utilise support networks around us. Things can be different!

More understanding, empathy and patience for my children
Seek help when needed.

Be a team with those you parent with.
Try to stay green.
See above and Leaving my daughter to calm down and choosing the right time to talk with her.

Nuggets & gems. Be glad of the good things no matter how small. Many of the nuggets will stick in my head, mostly the visual of the attachment figure - straight hand/wobbly hand!

Boss out to lunch - & the filing cabinet..... stimulus/belief /response highlights my need to take a breath for a green response not a red one

To trust my instincts & believe in myself that I can make a difference.
I am the adult, and I have to remember that in the heat of the moment

My daughter is not doing these things out of spite, but that they are a reflection of a lot of uncertainty and anxiety about how she fits into her family and social groupings

This is a long term process, and that there is no simple, one size fits all solution.
I need to be an authoritative parent not a passive one.

Less words and more action, which I still need to keep building on.

Working on my own anger and frustration and disappointment

More insight in my behaviour and responses as a reaction to events
• I am the grown up - keep calm and centred whenever possible
•Ups and downs are natural part of life
• change is possible

Stay calm.
Think how little their brain is (developmentally!).
My house my rules...Firm and clear.

Needing to give myself so time away. To take care of myself.
Mainly the same answers from the last question. I think they overlap.
The main, the most important and the core one is
"I MATTER" as simply as that.

How could we improve this course?

I dont have any ideas I think it's already pretty great.
Better co-ordination of the disparate software to access the course, although that could be me ,at age55 (ITLuddite!).
I am still on my learning journey. The only way i can see it could have been improved is to have started it several years earlier. Thank you.

None

N/A

I struggle to attend the course on Wednesday mornings as I teach that day.

Maybe make the sessions 1.5 hrs if possible?

It would be helpful to share some of the diagrams and models that are used in I Matter, as the one hour sessions are intense, and it is easy to forget some key information or frameworks that have been introduced and discussed. However, I appreciate that there are IPR and confidentiality issues with that.

The only problem is the timing but I unfortunately work full time Monday to Friday so not sure how that can be improved.

It may have helped if there was something my son could do in parallel to the course.

I found it very useful, I think I need a bit more information about the last chapters in the introduction course

Possible longer input especially if trying to return to school in September

Can’t think of any improvements :)

Format seems to work well

I think the first course was really good.

I think I need to be careful that constructive advice wasn't over analysed and affected my self esteem, as I think that's one of my issues that affects ability to feel like a good parent at times.
I think everything was ok.

I did get interrupted by my child in a couple of the sessions which were frustrating and distracting.
It might be nice to meet everyone in person, as the energy of those two ladies must be incredible.

We (parents) could maybe support each other even better. Maybe some on-line group set up for the course could be useful to keep contact and to remind each other what we have learnt during the workshop.

What questions do you still have?

How to deal with sibling violence when I am outnumbered and they wont stop screaming at each other. That's the only thing I feel unsure of at the moment, is when I am powerless because there is 3 girls all screaming and fighting together and I cannot even be heard.

Nil

Improving my skills at managing conflict, and difficult and serious self harm behaviours.

More regarding routine and structure and coaching

I still need help as my daughter is beginning to increasingly self-harm by biting her arm and I want to know where best to go from here.

Further ways to support daughter. She is managing lots of new situations well.

Nothing that immediately springs to mind...

How can I help my son overcome his OCD he has now with needing to pee? Is there advice on how to get back to school?

More information on the themes towards the end of the introduction workshop

Difficult to answer cause I dont know what I dont know (if that makes sense)

I thinks its great this course was available via the GP. I also let the GP know.

I would like to learn more about children with different needs like autism and sensory issues. The I Matter course was great but I would like to understand more about specific difficulties.

I would like to know as we were referred by our GP, do you makes notes and share information with the GP about what has been discussed about our difficulties or is it all confidential within our little group.
I would like to learn learn and learn how to talk to (or rather how to listen to) difficult teenagers, so I could work in a similar field in the future, as I think there will be only more and more people needing support with raising up healthy kids.

Any other questions or comments?

Thank you

No

A heartfelt thank you.

No

A huge thank you to Cathy and Jacqui. I really appreciate all that you gave in terms of encouragement, time, guidance and teaching.

Thank you!

Just "Thank you" Cathy. It really has made a difference & a positive change in our household.

No, so far it has been an excellent programme, and I look forwards to participating in the consolidation workshops.

It's been a very useful experience to our family.

Been a very good experience for me.

Thank you Cathy!

No.

Thank you so much for your time, and putting everything together.

I have really enjoyed the course. It has helped me evaluate lots of things in my own life that I can change. Thank you.

no