

## Working with families – Support & Mediation

Despite the best intentions sometimes relationships between families, staff teams and provider organisations become tricky. This can result in unhappy families, unhappy staff and a lot of time and resources spent by senior managers trying to resolve the situation. Sometimes an independent perspective can help!



### Our Family Support and Mediation Service

- Offers independent advocacy for families of the people you support to help them work better with staff teams.
- Provides advice, training and support for staff teams to help them develop better communication and stronger partnerships with families.
- Provides the opportunity to work through particular difficulties and come up with solutions together
- Facilitates mediation when things get difficult
- Supports staff teams by building resilience in dealing with difficult situations
- Provides a report with recommendations on completion

If you would like to know more about this service please call us for a chat

Telephone: 07891 734987 or email: [Gail.Hanrahan@oxfsn.org.uk](mailto:Gail.Hanrahan@oxfsn.org.uk)

\*please note there is a charge for this service. Prices will vary depending on requirements



**About our Consultant:** Gail Hanrahan

“As well as being a family carer for 27 years, I've worked with a wide range of other families through a variety of roles in the voluntary sector and until April 2017 I worked as a Family Consultant for Dimensions UK. Whilst this was a strategic role, advising the organisation on how better to involve and engage

families, it also included working with families and staff teams when difficulties arose. I've learned a huge amount in the 5 years I worked for Dimensions and have developed a real insight into how a support provider works, some of the difficulties and some of the complex relationships that can exist between families and the people who provide support to their loved ones. Like the support given to people with learning disabilities, the involvement and working with families has to be personalised and person centred but like all human relationships it's never 'black and white', always 'grey' and sometimes very complicated.

I've seen the impact that difficult relationships can have on staff teams and families, the stress it causes and some of the consequences of that stress. I believe that my experience enables me to see things from both sides and work through the issues in a positive and productive way with everyone”.

**About OXFSN:**

Oxfordshire Family Support Network (**OxFSN**) is a not-for-profit organisation run by and for family carers of people with learning disabilities – both children and adults. We were set up in 2007 by family carers who wanted to use their experience to help others in the same situation, based on our belief that family carers are experts by their lived experience.

Please visit our website to find out more [www.oxfsn.org.uk](http://www.oxfsn.org.uk) or contact [info@oxfsn.org.uk](mailto:info@oxfsn.org.uk)