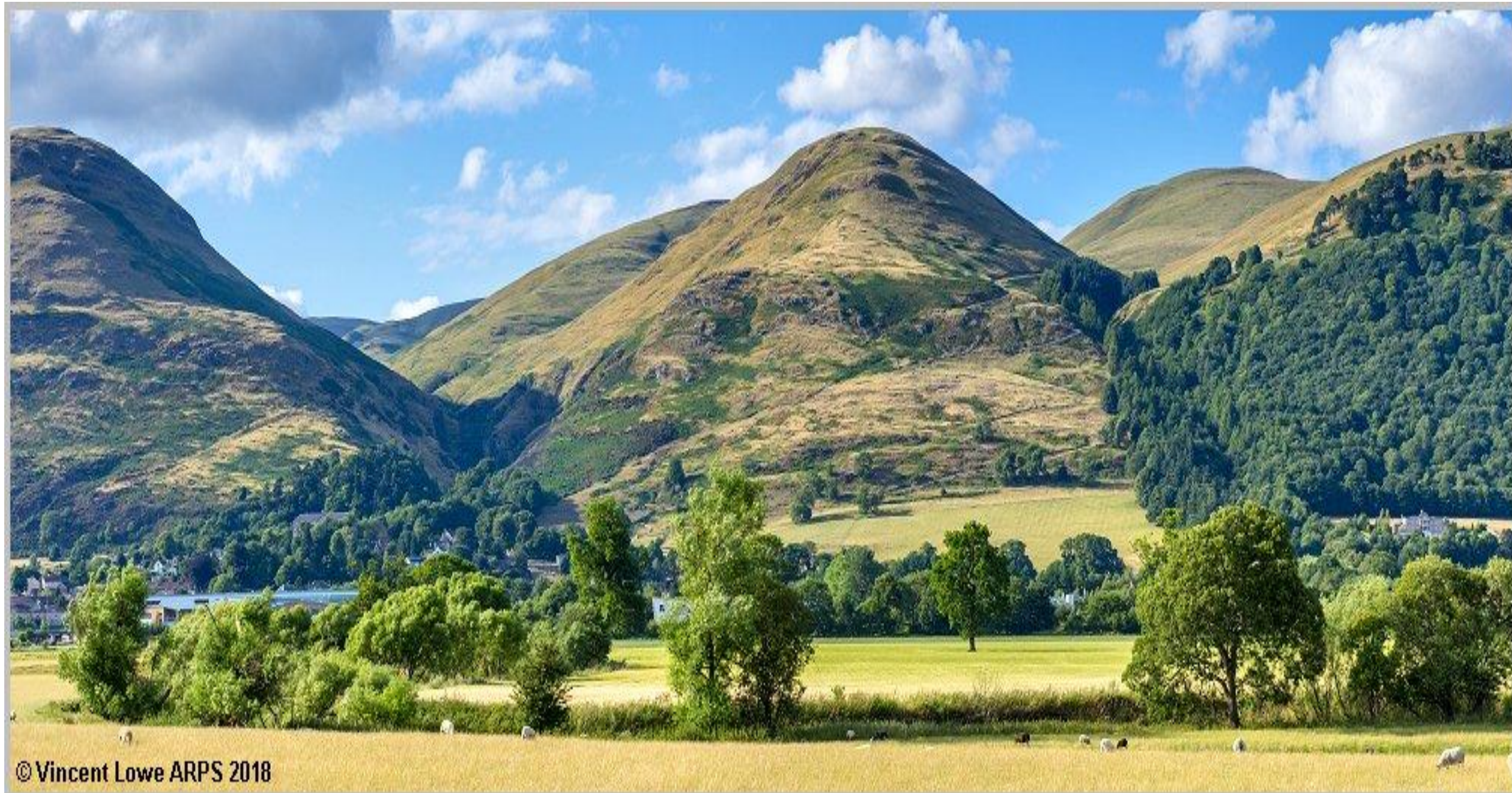


Hearing the Family Voice: Lessons Beyond the Learning Review Report —by Steven (brother)

Background

- There was a Learning Review completed in 2024, following the death of ASP03 – main issues related to substance use and poor physical health which resulted in physical, psychological and financial harm.
- Following completion of the Learning Review report, as a HSCP and ASPC we were keen to ensure meaningful learning for practitioners across all partners – this was a shared ambition of Steven.
- We considered what could we do differently to disseminate learning – Steven agreed to facilitate and deliver 4 sessions in person with a final session still to be arranged.
- The impact and feedback from the sessions commented on the real impact Steven had on everyone in the room which will be the focus of Steven's input today.



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The Importance of Being Heard

- Humanise the person in the report.
- Provide the emotional reality for family and friends.
- Highlight the message – negative consequences ensue – ripple effect when services don't get it right.
- Scottish Government - set out the strategy and workable tactics. I want to influence practitioners/decision makers to keep Murray's legacy alive.
- Really being heard – salves my conscious.
- Belated respect to Murray – fighting his corner and the anonymous people I might be helping.
- Power shift – staff were potentially intimidated by me as a family member and nervous for me as well!
- Brave of a HSCP to put me as a family member in a room full of professionals.

The Positive Impact on Staff and Partners

- Professionals visibly moved in the room.
- Post session feedback.
- Message to colleagues.
- Something different in the messaging and delivery of learning.
- More impactful coming from me!
- Thoughtful questions as people genuinely wanted to know how to do better.
- Lots of kindness in the room.

Challenges

- Re-traumatising and reliving events.
- A chance to discuss innovation – not just more of the same! Some might think it is a daft idea but give families the chance to say no! Don't assume that they don't want to be involved or to help!
- Crossed my mind to say no and wash my hand of services
- My fear - would it be too emotionally taxing to put myself through it, but it was worth it!
- Timescale of review - too recent/too soon versus I have moved on and re-traumatising!

Future Progress – The Voice of the Family

- Ensure that practitioners/services are aware of the negative consequences and the ripple effect of when services don't get it right.
- “We will not progress if we don't make mistakes” – BUT most mistakes are avoidable.
- Ensure that families can really reflect and feedback to influence services.
- Moving forward I am going to be involved with the ADP to try and influence and support those affected by substance use and wider issues – That will be Murray's legacy.

