An overview of the HPC Facilitator Training

What is the purpose of the Facilitator training?

It is intended that the Online Facilitator training programme will equip facilitators with the knowledge, understanding, skills and confidence to be prepared and ready to deliver the Heathy Parent Carers programme to parent carers, using Zoom.

The HPC programme is peer-led and the trainers' and facilitators' experiences of being parent carers are vital to being able to identify with and support the group to make the changes they are able to make. Equally, the facilitator's ability to enable the group to discuss their own experiences and generate their own ideas and solutions is key.

How is the HPC Facilitator Training delivered?

The Facilitator Training is delivered as follows:

- Lead Facilitators engage in 7 days of training which are delivered in two 'Blocks'. Block 1 is 3 days and is for Lead Facilitators only. Ideally, these 3 days should be held consecutively.
- Assistant Facilitators join the Lead Facilitators for Block 2, which is joint training and is run over 4 days. There can be a gap of a few weeks between Block 1 and Block 2 or they can run straight after each other.

HPC Facilitator Training Learning Objectives

Training Aims

By the end of the training, it is intended that the Lead and Assistant Facilitators will be confident to deliver the HPC programme to parent carers, as follows:

To achieve knowledge and understanding of:

- Particular challenges faced by parent carers and how this may impact on health and wellbeing
- The programme's core framework (CLANGERS)
- The session activities and associated learning outcomes
- Group facilitation techniques and how to create a positive group atmosphere
- The role of the HPC Lead/Assistant Facilitator
- Safeguarding procedures, as per local delivery partner requirements

To develop skills and confidence in:

- Presenting HPC programme information, leading activities and facilitating discussions
- Creating a positive group atmosphere and inspiring collective desire to make lifestyle changes to improve health and wellbeing
- Managing time effectively
- Managing difficult/sensitive issues that may arise
- Managing the online delivery and different Zoom functions
- Using Jamboard to capture group discussions

Are the facilitators on this training assessed?

To ensure that the learning objectives for the training are all met and that the facilitators feel well-prepared and confident to deliver the training, there is a checklist for trainers to use to assess the trainee Lead and Assistant Facilitators in Block 2. Lead and Assistant Facilitators will also complete their own self-assessment of their progress through the training. These assessments offer an important focus for reflection on the Lead and Assistant Facilitators' knowledge, understanding, skills and confidence.

Support meetings

Newly trained Lead and Assistant Facilitators are given the opportunity to have additional support meetings from their trainers, when they are delivering the programme for the first time. This is to discuss any questions around the contents of the sessions with the trainers and to offer any advice or guidance.

Facilitator supervision

The sessions and the topics covered in the program can be emotionally challenging for facilitators as well as participants. It is therefore recommended that Lead Facilitators have access to supervision. This provides an opportunity to reflect on the sessions and delivery and share any issues or difficulties that might have arisen.

As facilitators become more familiar with the sessions and content, they may feel that they require more or less supervision. It is recommended that this is decided at an organisational level in terms of what best meets their needs. Examples of the type of things which might be discussed during supervision are:

- The opportunity to process anything arising from the sessions that had an emotional impact
- Time management
- Reflection of delivery and practice
- The opportunity to address any difficulties with individual participants and / or co-facilitator.

What about safeguarding?

The HPC programme can evoke high levels of stress and potentially difficult and powerful emotional responses from parent carers, therefore it is important that trainers and facilitators are prepared to manage any issues which may arise, both during the sessions and during support meetings afterwards. In relation to safeguarding, if there are any concerns at all about the safety of a child or young person, vulnerable adult or any participant in your group, trainers and facilitators should follow the procedures outlined by the organisation for whom they are delivering the facilitators training or delivering the programme.

- Organisations are responsible for ensuring that trainers and facilitators follow their own risk management and safeguarding practices and policies and those facilitators are adequately trained and provided with enough information about what to do if concerns around risk should arise.
- Trainers and facilitators need to have a copy of their employing organisations risk management and safeguarding policy and have had a chance to read and familiarise themselves with this prior to starting delivery.

What do facilitators say about the HPC programme?

- *"I know the power of groups and supporting each other… I know it's so important to have people that understand and support you, because it can be lonely. I had lots of hope that this would help other people and, yes, it definitely was fulfilled."*

- *"I think one of the things that I definitely felt was the relationship between the lead and the assistant facilitator is amazing and I definitely feel like the absolute bonus is I've gained a really good friend who I think going on it together actually benefits our health and wellbeing, just delivering it together. It is really positive."*

What do parent carers say about the HPC programme?

- *"Meeting people who understand and 'get it ' reduced my isolation. Having parent carers as facilitators helped a lot. Having 12 structured sessions made me commit to it and focus on my own health. Having structured fun informative sessions helped a lot - I definitely went through a process of change. The use of humour was really important to me - and learning to be more resilient."*

- *"It was fantastic. I think it was really well done. (…) I think it's changed my life. (…) I think the best thing was going to the group, meeting everybody in the group, just meeting like-minded people, having a break from life and being in a different place for a while, reflecting on aspects of my life that I didn't really think about or had put away, and I learnt more about myself."*