

Delivery Support Sessions

Key points from June/July 2024 sessions



A big thank you once again to all of you who could attend these sessions and share your challenges, successes, thoughts and solutions. These have been summarised below, as a reminder and for those who couldn't attend.

We were fortunate to have a wide variety of areas with us and also to have Facilitators who are at the start of their HENRY journey alongside those of you with years of experience. This meant there were opportunities to ask useful questions, share valuable tips and solutions as well as bringing fresh eyes and ideas.

Successes

- We enjoyed hearing about how you use both face-to-face and online delivery to meet various needs and overcome barriers.
- It was great to hear how many of you are enjoying the benefits of building relationships with your families and how having those relationships helps to improve recruitment and retention. Many of you are using the [HENRY Animated Explainer Video](#) on initial visits and have found this beneficial in recruiting families.
- It was wonderful to hear how you are receiving lots of positive feedback from families as this shows that your dedication and commitment are really appreciated and making an impact.
- Parents and carers have really enjoyed having the HENRY resources to support them to make healthy changes in their lifestyles.
- We felt particularly grateful for your honesty and reflections on your feelings as Facilitators. You shared how, understandably, there may be times when you feel anxious and nervous about delivery. This was a lovely opportunity to acknowledge the time and effort you put into successfully completing your training to become accredited Facilitators.
- Furthermore, we appreciate the passion and effort and time you continue to put into planning, preparing, and reflecting to ensure that families feel fully supported and empowered to make the lifestyle changes they choose.

Challenges and Solutions

Challenge - Recruitment, Referrals and Retention

- Maintaining numbers - retention
- Recruiting to face-to-face groups, especially in rural areas or those with poor transport links
- Recruitment to programmes generally

Solutions include:

- Share the [HENRY Healthy Families Explainer Video](#) with partner agencies/potential referrers alongside the HENRY tri-fold leaflet

- Offering 1-to-1 programmes to families to enable to build stronger relationships which may then show improvements sooner - speak to your Coordinator about attending a 1-to-1 Programme Familiarisation Training in order to deliver the 1-to-1 programme
- Meeting with partnership agencies, including schools, Health Visitors, midwives and SureStart - building relationships with them is every bit as important as building relationships with families
- Consider booking an RER (Raise, Engage, Refer) training for partnership agencies i.e. teachers, nursery staff etc as this will help embed the HENRY Approach and encourage referrals - speak to your Coordinator regarding RER training
- Offer a 'bite size' HENRY programme to partnership agencies to show what a programme offers and what participants will engage in
- Have a (free) raffle at the end of every session, with the winner selecting a prize from a 'Wellness Basket' - scented tealight, something for the children, herbal tea bag, hand cream etc
- Consider having a family play session using your HENRY resource pack for activities in between sessions 4 and 5 to help keep participants motivated to complete the programme
- Consider a face to face meet and greet session before delivering online programmes - helps reduce any anxiety, supports the group to bond and relationships to be built
- Send a reminder text to parents and carers the day before a session
- Contact parents and carers who miss a session by text if possible or email, checking in with them to say they were missed, see if they're ok and have a catch-up session with them to cover what they've missed (consider sharing photos of flip charts too) and make it as easy as possible for them to rejoin the group
- Have a designated member of staff to complete a 'check-in call' to participants who have dropped out of a programme to discuss why they dropped out and what could have been done differently
- Speaking with parents and carers who have been referred before the programme starts to explore feelings/challenges/issues and to check that the programme is suitable and they are in a place to attend
- Having 'parent champions' who have attended a HENRY programme has really helped one area to recruit - peer recommendation is more powerful than practitioner recommendation
- Dropping in on other sessions in the area to meet staff and talk to families eg. antenatal groups, breastfeeding support, baby massage and taking toolkits and flyers etc.
- Dropping in to baby groups, toddler groups, stay and play sessions etc to build relationships and then offering workshops i.e. Healthy Teeth
- Where more than one HENRY programme/workshop is delivered, careful triaging after identifying needs/goals of families is key to ensuring most appropriate support is offered. This should support good attendance
- Use social media to promote HENRY and increase referrals. HENRY have ready made JPEG's for this purpose on the recruitment section of practitioner pages www.henry.org.uk/practitionerpages

Challenge - parents and carers with additional needs/attention disorders

Solutions include:

- Make best use of weekly Healthy Families and Family Time videos, as well as the videos on our website around mealtimes/oral health, as some parents and carers may have more auditory/visual learning styles
- Have a pre-meeting with the parent/carer to explore and understand their needs/concerns
- Focus more on exploring/using the charts and toolkit resources than on reading the Healthy Families book in detail if necessary
- Allow for fidget toys/regular breaks/stretches/activity breaks and establish arrangements and need for these in group guidelines
- Allow for parents and carers to bring a friend or supporter to the group with them
- If available, 1-to-1 programmes may suit better as they can be delivered more flexibly

Challenges around eating - sensory aversions to food

Solutions include:

- HENRY can support in many ways (see below) with this, but it is very likely that an additional referral for specialist support will be necessary. Clarify this before or at the point of referral with referrers and parents and carers to manage expectations
- A Top Tips for Supporting Families Who Have Children with SEND is planned
- Key strategies/elements of HENRY programmes which can support with sensory aversions are offering new foods/textures multiple times (eg Taste Journey/Taste Adventure chart), family mealtimes (sitting, slowly, sociably), involving children in cooking and preparing food, the iceberg, guided choices, establishing routines, descriptive praise etc.
- HENRY's Fussy Eating Workshop may also be helpful
- Chapters 11 and 12 in 'A Healthy Start' handbook can support with ideas/tips
- Use your knowledge of families and your relationship with them to help them explore whether a mixed group would be more helpful, or a group of other families with children with SEND

Challenge - parents and carers who just want a 'quick fix' (eg for fussy eating)

Solutions include:

- Empathise with how challenging and frustrating being a parent/carer can be. For example how testing it can be when children refuse foods, especially when you have bought and prepared it for them
- Reassure that the challenge they are experiencing is a common issue in children's development and, in group programmes, open this out to the group (who are likely to have experienced it themselves) so the parent doesn't feel isolated or like they are doing something wrong
- Open the issue to the group to seek tips and solutions that they have found helpful
- Emphasise from the outset that change takes time and perseverance. Challenges around food and eating will be addressed throughout the programme and knowledge and confidence will build over the 8 sessions. HENRY resources reinforce this message as they visually represent that multiple efforts/repeatedly offering new tastes/textures may be required before a child accepts a new food

- Portion sizes topic can be an eye-opener and reassure parents and carers that their child is eating enough
- Chapters 11 and 12 in 'A Healthy Start' handbook can support with ideas/tips as well [Tips for Happy Family Mealtimes](#)
- Shift the power to change the situation and find solutions from you as the practitioner over to the parent/carer by asking what they have already tried, spotting strengths and praising any efforts etc. Support them to set small, realistic and achievable goals
- Ask the group how and what they eat, to encourage self-reflection and bring out the importance of modelling desired behaviour

Challenge - Keeping to time during delivery of programmes and keeping conversations on track due to participants who like to talk a lot

Solutions include:

- Refer back to Group Guidelines regularly/weekly to remind the group of what was created and ask how they feel they are getting on with these
- Use an Activity Break to bring focus back to the session
- Using pairs or small group work can remove the larger 'audience' and allow quieter group members to have a voice and then feed back afterwards
- Use EAR (Empathy, Agreement, Reframe) to acknowledge the issue, to then be able to bring the session back and move on to the next activity
- Add off-topic questions to the Car Park sheet so they can be discussed at the end of the session

Challenge - Facilitators' constraints of their role - having time to fit HENRY in

Solutions include:

- Use workshop delivery to boost your morale, motivation and keep your HENRY skills up to date
- Coordinators to share the HENRY reports with managers etc, as these will highlight all the hard work and commitment that Facilitators need in order to complete programmes and workshops
- Consider/ask about online programme/workshop delivery, which are shorter and require fewer props and less preparation time/travel
- Speak with your HENRY Coordinator if finding protected time to plan, prepare for and deliver HENRY is a challenge