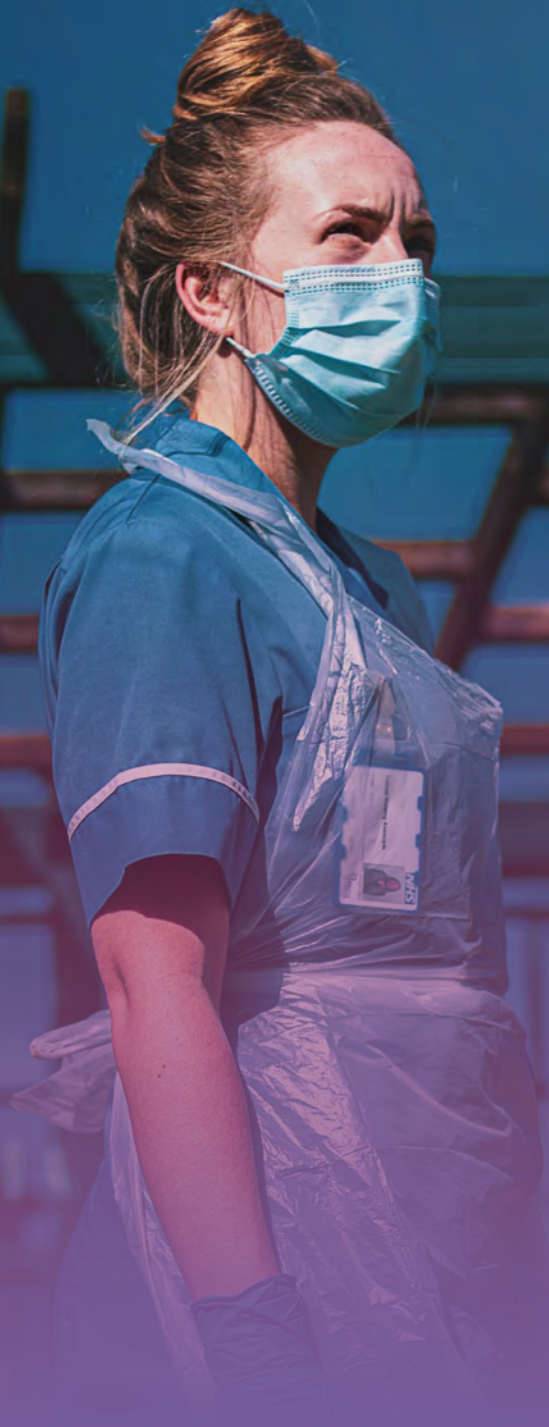




TAVISTOCK
RELATIONSHIPS

Improving Lives for Generations



NHS Report

HEE commissioned Tavistock Relationships to deliver Relationship Support services to all NHS staff and social care staff across London for the period from April 2022-April 2023.

Introduction

HEE commissioned Tavistock Relationships to deliver Relationship Support services to all NHS staff and social care staff across London for the period from April 2022-April 2023.

The aims of the service were to:

- Support Health and Social Care staff to improve and maintain healthy relationships through psychological support
- Improve Health and Social Care staff wellbeing through relationship counselling

Objectives for service users:

- Staff feel well supported to build and maintain healthy and happy relationships with their families through the psychological support offered.
- Staff know where to go and how to access relationship counselling
- Staff can access suitable and appropriate relationship counselling when they require it



Service model

The service provided access to adult relationship counselling, psycho-sexual counselling, and family counselling by experienced relationship counsellors who are systemically trained. The service was open to both individuals and couples. Access to the Targeted Relationship Support was established via a referral form and Staff Wellbeing Hubs.

718
Clients*



257
Individuals



461
Couples



* Total clients seen to date 22/11/22
(includes active and closed)

Key features of this service:

- A dedicated referral pathway for NHS and Social Care staff – phone, email and web address and proactive referral management
- A robust assessment was carried out (which was supervised by more senior staff members) to ensure there was clarity on the area of concern, the right intervention was delivered and expectations on what can be achieved were shared with staff.
- Sessions of up to one hour, over a period of 4 to 6 weeks
- Centrally managed case management system providing quality assurance, data and information security and audit Inclusion/exclusion criteria for the service
- When referring into the Targeted Relationship Support, cases were considered carefully as to whether they were appropriate or not.
- As part of the assessment, expectations on what could be achieved were clarified and agreed.
- If additional support was needed the individual or couple were referred to an appropriate service and all were sent details of their hub for additional support.

Feedback

Staff feedback from working on the project

We asked the therapists who have been working on the project for their feedback, below are some of their comments

Can you tell us about what you have enjoyed about the work?

“This work is varied and challenging, the clients are all professionals and attend regularly. I enjoy being able to help people who help others.”

“The variety and complexity of presenting issues the investment of the clients in the work.”

“I feel helpful, and I am glad it is free for patients. I like to support the NHS as people working in the NHS have little support.”

“The diversity of the clientele and being able to support them in a short, targeted intervention allowing them to focus on the most pressing issue.”

“I have enjoyed being able to support people who spend so much of their time supporting others; offering an experience of relationship support that many of my clients have not, and may not have experienced before; hearing the feedback of the differences the clients have been able to make during the programme and how that makes a difference to how they are coping both with their relationship and their lives in general.”

What have been some of the challenges of this piece of work?

“Finding space in the late evening as clients work late hours.”

“Organising diaries for 3 people given their roles within the NHS that sometimes makes this difficult.”

“Maintaining regular sessions when life is so busy and complex for the clients; focusing in on one thing to change in the sessions available when other things are present; getting the work done in so few sessions; not being able to offer anything further myself, only being able to signpost on for further support.”

“Signposting at the end of therapy, many of the cases have expressed an interest in continuing to work either with TR or with myself as a practitioner, which is not an available option for them, so their expectations have to be managed.”

NHS staff quotes

Below are some quotes, (with consent) from NHS staff from our evaluation and some feedback from the Net Promotor tool, one of the measures we use to assess work.

“My husband and I completed 4 sessions of couples therapy with you on zoom between May and June 2022. This was our first expe couples' therapy. My husband and I wanted to express our gratitude to you as we found the sessions incredibly transformative for our relationship. We covered an immense amount of painful and difficult topics in a very short space of time. The sessions with you enabled us to continue to explore areas beyond the therapy space which we now feel able to address openly with each other. This could not have been possible without your compassion and skill. We both felt heard and validated and we could not have reached this point without your help.”

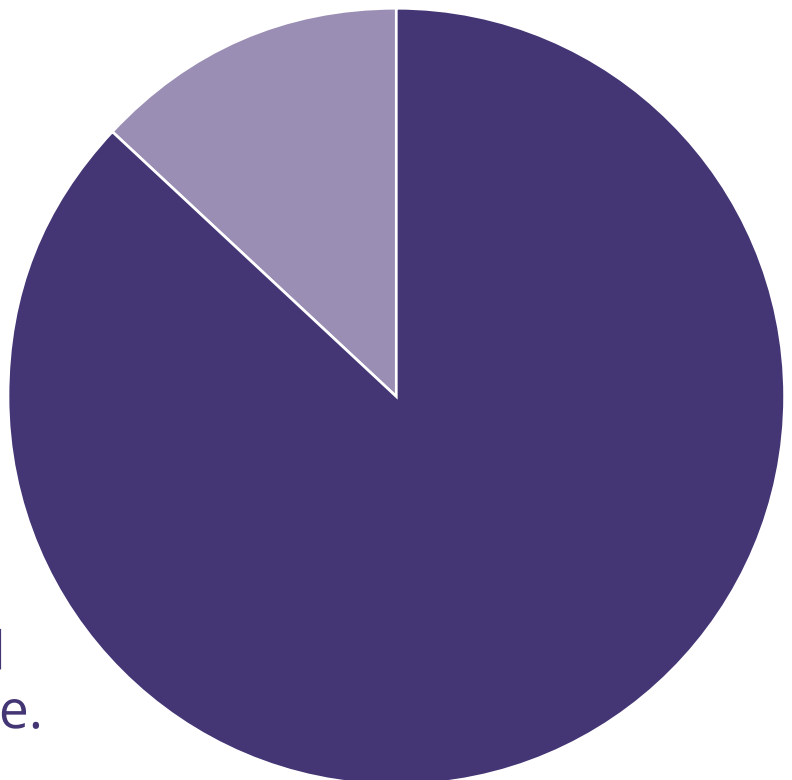
“Thank you so much, as not only have we benefited immensely from our sessions with you, but our children will as well.”

“Thank you again for all your compassionate help during my difficult time in my new relationship and support with dealing with my feelings and moving forward.”

In addition, we asked people:

Following your sessions with our service, how likely are you to recommend us to a colleague or another staff member?

87%
said they would
highly recommend
the service.



Feedback (continued)

EOS Questionnaires

Furthermore, EOS Questionnaires with permissions are detailed below:

“The sessions have made a great impact an improvement on our relationship especially spending time with each other and maintaining good communication with each other and listening more.”

“Helpful, active listening and engaging sessions.”

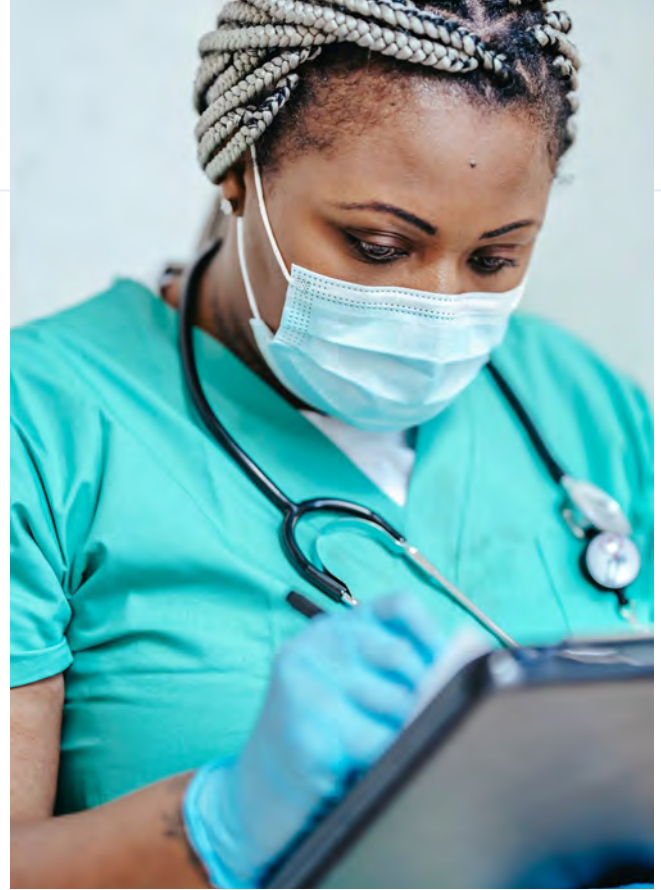
“It was of great benefit for me, and I hope others will benefit to.”

“I felt listened to, in an empathetic manner and felt these sessions offered a third-party insight into my difficulties.”

“I found it very useful to talk openly with someone outside who can offer an objective perspective and help me work through my views and values.”

“Sam was both supportive and insightful. She really challenged me, and made me question myself, so I can improve my relationships and life.”

“It was safe space where we we’re able to raise points that we wouldn’t have been able to otherwise.”



“Extremely helpful and beneficial for us.”

“Our sessions have helped us communicate in a calmer way and tackle more complex issues.”

“Speaking to my counsellor has given me a safe space to discuss my issues/concerns and work through my stuckness.”

“Sessions have been insightful and helpful. Sometimes we both felt like we needed more advice on things but overall, I think it has helped.”

“Really invaluable sessions. Had a huge impact on our feelings of strength and guided us to new solutions.”

“The sessions were extremely useful in helping me think about my partner’s point of view. It felt a very safe and non-judgemental space in which to talk and learn about ourselves and one another with the therapist’s skilled guidance.”

“It has made me look at my life differently and be able to understand myself a lot more and manage my thoughts and emotions better. I wish I had done this years ago, highly recommend.”

“It has been helpful to discuss things with another person in attendance asking careful questions.”

“Kate has been a compassionate and safe place to help me think through the current difficulties in my life.”

“The sessions were very helpful for me to have my own space to reflect on my relationship and allowed me to consider how to share openly how I feel.”

“Given that this is the first time I have discussed our relationship with someone else it’s been amazing. Kate has made me think in a different way and enlightened me.”



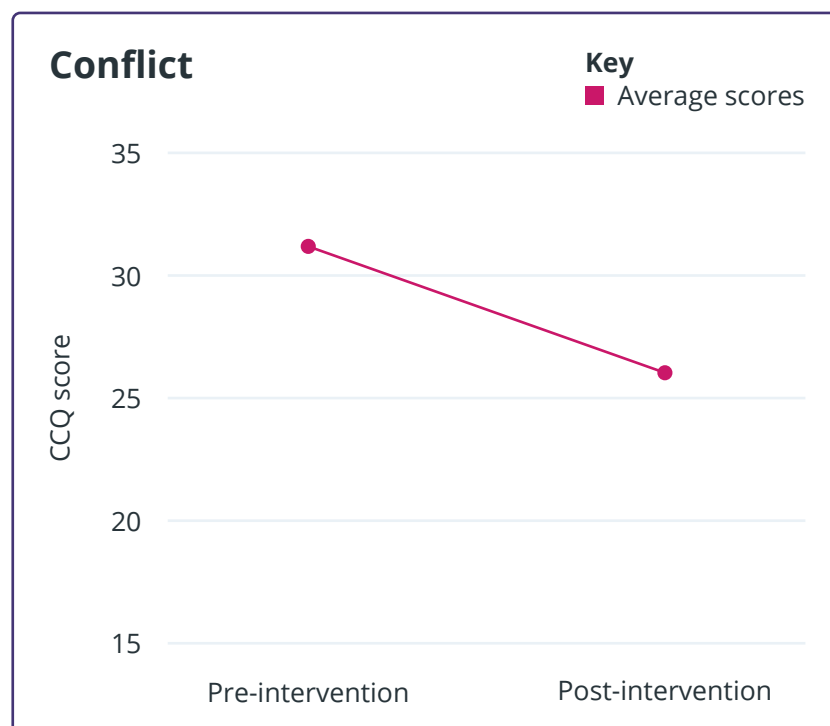
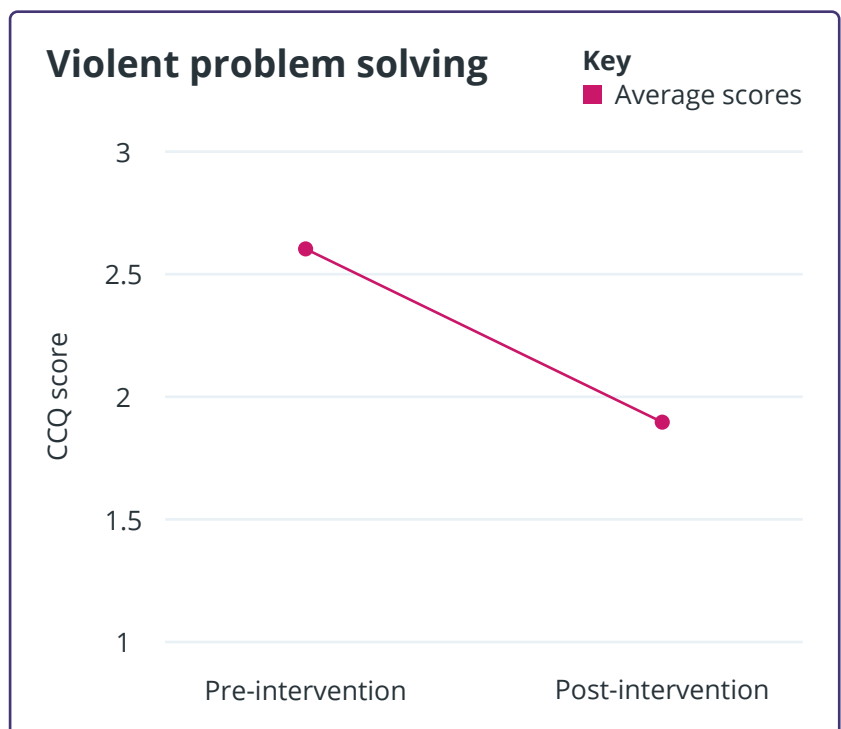
Outcomes

Psychometric measures for couple clients

In contrast to the low average score of the CORE in the general population and the low percentage of psychological distress at a clinical level (6.4%), at intake 62% of the participants were clinically distressed (above the clinical threshold of 10) and the average score for all the participants was 12.29 (n= 192). At the end of sessions, the average CORE score dropped to 8.50 (n=71) and only 32% of the participants were clinically distressed. For those who provided data at both intake and the end of session (n=46), the improvement on the CORE score was significant $t(45)=4.54$, $p<.0001$ and the average scores changed from 12.60 to 8.57.



The average violent problem solving score from the Couple Communication Questionnaire at intake was 2.40 (n= 172) and dropped to 1.74 (n= 58) at the end of sessions. For those who provided data at both intake and the end of session (n=35), the violent problem solving score was significantly improved $t(34)= 2.67, p<.05$ and the average scores changed from 2.57 to 1.91.



The average conflict score from the Couple Communication Questionnaire at intake was 28.54 (n=175) and dropped to 24.79 (n=62) at the end of sessions. For those who provided data at both intake and the end of session (n=37), the conflict score was significantly improved $t(36)= 2.17, p<.05$ and the average scores changed from 31.03 to 26.05.

The team at Tavistock Relationships have valued the partnership working with HEE and the London Hubs and would like to thank all those involved in setting up the project, we would like to continue to work with the hubs to continue to offer the much valued Relationship Support Service.

Improving Lives for Generations

Established in 1948, Tavistock Relationships is an internationally-renowned charity delivering and developing advanced practice, training and research in therapeutic and psycho-educational approaches to supporting couples.

We research, develop, pilot and raise awareness of best practice, providing services to couples and families, and disseminating our learning through academic and policy activities.

Our training programmes in couple and sex therapy range from introductory up to clinical qualification level and are accredited by bodies including the British Association for Counselling and Psychotherapy and the British Psychoanalytic Council. Our London-based, national and international online clinical services offer affordable counselling and psychotherapy to people facing difficulties in their relationships and parenting. Our evidence-based, innovative projects such as Living Together with Dementia, Parents as Partners, Building Relationships for Stronger Families and Adopting Together have supported and improved the quality of relationships when most challenged.

Tavistock Relationships,
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