

Life Beyond the Cubicle

Training the Trainers: Training for Healthcare Professionals to Offer Training about Working Well with Families of People Experiencing Acute Mental Health Crises

Thursday 26th March 2026

Virtual Masterclass



Facilitated by:

Dr Karen Lascelles

Senior Lecturer for Mental Health Nursing

Dorit Braun

Lived Experience Speaker

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COURSE OUTLINE

Making Families Count, with funding from NHS England, has developed and published *Life Beyond the Cubicle* eLearning resources, consisting of six engaging, interactive modules and an accompanying Training Guide to support the use of the resources in group training, all aimed at improving patient care and safety by working effectively with family carers.

This interactive and participative course trains you to use the resources in teaching and learning groups.

We use the term family carers to mean anyone who is significant to the patient, including biological and non biological family and friends who may or may not live in the same household or even the same country.

PROGRAMME OUTLINE

There is a great deal of professional and statutory guidance that expects clinicians to involve the families of people during and following an acute mental health crisis. And yet, Coroner's Prevention of Future Deaths reports, and investigations following homicides when the perpetrator had a diagnosed mental illness, regularly point to the lack of meaningful engagement of the family, the failure to listen to their views, experiences and needs, or to offer them support and information to keep their family member safe. [Martha's rule](#), which is to be extended to mental health services, will also require good working relationships with families. Making Families Count Life Beyond the Cubicle project was funded by NHS England (HEE South East Region legacy funds). The project's resources were co-created with patients, family carers and clinicians, tested in eleven NHS Trusts, and independently evaluated. The resources have been shown to encourage clinicians to work well with family and friends in order to improve care, avoid harm and reduce deaths.

This training is offered to support Trusts and social care agencies to embed effective working with family carers across their workforce. It is participative and interactive, and explores the key reasons clinicians find it challenging to work well with family carers, with time to share and explore good practice and share experiences of approaches taken to improve patient care and family involvement.

The *Life Beyond the Cubicle* eLearning resources are available free to health and social care professionals via the [NHS England eLearning platform](#). NHS Trusts can download the modules and upload them to their own Learning and Development system.

KEY LEARNING OBJECTIVES

Participants will

- Consider why and how working well with family carers can improve patient care and safety
- Become familiar with the Training Guide to feel confident to use the video and audio resources in the Life Beyond the Cubicle resources with groups in their workplace
- Learn about approaches to planning group work with adult learners
- Learn about ways to negotiate course content with adult learners
- Learn about research into the needs and experiences of family carers
- Reflect on their own values about family carers and how these might affect their practice
- Consider key barriers experienced by clinicians to engaging well with family carers and how these can be addressed in group learning
- Reflect on their experiences of key issues in working well with family carers, including language, confidentiality, assumptions and safety planning and how these can be addressed in group learning
- Consider developments they would like to make to their own practice
- Start planning how they will use the Training Guide and resources in their own workplace

PROGRAMME OUTLINE

09.55 REGISTRATION

10.00 Welcome and introductions

10.15 Why involve families?

- A selection of audios and videos
- Discussion of videos and how to use them to support reflective learning

10.45 What assumptions do we bring to the work?

- A selection of audios and videos
- Discussion of videos and how to use them to support group work

11.30 Exploring themes: an overview – exploring a scenario and considering how this could be used in group work

12.00 LUNCH BREAK AND VIRTUAL NETWORKING

12.45 Carers needs and experiences: research findings and what they mean for practice

13.15 Exploring Language and Assumptions: audios and videos and discussion of how these could be used to support group based reflective learning

13.45 Working on the telephone: audios and discussion of the issues of working on the telephone and how to offer group based training on telephone working

14.15 Exploring Confidentiality and negotiating how/who/when to involve family, friends and significant others: scenarios in video and audio and considering how these can be used to support group based training

14.45 COMFORT BREAK AND VIRTUAL NETWORKING

15.10 Planning to run groups in your workplace

- Setting the scene for groups: how to make sure group work is safe and challenging
- Planning frameworks for group-based learning: how to offer incremental learning based on the needs and interests of participants
- Planning learning for your group: discussion of what you might do, when and who with

15.40 Final thoughts, feedback, evaluation and plans

16.00 CLOSE

WHO SHOULD ATTEND

This course is suitable for anyone working in Health and Social Care whose work brings them into contact with people experiencing mental health crises, and whose role offers opportunities to facilitate group discussions and learning.

FACILITATORS

Dr Karen Lascelles

Karen Lascelles has been a mental health nurse for over 30 years, always with an interest in self-harm and suicide and she has specialised in this area for the last 15 years. She currently works as a senior lecturer for mental health nursing at Oxford Brookes University, whilst also maintaining a clinical role in psychiatric liaison. In her previous role as nurse consultant, she was involved in supporting colleagues with complex cases, working clinically with people experiencing suicidal crises and their family members or carers, supporting families and carers bereaved by suicide and supporting staff after the death of a patient by suicide.

Karen has been involved in various research projects related to suicide and suicide prevention, and in education and training about suicide risk assessment and management. Her professional doctorate investigated the experiences and support needs of adults who care for an adult family member or friend at risk of suicide.

Dr Dorit Braun

Following a very traumatic family bereavement, Dorit Braun has been active in trying to improve mental health care and the ways NHS staff and organisations learn from deaths.

Before her retirement in 2019, she worked as a Charity Chief Executive and in a variety of senior management and governance roles in the social care and family support sectors. Her background is in adult and community education, and in family and parenting support.

Dorit joined Making Families Count in 2020. She is the co-ordinator of the Life Beyond the Cubicle project. She has contributed to webinars, training and development events and conferences as an expert by experience.

Dorit and Karen led the development of the *Life Beyond the Cubicle* resources.



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Venue

This is a virtual masterclass, with private login details to further online resources and interactive content. Log in details will be sent one week before the event.

Date

☐ Thursday 15th January 2026

☐ Thursday 26th March 2026

Virtual Fee

☐ £295 + VAT for NHS, Social care, private healthcare organisations and universities.

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