

## **Implementing BTEI – a view from the frontline**

### **“BTEI made us seamless” - The experience of Swanswell**

Sian Battle-Welch is Team Manager with Swanswell and based in Birmingham. Her service piloted BTEI and she speaks passionately about the impact it has had on the treatment standards and effectiveness.

#### **Sian described how the BTEI approach has improved care planning:**

*“Upon entering treatment, we use a CESI (Client Evaluation of Self) form to provide a picture of the client’s physical and emotional circumstances. This informs the first key worker session, which covers three main areas: treatment motivation; psychological functioning; and social functioning. We try to recognise problems, gauge readiness for treatment and assess how coercive the client is. In terms of their frame of mind, we look at self esteem, signs of depression and anxiety, hostility; what’s their approach to risk taking? Are they socially aware? All of this gives us a baseline, and subsequent assessments take place at twelve week intervals thereafter. Plotting results on a graph allows us to assess the mood and motivation of our clients and plan the most appropriate approach to treatment.”*

#### **The role of mapping:**

BTEI focuses on the use of maps to visually represent the clients’ journey through treatment. Sian described how this approach greatly improves treatment continuity, builds planning and momentum into the recovery journey and strengthens the rapport between client and keyworker:

*“When a client’s needs are visible, treatment can be managed more effectively. Mapping isn’t a new technique but BTEI introduced more systematic use as part of the initial assessment, detailing a client’s past and present circumstances, which indicates the movement of their problems. Maps are used throughout treatment and successful examples are shared as best practice to motivate and inspire other workers. Overall, they provide the mental and physical space for clients to systematically process their sessions and reflect, and become a memory aid for clients and keyworkers.”*

#### **Impact on treatment outcomes and service delivery:**

Sian feels strongly that the motivation of both staff and clients has increased greatly and that the improvements brought about by BTEI have dovetailed into all their services:

*“I’m bowled over by the evidence. The BTEI approach creates a workspace for exploring problems and solutions and this can apply to other areas - alcohol, diversity, harm reduction – we’re using it to join up services and are much more efficient in transferring clients between these services. It’s amazing to see the impact on treatment outcomes and on the workers’ style and commitment. BTEI is like a Swiss army knife – it’s a tool with many uses.”*