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## Family Group Conferencing in Public Mental Health Care

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### Appendix III

Taxonomies – Patterns  
succeeded and failed conferences

## Appendix III

# Taxonomies – Patterns succeeded and failed conferences

**Table.** Patterns and labels indicating a successful course and outcome of a conference

Social isolation as indication for FGC	Expropriated clients get a voice	FGC as turning point	Sustainable outcomes: on shame and 'shock absorbers'
FGC provides protective features from who clients formerly alienated themselves	FGC restores abrasive relationships between clients, their network, and professionals	FGC provides a safe platform whereon shameful feelings can be discussed, it breaks through a paralysis of not daring to ask for help and to offer help	Not once again wanted to be confronted with the pain and misery you had done to others and the sadness that comes along with it
Social embedding reduces vulnerability and increases resilience and autonomy	Agencies and their professionals have a modest role in FGC	A 'kitchen-table-conversation' alone does not create conditions for the progress that is needed	Not once again feeling so embarrassed
Even after FGC contacts can restore	FGC is accessible (low thresholds), does not have indication criteria, and does not invalidate	You will not change for professionals, but you will do for your loved ones	Social network has the ability to cause pain: professionals could not and would never use words that are painful, but often necessary to touch clients' core and let them realise their unacceptable behaviour, consequently changing it
	Ownership is reinforced when professionals dare to let clients formulate their own plan Coordinator fulfils the role clients actually want their care providers should fulfil	FGC as a last resort	Social network prevents clients from relapsing in old destructive patterns, both during and after the conference Sustainable outcomes only when enough and strong informal resources are mobilised and reciprocity is reinforced
	FGC gives members from the social network and neighbours a voice so they can stand strong against unacceptable behaviour	FGC as the engine behind reciprocity in relationships	'Strong ties' for emotional support. 'Weak ties' for new knowledge, widening clients' lifeworld with new opportunities and providing access to other lifeworlds
	Professionals make themselves superfluous and do know how to break through processes of medicalisation and invalidation after FGC	FGC could motivate clients who were formerly avoiding the care they actually needed for professional help	
	An independent actor who at the end of the conference reviews the plan on safety issues and efficacy, especially in those cases of neighbourhood conflicts and imminent coercive measures	Practical goals that when realised did actually set deeper goals in motion	
	Precisely in conferences on neighbourhood conflicts, trouble makers should participate	Individual trajectories do not reach the progress that is needed, where FGC does succeed here	

\* The social network consists of family members and concerned bystanders such as friends and neighbours

\*\* The term 'main actor' is interchangeable with 'client', 'couple', and 'family'

**Table.** Patterns and labels indicating why a conference failed

<b>Broken and faded networks</b>	<b>Shame and pride</b>	<b>A lack of initiative and care paralysis; perspectives that are diametrically opposed</b>	<b>Seeking refuge in professional care</b>	<b>Remarkable effects in apparently failed conferences</b>
Ambiguous communication within the social network*	Shame and pride: rejecting informal support	FGC is organised as last resort	Shame: you do not need to feel ashamed for professionals	Conference gives people a 'voice', both in conferences for individuals as for neighbourhoods
Alcohol abuse and therefore unreliable as parent, partner, family member, friend or neighbour	Fear for interference from the social network	Professionals are threatening with coercive measures	Prejudice: you cannot rely on your family	Conference makes clear from who support can/cannot be expected
Social network is still concerned, but got worn down as there is a lack of recognition and reciprocity	Fear for that the social network misuses the conference as a platform to 'say what is on their mind', or as a pressure tool	FGC coordinators and professionals are not sufficiently motivating main actors and the social network	Because of a lack of recognition and reciprocity, the social network motivates the main actor to seek refuge in professional care	Conference reveals the communication patterns within networks and neighbourhoods
Social network has 'given up' the main actor**	The FGC coordinator does not act critical against the resistance of clients to invite certain members from their social network to the conference	A conference without clear frames does not motivate main actors and/or their social network	Benefits from disability or illness: rejecting a conference or informal care so you do not need to take responsibility and can continue living your 'comfortable' life	Conference reveals to the social network to which extend their support is being appreciated by the main actor
Colliding norms and values within neighbourhoods	Problems are minimised or neglected by main actors	Nobody intervenes although the conference gets out of hand, even the FGC coordinator acts passive, or his/her interventions are not effective	Fragile contacts that are not sustainably restored by just a single conference and that fall down as a house of cards after the conference	Conference reveals that the gap between that what the main actor wants and that what is actually (and legally) possible is too wide
'Learned helplessness': main actors got used to interference by professionals and therefore remain passive		The FGC coordinator has difficulties finding the right balance between remaining independent and offering advice and support		Conference makes clear that the main actor and the social network are not capable to avert the unsafe situation so that coercive measurements by professionals are legitimised Despite measurement got carried out after the conference, the main actor still had the possibility to learn from the conference so that future unsafe situations can probably be averted

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