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19.09.2024

The key message from the video “Family Voices” is that when family members are given the right environment i.e., Correct information, Education, support for their needs, a warm, safe and non-judgemental space then they grow in their self-development and gain a quality of life. This has been documented in the 7 Stages which came from the research by Dr Carmel Duggan 2007 into “The Experiences of Families Seeking Support in Coping with Heroin Use”. The 7th Stage is about giving back and that is what these brave and courageous families have done. They have given a piece of themselves so that other families can learn from them. It builds social capital and resilience within communities creating a more caring environment.