

# Support

## Professional

'I would also like to develop some kind of peer support for those patients so that they are actually meeting other patients that might live in their local community..... there might be patients that have recovered which will give them more hope. I think there's a lot more interest in the peer support workers that we are starting to use in other services and people are beginning to think how we could use peer support workers in our service.' PR12

'I guess your service users that you've interviewed will be telling us whether it's changed or not...I think it has changed but I don't think it's quite as clear cut I think more and more people are talking about enabling, about people recovering, about people having more independence, and having more control over their care plan, their journey of recovery. I don't think we're there yet within services. I think the organisation conflicts with that sometimes because to enable someone to have more control over their recovery, we also have to get into some positive risk taking and that means that professionals have to be able to have that conversation.' PR01

'I think we have got to recognise the value of people having time, to consider and reflect and think carefully about how we are supporting people with their recovery. I think the less we do that and the more we move towards the treadmill experience, were we just kind of take people through, then the more we are as services at risk of not being able to do kind of what we wanted to do. There is something for me about teams feeling safe to work in that way as well.' PR16

'You have to allow people to develop, you have to allow people to take risks – but it can feel pretty scary if somebody's vulnerable and certainly the clinicians feel they'll get hung, drawn and quartered if something goes wrong.' PR08

## Carer

'that would be brilliant if you could get a database of people who are interested in talking to each other about their stresses in their life to do with, and whether they have had success, that's the most important thing.' C33

'I used to go to meetings and all that and they were very good, oh they were all carers themselves, you know, but erm, I found after a while I got tired of talking about mental health.' C12

'a lot more people could be helped if there was more... what's the word? Just people who know what they're talking about. You know? CPNs to me, it's just they learn from university; they read from a book... I mean, some of them will have experiences of people with mental health problems in their own lives.' C6

## Professional

'You responsible for yourself and were responsible for helping you to make the best of your life and overcome your problems. I think we are far too quick to take responsibility away from service users. I can't see how recovery can happen without them taking it back...' PR08

I don't think recovery equals cure in mental health. I think it's about a person... If their symptom free great, if they've got residual symptoms its about that person feeling confident to manage those symptoms when they experience them whilst they are fulfilling the roles they need to fulfil, like parenting, picking the kids up from school, driving, working, whatever.' PR04

'I think sometimes we sort of engender a sort of dependence...which makes us feel wanted. It's not very healthy.' PR02

## Carer

'they are not overprotective...and I think they get fed up with me taking things on board they would want her to take more responsibility, which I agree with...but I know she's not going to do it...' C43

'to make sure the person that I care for has got all the help that she needs and that she is organised with the proper medical support and erm, that she has everything that she needs and that she's content...You want to do the best you can for that person, but it can be very difficult.' C01

'I think, in the past, I've taken too much responsibility. You know, tried to do too many things for him and I'm really trying to step back and... You know, let him do as much, be as independent as he can be. That is a difficult one at times I think. But, yeah, trying... Definitely trying to do that.' C04

'I can't get him... It doesn't matter what it is, I can't get him motivated in anything. Everything is such hard work. You've got to keep pushing, pushing. You know, you feel actually a little bit like a nagger. And I hate that blinking label.' C05

## Professional

'What I do now, if I meet somebody for the first time I will always say "look I won't be with you forever this piece of work that I'm going to do with you is going to be time limited. I'm not going to come next week and say right .... you've got four weeks and that will be it bye bye ....., I'm not going to change your life, I'm not going to change your diagnosis I can't do that but I'm going to help you cope with it...'" PR11

'I guess the overall aim is to get people out of services as quickly as possible because I think we have recognised over the years is unintentionally mental health services have often promoted a dependency on services. If you think pre the; last guidance which is 2008 it was severe and enduring mental health issues and it was almost like, "enduring means it never goes away" and I know it doesn't go away, but it's almost like "You've got an enduring mental health problem, your always going to be with mental health services," which is obviously anti recovery and actually anti being sensible. I think we've moved towards recognising that it is about supporting people to leave but I don't think the word 'recovery' is used a lot' PR14

'If we started to talk about safety planning or planning safety, as opposed to risk management...and changing what the concept is through using different words...Finding out from people "What do you need in order for you to feel safe?" ....to support recovery more as opposed to it just being that process that is just there. If we are putting risk management and support processes in place that's really just preventing people from having the opportunities to try things in life and I think that's the way we currently set things up. I think that happens an awful lot. What we haven't done is assess the risk, but what's the risk of that person not having that opportunity.' PR16

## Carer

'I am being that careful but I mean now she says that she needs some of her independence back, which is understandable, I understand, so we are sort of experimenting a little bit where she has got her own little bit of bank account and we pay a little bit of money into that and she has got to use it sensibly because she could just go mad.' C10

'I think there has been a lot of cossetting in mental health and I think you know, we should be working on people's confidence; we should be working on people's self-belief; we should be helping them to identify their strengths, so we can build on them, because how do you build confidence if you keep on doing the things that's within your comfort zone?' C35

## Service User

'I think that I am lucky in the fact that I have a good team, but also because of how forward thinking I am, I think that also helps, because obviously taking personal responsibility the majority of the time helps to be able to focus the recovery better, but when I lose sight of that, then it's much harder for other people to see it, 'cos they know that I can take personal responsibility.' SU140

'But I just need the services to be able to listen to my dad more than anything, because I'm a... I mean, I'm just not with it at all. I mean... I can't... I'm not in a position to be able to be given the responsibility to help myself' SU119

'Well, I have been discharged now so I am kind of responsible, I am making sure I take me [medication] every night and that's about it, and sort of if I am, I've kind of, me best friend encouraged us last year when I was going through a particularly difficult patch to like go and get some anxiety management so I had some IAPT intervention two years ago.' SU131

# Stepping outside the comfort zone

## Service User

'I just wanted to go and start applying for jobs. But we have now talked about instead of the next stage being going back to work, maybe the next stage is like a short college course or something. Something with deadlines and a wee bit of pressure that I had to attend. But again something that's not going to totally set me back.' SU134

'Erm, it's about... for me, it's about the positive risk taking and about allowing us to take some risks in that just because it's a risk doesn't mean that the outcome is a good or a bad thing.' SU140

'I think that's what my care coordinators do with me. Put me at risk. Because I said, like, I didn't want to travel on public transport. But now I've got a concessionary travel pass and I do that. It's fine.' SU145

# Moving Forward

# Responsibility and dependency