

Process/ system versus relationship

Professional

...“Oh, they go to ASDA and have a cup of coffee with their service users.” That’s the culture that goes before us and that’s the culture that we’re still up against.’ PR05

‘If you feel personally responsible for every single decision you make around risk and then it goes wrong, it’s going to be your fault, then you start acting in a different way. Whereas if you’ve established that on an equal footing with the service user, and that if something goes wrong, then it’s going to be a joint responsibility, that would be different. Now I’m not sure the services are really set up for that.’ PR02

‘And there is no evidence basis for many of the interventions that people like to have. It doesn’t mean they don’t work. There’s part of me thinks if something works, does it really matter if there is an evidence base? Some of my colleagues would be horrified if they heard me saying that you know. Some of the homeopathic things and counselling, not a lot of evidence, but people like it. So it’s tricky isn’t it. It’s an NHS where we are strapped for cash, so what do we provide I think...Tends towards the more probably medical focused interventions.’ PR02

Service User

‘And the whole health team were sitting there and my wife and I were outside but by this time the health team had already had time to sit down, must have spent 20 minutes, I don’t know, 20 minutes, half an hour, all discussing and when I went into the room with my wife, you felt as though you were being put on the spot and then they started discussing things and you’d have the psychiatrist sitting there and he’s looking at maybe [name of member of staff] or he’s got somebody sitting there and he’s looking at a social worker or you’ve got somebody there and he’s looking at an occupational therapist and they’re all jumping in but the carers and the service user or me as an identity in myself didn’t get the chance to say what I wanted to say and just felt as though I was answering questions to tick their boxes and I actually did leave the room and I refused to go back in.’ SU101

‘Because they actually listen. They don’t listen to the degree of you either they actually look at you and listen and make you feel like they’re listening and care. That’s what it is. They know how important it is to get it right.’ SU106

‘No, I find that they would be more able to help if they weren’t under so much stress themselves. You know the time would be the same with them but it would be of a better quality.’ SU120

Carer

‘if she [CPN could see a problem with my wife she would there and then phone the doctors; ‘I want an appointment’...or am I going to do this or that. That was great but now people just seem to be if you don’t mind me saying ticking boxes.’ C09

‘the risk assessment was just a piece of paper that I got a copy of, and I put in the drawer. Because I knew in reality, as I said earlier, when it went wrong there wasn’t anybody there. To risk plan meant nothing.’ C03

Getting on with life

Professional

‘Everybody is capable of improving and it’ll depend on what they call recovery, I think. There will be some people who will remain very unwell, I imagine, and end up for example, in rehabilitation services but even within that, I think there has to be hope of, you know, some improvement in quality of life.’ PR02

‘But, there’s also a significant number of people who feel very anxious about I guess recovery. You know, what happens again, in case...they want to remain involved with services, just in case they become unwell and I think for a lot of people that’s understandable.’ PR04

‘People are often suffering a great deal, but I wonder if we underestimate peoples strengths, and what they can build on and work with and so obviously that then affects how hopeful or positive you are and the direction you take, but it’s really really important that you do maintain that energy and focus. I think the notion of resilience is really helpful, cos I think that’s something we can build up and something that’s generalised to all us and all of us at times may experience depletions in that for good reason.’ PR06

Service User

‘I think I’m always going to be in the mental health system.’ SU110

‘I just feel as if, like, everybody is just wanting the best for me, you know. And that.... they’re all working for me and... And trying to... Trying to make me to the best I can be, you know. So it’s... It’s working well, like. It’s champion.’ SU148

‘Recovery doesn’t mean cure, it’s just getting to a stage where you can still live a decent quality of life that you want to live. It might be different to what you originally thought it was going to be, but then again it can be really better.’ SU124

Carer

‘the last two years, he’s actually turned around. He’s now on a treatment order, community treatment order, has been for the last two years and he’s actually turning his life around...he’s well on the way to recovery...He’s actually got a part time job now as well, so... so he’s doing really well.’ C16

‘I think he has just sort of settled in a nice comfortable rut and he is quite happy to stay there whether he thinks he’s recovering or not I don’t know.’ C22

Culture Change

Times of crisis

Professional

‘I think maybe there is the potential to try and look past the kind of crisis, to look at objectives and goals, but it’s difficult, because if crisis are kind of persistent and frequently you do get into responding to those.’ PR06

‘God, this sounds awful I think if staff tick too many of the boxes on the first risk assessment, then they’ve got to do a crisis contingency plan and I think they avoid it.’ PR12

‘Yes we do a care plan, a risk management plan?’ How often do we say “and if in crisis, ring the crisis team.’ PR03

Carer

‘it was actually getting professionals to listen. Erm, realise that we weren’t crying wolf; that he needed help. You know, he never ever rang up unless there was a problem. You know, we supported him, did whatever chivvied him along and it was only when an acute episode occurred that the help wasn’t around.’ C16

‘[The policewoman] said: “Why did you ring the police?” and I went “Because I was told. The crisis team couldn’t help us and I was led to believe that I would ring the police and the crisis team would follow on and they didn’t”. There was nobody. Nobody came after that.’ C39

Service User

‘I’ve always been listened to and I felt they’ve worked with me, they’ve valued what, you know, what my opinions are, I’ve not been pushed into anything. I’ve not been treated as someone who hasn’t got anything to give in my recovery or anything like that. No, I just sort of feel I’ve been involved in every step of the way with them all.’ SU113

‘Crisis services, ‘cos they don’t treat you... they say that they look at you as an individual there and then, but actually, they don’t; they’ll say “we know this person and this is how this person behaves in this situation”, rather than looking at the here and now and why am I presenting at that time.’ SU140