



Discussion session with Moray Anchor Project service users 03.06.2014

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Services for when things start to go wrong	<ul style="list-style-type: none">• My specialist when I said I wanted to slit my wrists told me he would up my meds and that I should play Candy Crush and eat chocolate• If my psychiatrist is running late it's disgraceful. I was just told he was going to up my medication, that he wanted me to do this and that next and wanted to see me again in 3 weeks. It was though he was winding me up to trigger a reaction• My psychiatrist wanted to give me my medication in liquid form but because of the price could only give me a small supply in a syringe so I had problems with taking it• I've got a good psychiatrist now. A lot of them leave and you have to get used to another one. I was asked if I minded the OT sitting in and I thought it was positive they were working together• If you have a melt down you have to go to A&E• Can phone SAMH outreach if in crisis but you have to be part of the service• If I am having a bad day I phone Pluscarden at 9am and they don't phone you back until 5pm. That's 8 hours on my own. They should support people when they need it• Not enough beds in Ward 4
Services and support	<ul style="list-style-type: none">• All the GP does is up your pills• I asked my GP what I could do and he said to have a hot bath to help with my sore arms• GP told me to hug someone as that would cheer me up• Needs GPs who specialise in mental health• A lot of my problems stem from something that happened outside my house. Victim Support was all right but after my court case there was no follow-on service. I was back and forth to the doctor for a year

	<ul style="list-style-type: none"> • All services need trained staff and a safe place where you can speak privately to them • It's important we have that safety net of someone experienced in your trauma with you • There are lots of people who have never suffered mental ill health and don't know what it's like. If you go in somewhere and don't get a "good morning" that can leave you feeling worse. I've had staff who have tried to push me too far, too fast. Staff have to have an insight into how we feel • Doctors and nurses etc might be dealing with their own mental health issues as well • Need to be able to go to professionals and ask for help • Staff here (at Horizons) have a better understanding of us than our CPN or psychiatrist. They see us at our shittiest. We develop relationships and have good communication • Over the Christmas time the two week break when Horizons is shut can be very, very hard. It's scary to have those two weeks with nothing • It's open three days and you can go on a Monday and be desperate on a Tuesday. It's not open evenings and weekends • Helpline are fine if you want to be anonymous but I find it hard to use the phone. Where do you start when you are talking to a stranger? I get nervous and forget what I want to say. I leave it until I go to Horizons • Is there a cure? It's more about coping strategies and supporting people to manage and live with their mental ill health • Waiting rooms in certain places can be quite daunting and intimidating – posters about domestic abuse and suicide. Glass receptions make it look like a zoo • The first point of contact is very important, whether that's the environment which needs to be more user friendly or the first person you have contact with • I haven't seen my social worker for six months • I don't know about half the services that are out there. It would be helpful to have an on-line one-stop shop. Everyone could find out what fitness classes are on at the leisure centre for example as well as mental health bits and pieces like where you could go at night time to speak and support each other
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	<ul style="list-style-type: none"> • Talking has always been important • What goes on in Horizons does not get the recognition and thanks it deserves. We need to celebrate the positives • Needs to be better links between services • Need to learn practical every day living skills • Need more project like this (Horizons) out in the community which are informal
<p>Stigma</p> <p>Increased understanding</p>	<ul style="list-style-type: none"> • Lot of ignorance about mental health • I joined a keep fit group and people asked me what I did. I felt terrible • Face discrimination in going for a job, in shops, from doctors/GPs, police, at hospital, Armed Forces • Need workshops for people like the police to educate them • In banks if you get mixed up with your money. I burst into tears and said I have a mental health problem and staff just looked at me • Need to educate young people so when they grow up they accept it better • I don't think it is so much the bairns as people my age. People look at me and ask "what is wrong with you?" • Was on a warrant from the court and was handcuffed. When I told the police I needed my medication and what it was for I was double handcuffed and left in a car, treated like an animal. Then at the police station I was striped and given padded shorts and top and put in a cell. I waited 2-3 hours for my medication and was shaking. They checked on me every hour which was good. Then I was taken to court and sat handcuffed to two officers like an animal. It got dropped but I was treated like this all because I said I have a mental health problem. • Maybe policies and procedures need changing • I don't understand what people have got against mental health. People still don't understand and it's hard to explain yourself. People see you looking alright but the problem is deep inside and you can't explain • Invisible illness. People are scared of what they don't see



	<ul style="list-style-type: none"> • Everybody watches TV and people use Facebook. Use those to give out information • There is still a stereotypical image of someone with mental health needs • People need more training – they can be condescending and make you feel like a school kid. You get belittled by staff
Young people	<ul style="list-style-type: none"> • More needs to be done around education so young people are more accepting but also so they know to ask for help or how to help a friend • Provide facilities for young people • Need teachers who are trained in mental health. Mental health issues can surface as behavioural problems • Education nowadays is totally different. In PSE they are learning about things like mental health and depression • Need a club for teenagers of parents with mental health problems • My son didn't heard from his support worker from Quarriers. He had to cope with my mental health while doing his exams
Families/carers	<ul style="list-style-type: none"> • How can I explain depression to someone when I can't explain it myself? My family find it hard to understand • Needs to be someone there to explain to the families what is wrong and how they can support them. People are not getting the support at home they need • You think families don't care but really they don't understand • There is no one from Quarriers who specialises in mental health
Peer support	<ul style="list-style-type: none"> • It's got to be sensitively managed. You don't want to unload on someone who is having a crap time • Some people may get to the stage where they are really quite strong
Equalities	<ul style="list-style-type: none"> •
Employment	<ul style="list-style-type: none"> • Issues with ATOS and Job Centre • Employers not employing people with mental health problems • Lots of prejudice and misunderstanding – can see a wheelchair and know how to make it



	<p>easier for someone but can't see mental illness</p> <ul style="list-style-type: none">• At the Job Centre there is no personal contact now. You have to phone and get passed around• One lady at the job centre will do the interview over the phone if you're having a crappy day and she has her desk out of the way which helps• Part of recovery needs to be about being supported you in to work and while in work
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