Working together to meet the challenges and make a difference

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CHANGING ATTITUDES BUILDING LIVES

Future direction of services for people with personality disorder difficulties

- Who are Emergence and what do we do?

- What do staff need to be able to work effectively with people with personality disorder difficulties

- What do people with personality disorder difficulties need to be able to move forward ?

- Do attitudes still get in the way?

- How can we work effectively together?

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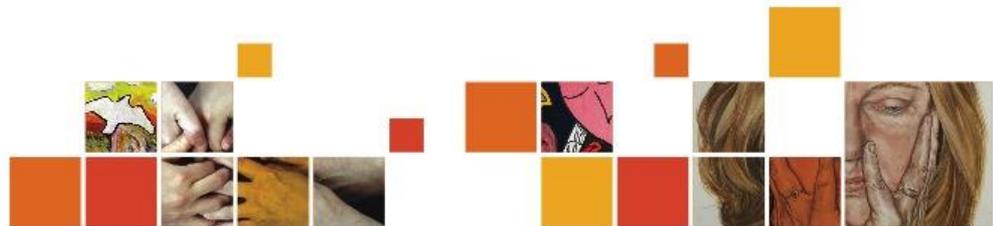
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Our Vision

To make a life changing difference for everyone affected by Personality Disorder through support, advice and education.

To campaign to change attitudes and challenge the stigma associated with Personality Disorder and in the process create a safer, more supportive world
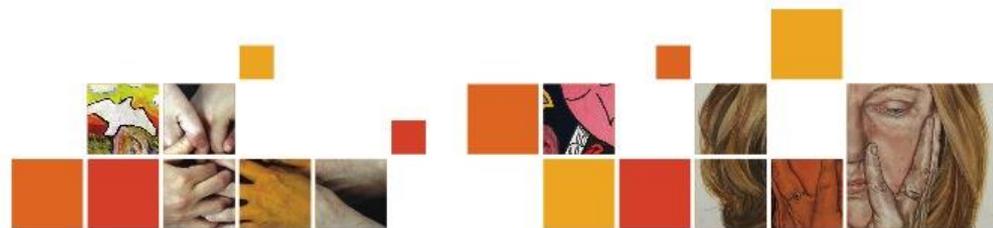
Our Ethos

Emergence is a service user-led organisation with the overarching aim of supporting all people affected by personality disorder including service users, carers, family & friends and professionals

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What we do:

- **Provide support, advice and information**
- Increase public and professional understanding of personality disorder
- **Challenge the associated stigma and social exclusion experienced by individuals affected by this diagnosis**
- Stimulating further health and social policy responses into the prevention and treatment of personality disorder and the reduction of stigma and discrimination
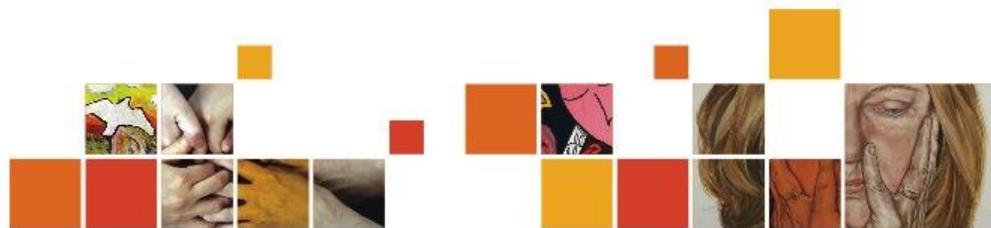
How we do it

Commissioned training,consultancy,research and services across the country

- We have developed a range of products
- We work in partnerships with many other organisations and their staff
- We are a rapidly growing national organisation (CIC) with our own board,leadership,management team, project co-ordinators and staff around the country
- High quality work/supportive structures

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How we do it: experiential training

- Bespoke training

- NOMS/DH nationally commissioned Knowledge and Understanding Framework (KUF) training across the country (partnership with IMH,Tavistock and Portman, Open University)

- Always co-facilitated equally by a staff trainer and a service user trainer

- Completed by over 35,000 people nationally (nearly 2000 in South West)

- Emergence manage the South West and London contracts and support many trainers nationally e.g Wales

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KUF awareness training

- 3 discussion days

- How the past influences the present (schema) ,stigma and diagnosis, healthy organisations, emotional containment, splitting, team working, staff support,etc

- Online learning between each day

- PD KASQ pre and post questionnaires.

- SW evaluation report- 407 participants

- 'Significant increases in levels of understanding and capabilities and concomitant decrease in negative emotional response following the training'

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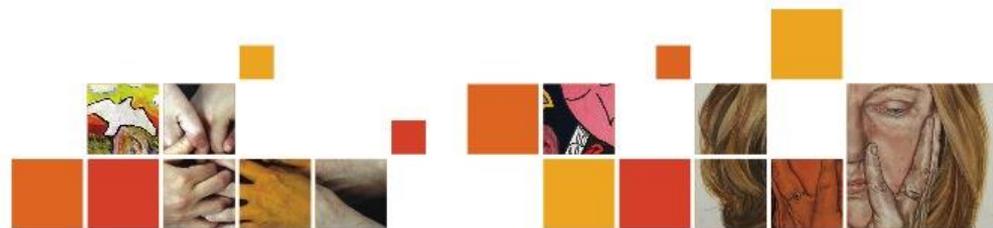
WKUF/WKUF plus

- WKUF- 1 day gender specific course for all staff in women's prisons. (Rules for living)

- WKUF plus -4 day gender specific course for staff of the new women's prisons personality disorder units

- Includes training on psychologically informed approaches, schema, trauma and managing distress, selfharm,boundaries,splitting,emotional containment, relational security and case formulation, putting into practice the 5P's

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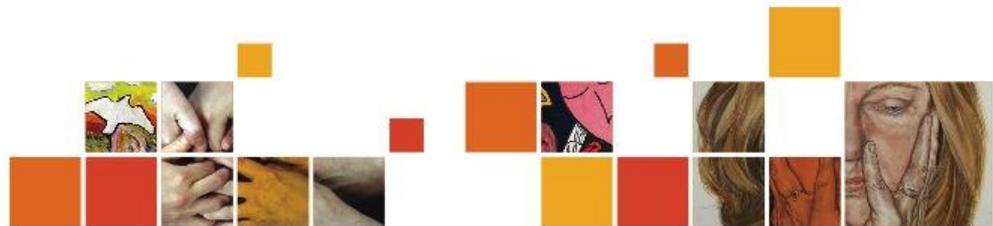
Other KUF in development

- KUF for men's prisons

- Receptionist training

- Listener training

- BSc: Nottingham

- MSc;London,Nottingham,Leeds

- Personality disorder specific modules; teaching and learning,involvement,leadership and service development, women and personality disorder, therapeutic practice, consulting to teams and organisations, research and a dissertation.
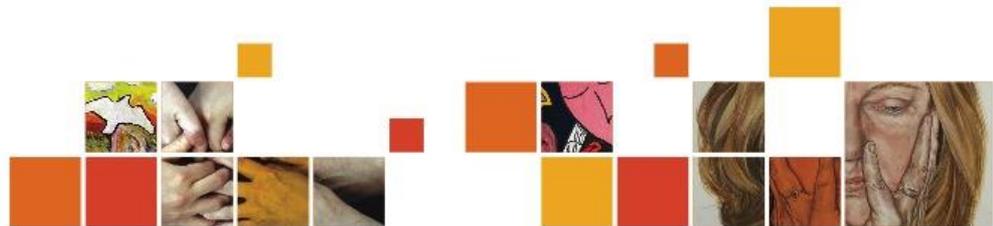
How we do it..

- **Clinical Consultation**– eg. Complex case and reflective forums (West London,Oxleas), young people's transition project (SWLSTG),service user consultancy (CIFT),

- **Research**– in many personality disorder services e.g NOMS prison research and peer led research of North East secure services

- **Co-writing of academic papers, articles and book chapters (Meeting the challenge)**

- **Service Development** – Assisting local, regional or national commissioners and service providers develop strategy or new services e.g Camden CCG personal budgets

How we do it..

- **Provision of face to face support groups** – eg. carers and family and friends groups

- **Delivery of arts based events and networks** – eg. London Arts and Social Network and the 2010 Guardian Public Service Award shortlisted project, 'Creative Personalities' in Yorkshire and Humberside

- Psych- ed groups e.g in West London,Oxleas

- Mix of the above (Aylesbury YOI)

- My dream!

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Exercise

- **What do staff need to be able to work effectively with people with personality disorder difficulties?**

- **What do people with personality disorder difficulties need to be able to move forward?**
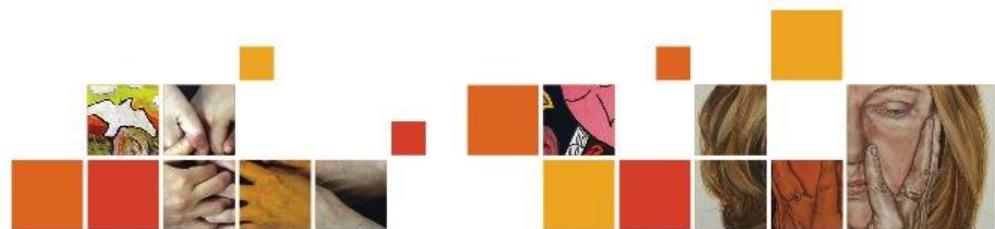
- **What do staff need to be able to work effectively with people with personality disorder difficulties?**

- Your ideas (Not just money)

- Stokoe, P. (2011). '*The healthy and the unhealthy organization: How can we help teams to remain effective?*' In '*Containment in the community: Supportive frameworks for thinking about antisocial behaviour and mental health*.' London: Karnac.

The future direction for staff and organizations?

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What might a healthy organisation look like?

Primary task

- **WHAT** we are here to do
- The primary task is the task the organisation has to perform in order to survive

Structure of roles & responsibilities

- What we are supposed to do and further information on how we are supposed to do it – e.g. job description
- Who can make what decisions – delegated authority

Shared principles

- **How** we do what we do, informed by **Why** we do what we do
- The ways in which work is carried out - recorded in policies and procedures
- The values and underpinning ethos of the organisation are clear
- We have a shared model for understanding the client group

Thinking space

- Time and place to reflect on work and its impact on you and service user
- Place to think about solutions to issues and what those issues are telling you about the service user
- Can help to role-model thinking to the service user, particularly in your day-to-day work with them

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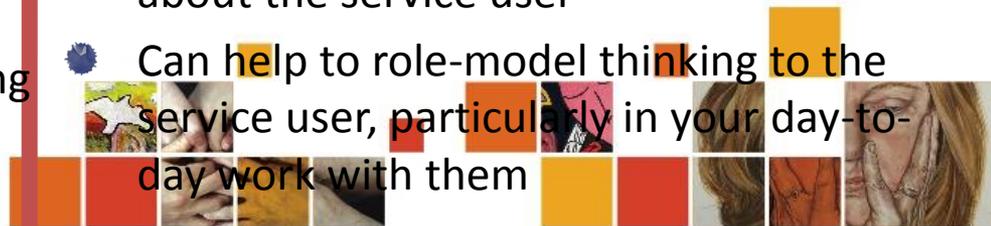
Primary task

- Not clear what we are supposed to be offering our service users
- People unsure and confused
- People keep changing the priorities

Structure of roles & responsibilities

- Not clear who is responsible for what
- No one knows who has to decide things
- Things get left that need sorting

Shared principles

- Working here is confusing: policies and procedures are not clear or always changing
- Not sure what we stand for and what our values are
- We all see things differently and some people have no time for service users who are struggling

Thinking space

- No time and place to reflect
- No systems of support and supervision in place
- No place to think or problem-solve
- Staff distressed and not offering positive role model
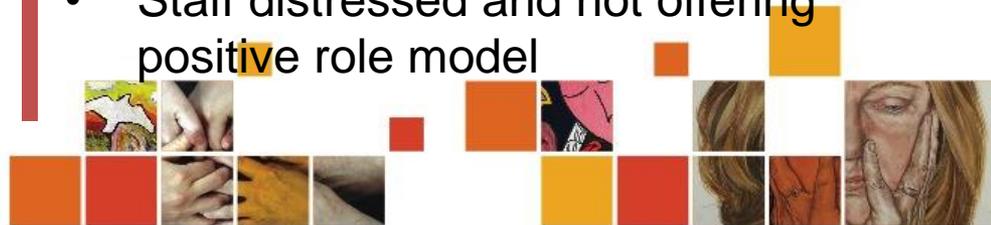
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What do people with personality disorder difficulties need to be able to move forward? (ID)

- Acceptance-ask people how it is for them, don't assume
- Individual care pathways-not one size fits all, not disregarding non BPD,across all services CJ, 3rd sector,etc
- Take more notice of co-morbidity (95% of people)
- A choice of therapy when it is needed e.g MBT,DBT,CAT,schema focussed therapy
- Not all or nothing e.g Emergence projects
- Choice of support in a crisis e.g crisis houses
- Accessible services e.g evenings
- Early intervention e.g Icebreak,family work
- 'Every interaction matters'
- 360 degrees evaluation-data,satisfactionfeedback,etc

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Whole person/self management (where possible)

Work with the whole person-life expectancy-use it

19 years less for women,18 for men (Fok et al 2012)

My rock (ID)

- Healthy eating,sleeping,exercise
- Spiritual side;pray,read bible,
- Music;trombone ,sing
- Art,write
- Sport-hockey,Tranmere,Liverpool
- Work
- Speak and spend time with people I trust
- Help other people
- Have fun!

Do attitudes still get in the way?

- **Self reflection**

- Are there still negative attitudes towards people with personality disorder difficulties in your service/organisations?

- What might be the possible impact of these attitudes to the progress of people with personality disorder difficulties and the effectiveness of your service/organisations?

- What are your attitudes consciously and unconsciously?

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Working together to meet the challenge

- Work in equal partnership at every stage in people's individual support and in service development (co-production?)

- No them and us, equal respect

- Watch out for stigma/negative attitudes/the unconscious

- No generalisations 'You are not like our service users'

- Empowering for all.

- Chapter 6 'Meeting the challenge'

- Look after yourselves

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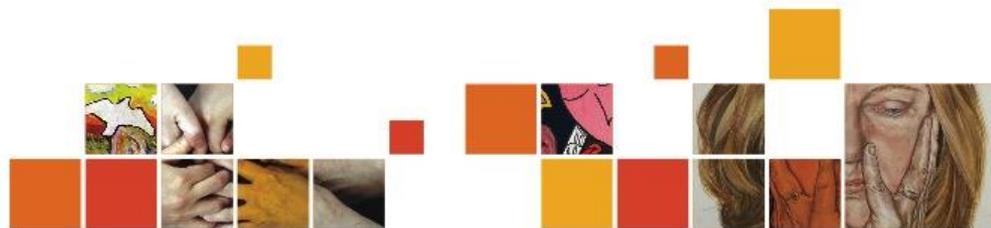
The future direction of services for people with personality disorder difficulties; conclusion

Consider;

• The direction of services in other parts of this country (and internationally?)

•What is important for staff and people with personality disorder difficulties

•The importance of attitude in the field of personality disorders

•The importance of working together in equal partnership to meet the challenge and make a difference.

•It is everybody's business

•The challenges will try to grind you down e.g finance, postcode lotteries- don't give up!

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