

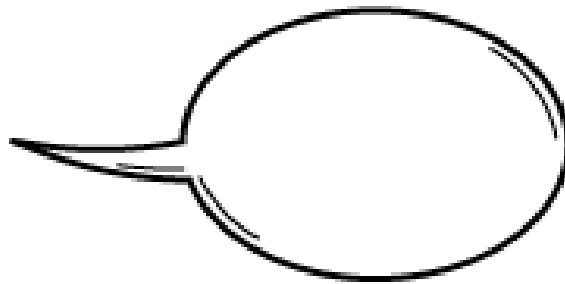
Care Opinion Case Studies

We are working with Care Opinion to demonstrate the real stigma and discrimination people experience in the health and social care sector, as well as the good practice which is ensuring people get the help and support they deserve.

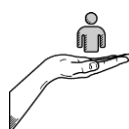
Difficult Mental Health Care

“I was admitted to hospital last year for a few weeks, the whole time I was in there I felt like nobody took any notice of me being there. It felt like I was given more diazepam every time I tried to approach a nurse just to keep me quiet.

“I was diagnosed with a new condition whilst in there and all I was given was a whole load of paperwork to read and when I asked for someone to sit down and explain this more to me I was told they were too busy.



“I think there clearly wasn't enough staff and too many patients for a one to one. It felt like all the patients were just left to get on with it. One member of staff was particularly rude to me which really didn't help with my recovery I felt more suicidal because of this.”



Professional's Response



How very disappointed I was to read of your experience when in hospital. This is not the level of care that is expected from my colleagues. In the first instance I would like you to accept my most sincere apologies. I do hope that your mental health has improved since and that you have not required any further admissions. I shall pass on your comments to my colleagues . which I assure you we take very seriously.

Once again please accept my apologies

You can find the latest stories at <https://www.careopinion.org.uk/> and searching 'mental health', or checking out our website <https://www.seemescotland.org/health-social-care/>

