

## 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.

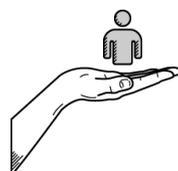
### Helpful, Supportive and Knowledgeable

“I went to A&E after suffering emotionally and physically from a bad weekend of substance misuse and past issues. I was in severe distress and didn’t know where else to turn to. I was took aside so I could explain and give my details in private and was allowed to sit in the triage area instead of out in the main waiting area.

“The staff were exceptionally kind, comforting and understanding. I had to wait a few hours to see a Mental Health Nurse as they were busy with another complicated case. My sister is a nurse and after her shift she came and sat with me and did everything for me from contacting parents and getting me water to checking on the situation and my well being.

“A nurse named Thomas then took me to a bed and talked to me about what happened and helped me out, even as much as to clear the sweat from my head. He took my vitals and helped me drink water as my hands were uncontrollably shaking. He gave me meds and I started to calm down.

“Soon after I saw a man from the Mental Health Team. He said he couldn’t treat me mentally until I was fit enough medically. I was then discharged but Thomas referred me to the Substance Misuse Team for the following day.



“Since then I’ve been 3 times to the Substance Misuse Team and have been treated by a nurse named Linsey. I cannot explain enough how helpful and supportive she has been. She seemed very knowledgeable and gave me all the connections and information I needed. She also referred me to (CAREs).

“I was given the offer to come back and see her again but I’ve been given enough help to go forward. The nurse at reception, my sister, Thomas and Linsey I want to thank from the bottom of my heart. If it wasn’t for them I honestly don’t know where I would be right now.”

### Professional’s Response



Thank you for taking the time out of your day to provide us with feedback on your experience of our services. I am sorry to hear that things have been difficult for you. Being treated with dignity and respect should always be how someone feels and I am heartened to hear that this was your experience. I would also like to acknowledge your own hard work in engaging with support. Healthcare staff thrive on knowing we have made a difference. Once again thank you and take care.

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/>

