

## 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.

### My Crisis Felt Insignificant

“I was referred to my local Resource Centre in the depths of despair, I was suicidal and wasn't leaving my bed. What little hope I had, I put it in their ability to offer me a lifeline. A meeting was arranged via Zoom with 2 x CPN's a few days after I reached out. Afterward, they said they would -probably feed back around Tuesday next week. It seemed like such a long time to hold on, but I gripped onto life and tried to breath my way through the next 5 days, using 'Tuesday' as my safety net.

“Tuesday comes and goes. I phone reception and ask to speak to one of the CPN's. They're not at their desk but I leave a message advising I'd called. Wednesday - still nothing so I call back at 4pm and ask to speak to the same CPN. This time I get through and they tell me something like -No, we were just going to feed back on Tuesday so I probably wouldn't call you till today. When was that going to be? Midnight?

“Already feeling that my crisis was insignificant, enough that I could be left a week after writing my suicide note and trying to take my own life, the CPN proceeds to advise that they can give me the decision now, sounding like -hey, may as well, since you're already on the phone'.



“So this decision? Did they consider that I have Borderline Personality Disorder and Generalised Anxiety Disorder and have just had a mental breakdown and desperately need my medication looked at?”

“No, the CPN asked me whether I’ve tried Beating the Blues or Decider Skills online. I went emotionally to the depths of Hell and they ask me if I’ve tried an online mood adjuster. Oh and they’re hoping to refer me to a Primary Care Psychologist but maybe can’t because I’m already seeing a counsellor, who I explained is merely a befriender.

“Basically -yeah, that’s all we can give you - might phone next week - bye. It feels from my experience that deaths could be averted if they showed they care.”

### Professional’s Response



We are very sorry to hear that your experience has been less than positive. We appreciate that things have been difficult for you. Our normal process would involve seeing the individual face to face and feeding back any outcome at the earliest opportunity however due to the current global pandemic all services are having to work a bit differently. Your feedback will be shared with the team. If you wish to discuss this further can I please ask you to contact me.

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/>

