

## Care Opinion Case Studies

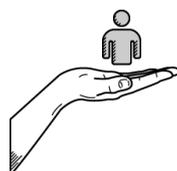
We are working with Care Opinion to demonstrate the real stigma and discrimination people experience in the health and social care sector, as well as the good practice which is ensuring people get the help and support they deserve.

### Road to Recovery

“As a fellow professional who relocated to the Scottish Borders following a major decline in my mental health due to living an unhealthy lifestyle, relationship breakdown, work stress, and attempted suicide I finally feel that I am listened to and my illness is taken seriously in a non-judgmental, respectful manner. My local GP and Community Mental Health Nurse Ross acted quickly and intervened without taking over or patronising.

“Mental health support in my previous location was poor and there appeared to be no communication between services with regards my circumstances. I was screaming out for help/support, however it felt like no one was listening and any contact was initiated by myself. Although the mental health nurse would return my call eventually their approach wasn't helpful and it always seemed like they were 'ticking boxes' and couldn't wait to get me off the phone.

“Due to COVID any appointments here in the Scottish Borders have been with Ross (wise man) and via video link which initially filled me with dread. I now manage these appointments and the time, support, advice and care that I receive weekly have been invaluable in my road to recovery.



“Ross is a professional who speaks to me like a human being and not an illness. I never feel embarrassed or ashamed to share my thoughts, feelings and behaviours as he very quickly rationalises these and makes me feel 'normal'. He doesn't tell me what or how I should be acting/speaking/doing he just listens without judgement. He never belittles the things that matter to me and always manages to make me laugh.

“I now have HOPE for the future, no matter how small.”

### Professional's Response



Thank you for your positive comments. It is pleasing to hear that in these difficult times we are still able to offer a professional service to people within Scottish Borders. It is easy to contact an organisation when things go wrong so we are most grateful that you have taken the time to let us know when we (particularly Ross) are getting it right for you.

I know that Ross is aware of your comments and he too appreciates that you have provided them.

I wish you well with your continued recovery.

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/>

