

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.

Service at Breathing Space

“I called because I was feeling very low and struggling with conflicting feelings related to family relationships.

“My call was answered within 10 minutes and the person who answered the call listened patiently while I explained my frustrations.



“Speaking with them helped me get my thoughts in a more comprehensible format for me, and they signposted me to some services that could provide me with more in depth support.

“The service was excellent and I ended the call feeling much calmer and more confident in my ability to cope.”



Professional's Response

Thank you so much for providing feedback about your call to Breathing Space. I am pleased you felt more confident and calm after speaking with an Advisor. To be able to share feelings with someone who has a listening ear can be so helpful when circumstances are difficult.



I will share your kind words with the staff within Breathing Space as positive comments such as yours really reinforces for them the good work they do in providing such a valuable listening and signposting service.

Please don't hesitate to call Breathing Space again should you need to.

Just for your info, NHS 24 also has a dedicated Mental Health Hub which is operational 24 /7. To access this service, call 111 and select the mental health option from the phone menu. Staff within the Hub can provide support and would be pleased to chat with you regarding any concerns you may have.

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/>

