

Personality Disorder Improvement Programme - Moving from
Consultation to Co-design Webinar
Question and Answer
Monday 7 November 2022

Questions for Scottish Recovery Network (SRN)

Question - How can I contact you?

Answer –You can reach SRN through the following channels:

Website www.scottishrecovery.net

Email info@scottishrecovery.net

Twitter [@ScotRecoveryNet](https://twitter.com/ScotRecoveryNet)

Facebook [@ScottishRecoveryNetwork](https://www.facebook.com/ScottishRecoveryNetwork)

YouTube [Scottish Recovery Network](https://www.youtube.com/ScottishRecoveryNetwork)

Podcasts [Making Recovery Real by Scottish Recovery Network](#)

Question - Why not Peer2Peer with Facilitator online for rural folk?

Answer – Peer2Peer is a free to access, adaptable training resource that enabled groups and organisations to design and deliver their own training in peer support. We have a range of resources to support this including the [original manual and Let's Do Peer2Peer](#) which shares learning from others who have already delivered Peer2Peer as well as a [participant workbook and facilitator guide](#) that were piloted as an online course in early 2021. Groups and organisations wanting to develop Peer2Peer approaches and deliver Peer2Peer training can also get in touch with us for some support and further information.

Question - In my personal experience social media has to be avoided as sends me down the rabbit hole... so messaging on there will miss many, cos I can't be alone...

Answer - SRN uses a range of approaches to communicate with people including our monthly newsletter which you can sign up for [here](#), email where we have permission to contact people this way as well as social media channels. We also share information about our work with other organisations and newsletters to reach a wider audience. This way there are a number of ways that we can communicate with people and hopefully we

can meet the needs of those who prefer different channels, including those who like using social media.

Question - Are Supporters Groups being set up too, so they can share their experience with the system?

Answer – Our reach out to local organisations included those representing and supporting family, carers and supporters of people living with trauma, complex mental health problems and who may attract a diagnosis of personality disorder. Local carers’ organisations participated and contributed feedback to the engagement. We are fully aware of the benefits of involving supporters and for their voice to be heard during engagement whilst also maintaining a distinctive voice for lived experience.

Questions for NHS Lanarkshire

Question - Is this going to be rolled out to the other health boards in Scotland?

Answer – This partnership work between SRN and NHS Lanarkshire was commissioned by the NHS Lanarkshire Personality Disorder Strategy group. The group will be using the outcome from this work to inform our review of the services provided for people who might attract a diagnosis of personality disorder in Lanarkshire. As part of our review, we have been in touch with other health boards around Scotland. There are a variety of different ways that other boards have engaged with people with lived experience in planning mental health services. From all the health board representatives we have spoken to, it has been clear that incorporation of lived experience perspectives is a priority for mental health services. The Healthcare Improvement Scotland - Personality Disorder Improvement Programme have also been working with SRN and Voices of Experience (VOX) Scotland and their recommendations will have an impact on mental health services nationally.

Question - Is there any involvement from, or discussion around, services for under 18s? Or is this focussing on adults?

Answer – The focus of this work has been on services for adults only although we are aware that there has been a lot of interest around services for younger people.

Question - Is the service in secondary care?

Answer – The partnership work with SRN will be used to shape a new pathway in NHS Lanarkshire for people who might attract a diagnosis of personality disorder. This pathway has not yet been developed. The NHS Lanarkshire Strategy Group has members who represent mental health services across both primary and secondary care and we are aware of the need to consider an individual’s journey through both.

Question - Is the pathway work complete? It would be helpful to see the pathway particularly as it co-designed.

Answer – No, the pathway for NHS Lanarkshire is not yet complete. SRN are in the process of finalising a report with the findings from this partnership work. The SRN report will be used alongside a scoping exercise of current NHS Lanarkshire service provision, discussions with other health boards regarding good practice, and the findings of the Healthcare Improvement Scotland- Personality Disorder Improvement Programme to develop the new pathway.

Question - It all sounds wonderful in theory, but what about CPNs and other professionals who are either suffering from vicarious trauma or who should ultimately not be doing the job due to lack of/reduced empathy? And then there are receptionists (bouncers) who are clearly not trauma-informed and don't understand how harsh tones, non-information and generic answers are triggering.

Answer – One of the key findings from SRN work has been the need for trauma informed care. [The National Trauma Training Programme](#) has a national strategy in place to implement trauma training to all public sector staff, at the appropriate level. Each health board has a Transforming Psychological Trauma Implementation Co-ordinator (TPTIC) in place to oversee this locally. One of the suggestions from SRN partnership work has been the value of training for staff that is co-designed and co-delivered by people with lived experience and NHS staff. The aim of this would be to increase understanding of trauma and the way people present when they are in crisis. The report specifically highlights the need to recognise the role of staff burnout and ‘compassion fatigue’ on those accessing services. Our hope is that co-designed and co-delivered staff training will help all staff to be more trauma informed.

Question - I was wondering if the service design is re-designing of current services or is this a new stand-alone service?

Answer – We are in the process of updating the Integrated Care Pathway for people who might attract a diagnosis of personality disorder in NHS Lanarkshire. So we are looking to update and improve current services, but this may involve new approaches and pathways for people accessing mental health services.

Question - Are there treatments in place for those who have been re-traumatized in services, commonly referred to as iatrogenic harm? I'm wondering how we can expect people to feel safe approaching services if this is the main issue they are struggling to overcome or may be preventing them from moving forward. Often when people express these distressing experiences this can be pathologised in terms of the personality disorder diagnosis. Thus, in short, are there treatments available for those who have experienced iatrogenic harm where people can process the trauma associated with this?

Answer – In NHS Lanarkshire, there are not treatments specifically for those who have been re-traumatized by services. It is distressing to think of anyone being re-traumatized by the services designed to help but we are aware that this can sadly happen. Our aim is to build on ongoing work to provide mental health services which are trauma informed and in which we create an environment of trust, collaboration, and safety. [The Scottish National Trauma Training Programme](#) has a national strategy in place to implement trauma training and there is work going on across NHS Lanarkshire and local authorities, to provide trauma training to staff. The need for a “genuinely trauma-informed approach” was a key finding from the partnership work with SRN and one we intend to have at the forefront of an updated care pathway for people who might attract a diagnosis of personality disorder.

Questions for Personality Disorder Improvement Programme

Question - I'm wondering if you are planning to employ people with lived experience as peer workers in the hub and any learning to share about that re ongoing collaborative working.

Answer – We are still in the process of gathering information to shape and inform an updated care pathway for people who might attract a diagnosis of personality disorder in Lanarkshire. The employment of peer navigators was one of the recommendations from SRN partnership work as well as the involvement of people with lived experience in the co-design and co-delivery of staff training. We are keen to incorporate as many of the findings as is feasible and affordable in the final pathway. We would certainly be happy to share any learning about collaborative working with peer workers in future.