

How can care for mental health patients be optimised?

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The context



Emergency Medicine

Top 10 research priorities

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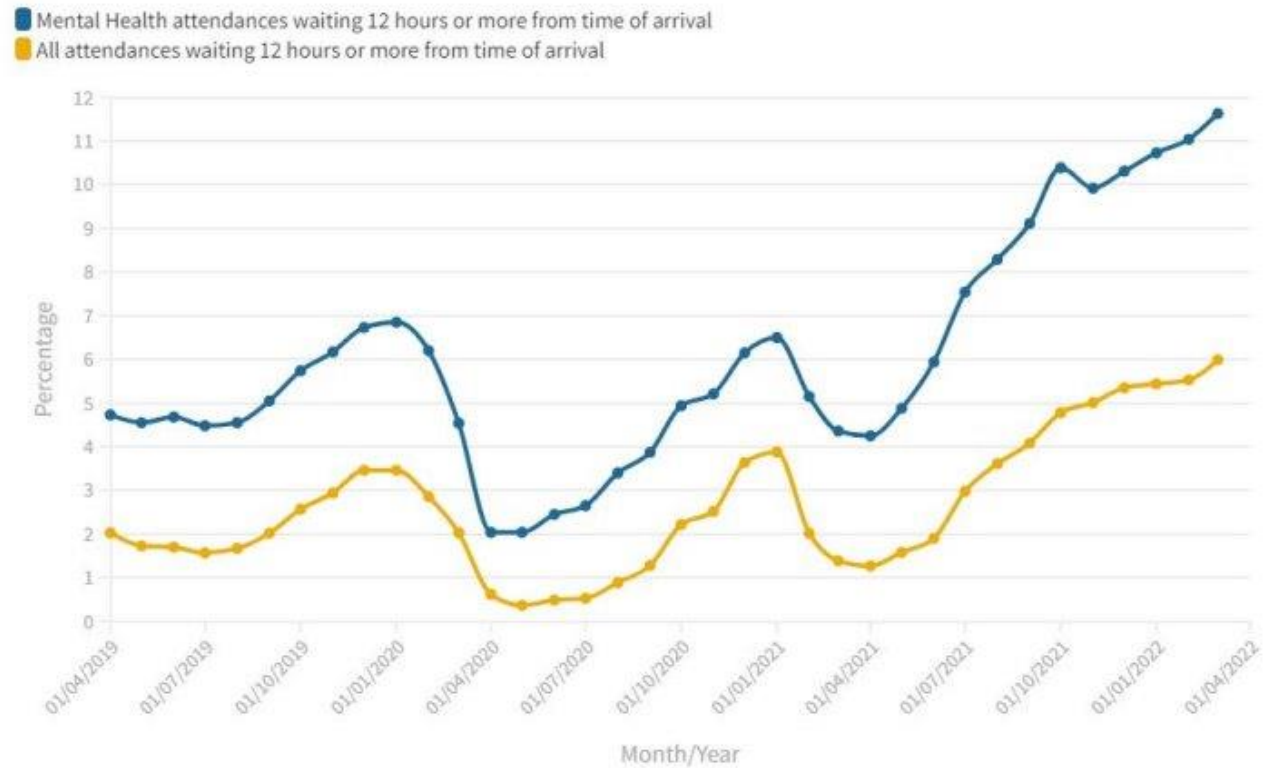
How can care for mental health patients be optimised, whether presenting with either/both physical and mental health needs; including appropriate space to see patients, staff training, early recognition of symptoms, prioritisation, and patient experience?

What we know...



What we know...

Graph 3: Percentage of patients waiting 12 hours or more from time of arrival



Source: ECDS, NHS Digital

The Emergency Department is not an appropriate environment to meet the needs of MH patients.

What we don't know...



SAMH

Scottish Action for Mental Health



NHS
Fife



2 site pilot prospective observational study of presentations to the ED for reasons of mental ill health, substance misuse or psychological distress

Sam's Fife Mental Health Peer Support

Time Space Compassion

Always

What does it mean to be a Sam's Peer Worker?

- Sam's peer workers (peers) have their own lived experience of mental health issues and a recovery journey. Peers role model that recovery is possible and can offer hope for people.
- Sam's offers one-to-one mental health peer support, 7 days a week. both in the community and Emergency Department in Fife.
- Sam's supports people from noticing a difference to their wellbeing, mental health issues... through to people experiencing suicidal thoughts and people that have considered a plan for suicide.
- Within the Emergency Department Sam's peers support people both with prevention and post-vention of crisis.

Why is it beneficial for peers to support feedback

- Through conversations of experience, peers can built rapport and trust.
- Peers create a safe space of shared understanding, which can inspire honest and open feedback.
- Peers can have the understanding of being a patient, a service user or person accessing projects...through own lived experiences. This means there can be an increased trust that the feedback will be valued.

Feedback from individuals supported from the Sam's Fife team

- *That's the difference- you're actually giving me the time of day and you get it. You've not judged me once, look you actually helped me my hands aren't shaking now.*
- *Thanks like you've helped me so much just chatting today. I've spoken to my dad and doctors all morning but you get it like*
- *I've never told anyone about this but you've made it seem ok for me to talk about it without judging me. I don't know why I'm speaking to you about all this, you get what it's like though.*

I've never opened up to anyone my whole life until today.

Sam's peer support, inspires people to open up and value being heard.

WoW – PPI on wheels!



Thankyou. Any questions?

