

## **A Patient Story: Clinical Timeline.**

The name of the service user has been changed to protect confidentiality for the purpose of the Service User story she will be referred to as Joanne.

Joanne accessed the Crisis Care Centre for an assessment with Access on the 5<sup>th</sup> June 2021 following her son raising concerns about her mental well-being. Joanne has been experiencing low mood for 2 weeks prior to referral and had been consuming large amounts of alcohol. Joanne was voicing suicidal ideations. This appears to be a long-standing cycle for Joanne who has a history of abuse as child and adult, Joanne typically binges on alcohol to get respite from emotions and during this period neglects her activities of daily living and self-care. The outcome of the Access assessment was for Joanne to be referred to the Sutherland Centre for consideration of Psychological Intervention and to the STR Pathway to provide structured practical support to enable her to set daily goals and return to sensible nutritional intake then to explore social outlets.

The STR Pathway completed an initial assessment on the 6<sup>th</sup> June 2021 to commence engagement. The STR Pathway supported Joanne for 32 days, during this time Joanne was supported with the following:

1. Joanne collaborated in completing her intervention plan with the STR Team.
2. Joanne was supported in forming a safety plan.
3. The Alcohol Audit Tool Complete scoring 27 by STR Worker– this was able to support rationale and understanding for Joanne who then provided informed consent to be referred to Community Drug and Alcohol Service. This was actioned and Joanne is due to have an appointment July 2021. Joanne was also provided with Northumberland Tyne and Wear Trust Self-help guide 'Alcohol + You'. During STR Intervention Joanne reduced and become abstinent from alcohol.
4. Joanne has not been taking her Mirtazapine consistently therefore medication education was provided and Joanne started to take this consistently- she was also advised to contact her GP who increased her dose.
5. STR Worker support Joanne in arranging her Psychology Screening appointment with the Sutherland Centre. The Psychology Screening

appointment was facilitated 7<sup>th</sup> July 2021 with recommendations for Joanne to self-refer to Savana.

6. STR worker worked with Joanne to complete goal-setting and practical support- on one occasion supporting Joanne to peg out the washing and take rubbish bags out to the bin- motivating Joanne to continue completing activities of daily living independently.
7. Joanne was discharged 8<sup>th</sup> July 2021 – she was signposted to self-refer to the Walking for Health Group and Savana. STR Pathway explored the ‘next-steps’ for Joanne’s ongoing and sustaining her recovery, with this in mind, it was mutually agreed for Joanne to be referred to Step-on.
8. The short Warwick-Edinburgh Mental Well-being Scale (SWEMWBS) was completed when Joanne initially engaged with the STR Pathway this scored 16, this was repeated again at point of discharged scoring 33 supporting and evidencing positive signs of recovery.

My experience I received from Harplands hospital services was really helpful to me I found. They helped me to get back on track and motivated.

Hesher also said after every visit that if I needed anything, "Just give her a call."

Hesher and Nicky encouraged me to eat and to have a shower when I was feeling very low in mood.

I think the service I received was excellent and I'm sure certain that it has helped many other people in the same situation as myself

and people in the future. Hesher also printed me some very helpful information off and gave me a booklet for CDAS, She also set me a telephone assessment up with the "Sutherland Center" and a telephone call with CDAS. I can not explain how grateful for the service I am that I received.

Thank you! 😊