

Changing culture: Nurses and the recovery journey

Fay Jackson

- NSW Deputy Mental Health Commissioner
- General Manager, Inclusion, RichmondPRA
- CEO, Vision in Mind



Intergenerational MH Issues



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Open Mind

- Generosity of spirit
- Change the paradigm of who is expert
- Co-design
- Person led
- Peer Workers
- Community nursing

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What happens when a person is diagnosed?

- Relief
- Massive grieving
- Suicidality
- Can't work now: "You will never work, you will never be a valuable member of society".
- Loss of relationships
- Loss of education or employment
- Loss of home; may affect entire family



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Use art to express yourself. It does not have to be recognisable!!!!



'This painting is a metaphor for how vulnerable a person feels when they are suffering from mental illness....They need a friend to help and guide them..'. Artist - Fay Jackson

With nurses' help we can and do recover from mental illness

- There is much more to recovery than just medication
- Nurses need the right environment to do what they do well

The language of mental illness is stigmatising

- Don't focus on diagnosis! Schizophrenic, bipolar disorder, won't engage, lacking insight, difficult behaviour....
- Do focus on the person and on their needs, strengths, abilities and possibilities!
- 1 hour conversations



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Partnerships and Purpose-with who?

- Not personalities, patches and politics
- What is the purpose of everything you do?
- Spending time saves time.
- Nurses helped my recent recovery!! Janet and Aidan!



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What are serious mental illnesses?



Bipolar

Schizophrenia

Borderline mood disorder

Depression

Suicidality

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What are serious mental illnesses?

- I do not agree that these are the only serious mental illnesses.
- I think anxiety can be as bad. Anxiety will lead to your 'compassion fatigue' and decision to leave.
- Maddie



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You need to understand why we don't want to take the meds!

- We die up to 3 decades earlier than other people.
- 77% of us die very prematurely from physical illness.
- We gain large amounts of weight and live with chronic physical illness
We lose control of our body



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We need nurses to help us recover!

- We do need you in our hospitals.
- But we certainly need more of you in the community in assertive outreach teams.
- Prevention and early intervention are not just about young people.
- In NSW we spend more on in-patient care than we do in the community.

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Critical Conversations

- Conversations with the Commission
- Connection to NGOs
- Nurse Practitioners
- Peer Workers: During 2010-2011 in the public system the equivalent of 69 FTEs in total in Australia
- 3 per 1000 staff

Source: The National Mental Health Report 2013



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Critical conversations: peer workers

- Peer workers: during 2010-2011 in the public system the equivalent of 69 FTEs in total in Australia
- 3 per 1000 staff (0.3%)
- Peer workers are good for mental health of patients and nurses
- Yet I have received death threats.

The National Mental Health Report 2013



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Special needs groups need nurses in the community: what are you interested in?

- Pre-birth for both mums and dads
- Children of people with mental ill-health
- Young people
- Aboriginal and Torres Strait Islander people
- Forgotten Australians
- Returned veterans
- People who identify and lesbian, gay, bisexual, transgender, intersex etc
- Immigrants and asylum seekers
- People who are long-term unemployed
- Older people

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Commitment to keeping people well in the community.

- We have to shift our effort and finances towards the community
- Assertive outreach teams of specialist nurses, doctors, other clinicians and peer workers
- Partnering with local primary care providers and NGOs delivering psychosocial supports

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Rumours!

- We are NOT against hospitals. We want them to be more therapeutic for everyone: patients, carers, families, and nurses!
- 27% of my time was in supporting nursing staff
- Nurses in the community feel connected and empowered



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Further to that!

- We are worried about your mental health!
- Concerned about compassion fatigue!
- Good nurses leaving!
- You are the string section!



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Person-centred care

- What does that look like?
- Different in different communities for different people
- The thing that is affecting my mental health most might be my infected toe nails
- Open dialogue
- Hearing voices community



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Where is the hope for better futures?

- No one should be treated or work in an atmosphere where there is little hope of recovery or of leading a meaningful, contributing life
- Nurse practitioners in the community see and believe in recovery
- Nurse practitioners, CNCs in the ED need to be respected and supported in the belief that recovery is absolutely possible

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Learn about the International Charter on Human Rights!

- Learn about disability rights.
- We are not meeting these in Australia
- We have the lowest rate of employment | people with disability especially mental illness in all OESD Countries!!
- What kind of treatment to do we get?



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Please, nurses, please...

- Help support our physical health
- 25 years less life expectancy
- Much greater burden of disease
- Massive costs both financially and in lost productivity, poor family health etc.



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The difference between nurses with a lived experience and peer workers

- Let peer workers help you deliver the best therapeutic care you can
- Able to communicate
- Releases your time
- Model recovery
- Can confront in a different way

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Rural and remote nurses!!

- Life savers
- Community belonging
- Trust
- Whole of health

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Trauma-informed care

- We need great nurses to lead, and not colonise the language if it is really not trauma-informed care
- This same is true for recovery-oriented services...
- ... and for person-led/person-centred services



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Be safety focused, not risk-averse.

- Only 10% of police call-outs relate to mental health
- Murals instead of higher walls
- Connectedness instead of fish bowls
- Other countries and some Australian services already training in de-escalation; defensive training does not make people feel safer



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Can recovery really happen?

- Absolutely!
- The Commission focus groups' attendees.
- Vincent
- IAHS working groups
- My health, my life
- IT IS FRIGHTENING TO BECOME WELL!! BUT WE NEED TO DO IT ANYWAY.

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Mental health is a whole-of-government issue

- Mental health
- Physical health
- Employment
- Education
- Housing including rental and home ownership
- Transport
- Law and prisons
- Aged care
- Youth
- Families
- Immigration

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SYMPTOMS OF DEPRESSION

Emotions

Sadness, anxiety, guilt, anger, mood swings, Lack of emotional responsiveness, helplessness, hopelessness.

Thoughts

Frequent self-criticism, self-blame, pessimism, impaired memory & concentration, indecisiveness & confusion, tendency to believe others see you in a negative light, thoughts of death & suicide.

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SYMPTOMS OF DEPRESSION (cont'd)

Behaviour

Crying spells, withdrawal from others, worrying, neglect of responsibilities, loss of interest in personal appearance, loss of motivation.

Physical

Chronic fatigue, lack of energy, sleeping too much or too little, overeating or loss of appetite, constipation, weight loss or gain, irregular menstrual cycle, loss of sexual desire, unexplained aches & pains.


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Peer workers


- Connectedness and reciprocity
- Fragile and fierce
- Mentors and hope in one person
- Example of working ability
- I am a peer worker

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