

## Consultation service to staff teams working with clients with complex psychological difficulties

*How can services improve services offered to clients with personality related difficulties?*

*How can we support ourselves and our colleagues in the challenges of this work?*

*How can we disseminate and imbed new ideas into busy services?*

### Service and aims:

A series of 3 consultation sessions to Recovery team staff working with clients with complex psychological/personality related difficulties to:-

- provide a forum for professionals to meet to think, formulate and gain new ideas.
- aid a shared understanding of the clients' difficulties based on current thinking and understandings of personality disorder drawing on a range of psychological theories;
- provide advice on the way the team works with the client, using guidance from Meeting the Challenge, Making a difference in agreeing care plans.
- support the team with the demands and complexities facing the clinical team.



Comments from participants

“Supports, extends and enhances both my work and the wider team's work with the client.”

“It was helpful to stop and think about the work with the client.”

“Gives good thinking space, lends an objective eye.”

“I am already using it for another patient.”

“Clarity and support.”

“It was the most useful in being able to spend time thinking about how I feel working with the client and the impact on the way I respond - so to keep this focus. “

**Session 1:** Understanding client's complex difficulties drawing on psychological theories and research and considering issues of diagnosis.

**Session 2:** Reviewing care-plans and identifying possible changes following a model of 'Structured Clinical Management' .

- Regular scheduled appointments.
- Agreement and active participation of service user in care-plan.
- Clear boundaries in role and services being provided by the team.
- Time limited contract guided by key practice guidelines.
- Inclusion of an agreed crisis plan.



**Session 3:** Reflective feedback on the previous consultation and changes made.

“It fed into the direct clinical work that I am undertaking. This includes the timing of the work; reviewing the work; renegotiating the work; considering the work from differing positions and perspectives both through and across time.”

“The consultations gave me time to think about how I have been feeling about working with the client and the difficulties we are having as a team. It has enabled me to think more “clearly about how to think and respond to the issues and get specific ideas about how to proceed .”

“It reduced my sense of anxiety in delivering care to this person. I felt more confident in what I was doing which I am sure resulted in more effective input. “

“clarity, confidence and support to work to care plan, knowing that this was fully supported by other professionals involved. “

**80% rated the consultations as helpful or extremely helpful**