



# **DIMENSIONS OF SUPPORT FOR CLIENTS AND CARERS IN MENTAL HEALTH CARE**

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# Why support?

- To optimize efficacy of treatment
- Achieve clients' and the carers' emotional, physical, spiritual and psychological well-being
- Satisfaction – job
- Satisfaction with care
- Good quality of life



# Dimensions of support for Clients



Physical

- Basic needs
- Medication
- Exercise
- Rest & Sleep

Emotional

- Psychological assessment
- Psychotherapy
- Self awareness

Spiritual/  
cultural

- Relationship with the supernatural being
- Understanding
- Tolerance

Socio-  
economic

- Family contacts
- Recreation
- Job coaching
- Relationship with significant others
- Finances
- Policies



# Dimensions of support for Carers



Physical

- Well-being (QoL)?

emotional

- Education?
- Training
- Skills development

Spiritual/  
cultural

- Group support
- Respite support
- Counselling
- Well-being (QoL)?

Religious groups  
Spirituality

Socio-  
economic

- Policy, Legislation, Scope of practice?

- Life after work (Retirement)?



# Support through community mental health care services

- **Establishment of multi-disciplinary teams**
- **participation of users in the care process**
- **Team support (team building)**
- **Provision of resources**
- **Participation of users**

– Greater Glasgow Health Board's example from Martin, C.J.; de Caestecker, L.; Hunter, R.; Gilloran, A.; Allsobrook, D. & Jones, L.M. (1999). Developing community mental health services: an evaluation of Glasgow's mental health resource centres. Health & Social Care in the Community, 7 (1): 51-60. (23 ref)



# Supports that work

- **Presence of support**
- **Recognised by those who need the support**
- **Access to support**
- **User satisfaction - measurable**
- **Clear framework for referral to support**
- **Equitable distribution of support**



# When supports work, there is

- **Active user involvement**
- **Policy initiatives for support**
- **Education for self help**
- **Role of social workers**
- **Established targeted programs eg COAST**  
(South London, UK, Croydon Outreach and Assertive Support Team)



# Contacts as a form of support

- **Refers to relative or informal carer with contacts of up to 10hrs per week**
- **Carers (health care providers & families) as providers of support**
  - Nicola Schofield · Joanne Quinn · Gillian Haddock · Christine Barrowclough (2001), study: Schizophrenia and substance misuse problems: a comparison between patients with and without significant carer contact.





# Who cares for the carers & When do carers need support?

- Knowledge base
- Skills development – new staff?
- Exposure to trauma
- Burnout
- Concern for future
- Personal problems (psycho-social or even physical)
- Uncertainty
- Stagnation



# Who cares for the carers?

- Improving Education
- Educating nurses and health care providers in different manners from the traditional ways
- Life long learners –opportunities for advancement
- Getting the best out of technology
- Working smart
- Healthy living
- Provision for life after work



# Developing Programs or systems to support clients and carers



What is Appreciative Inquiry.mov.mp4

