

How a new mental health service can meet the needs of people in Lanarkshire

One-page summary

The NHS Lanarkshire Personality Disorder working group, Scottish Recovery Network and people with lived experience are working together to co-design of a new mental health service. We offered people a variety of different options to share their views on what matters most to them and how the new service can promote recovery. Below are key themes that emerged from the discussions. These themes were developed further at our co-design sessions.

A genuinely trauma-informed approach

- **Collaboration** - people will feel empowered and able to use their own experiences to make informed decisions about their care.
 - **Humility and responsiveness** - the problematic history around 'personality disorder' and associated discrimination will be acknowledged and addressed.
 - **Safety** - take steps to avoid re-traumatising people when accessing support.
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A truly person-centred approach

- **Consistency** - human relationships and consistency are key for recovery.
 - **Flexible** - support shouldn't be dependent on someone's history or diagnosis, but instead based on what they need at that moment of time.
 - **Ongoing** - offer support on an ongoing basis to reduce the cycle of referrals and people being passed pillar to post.
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A whole person, whole systems approach

- **Connections** - improved connections to other services who can provide financial, social and emotional support.
- **Peer support** - connecting with others with similar experiences is important to people and benefits their recovery.
- **Supporters** - families, friends, and carers are an integral part of a whole person whole system approach.