

Service user experience

Institutionalised

Insecure

Why would you invest?

Already in a stressful situation

Making new connections is hard at the best of times

Your foundations are taken away

You need more support & effort to invest in care

**Home is where
the heart is:**

**It is where you
belong**

Lose all your
connections,
family & friends

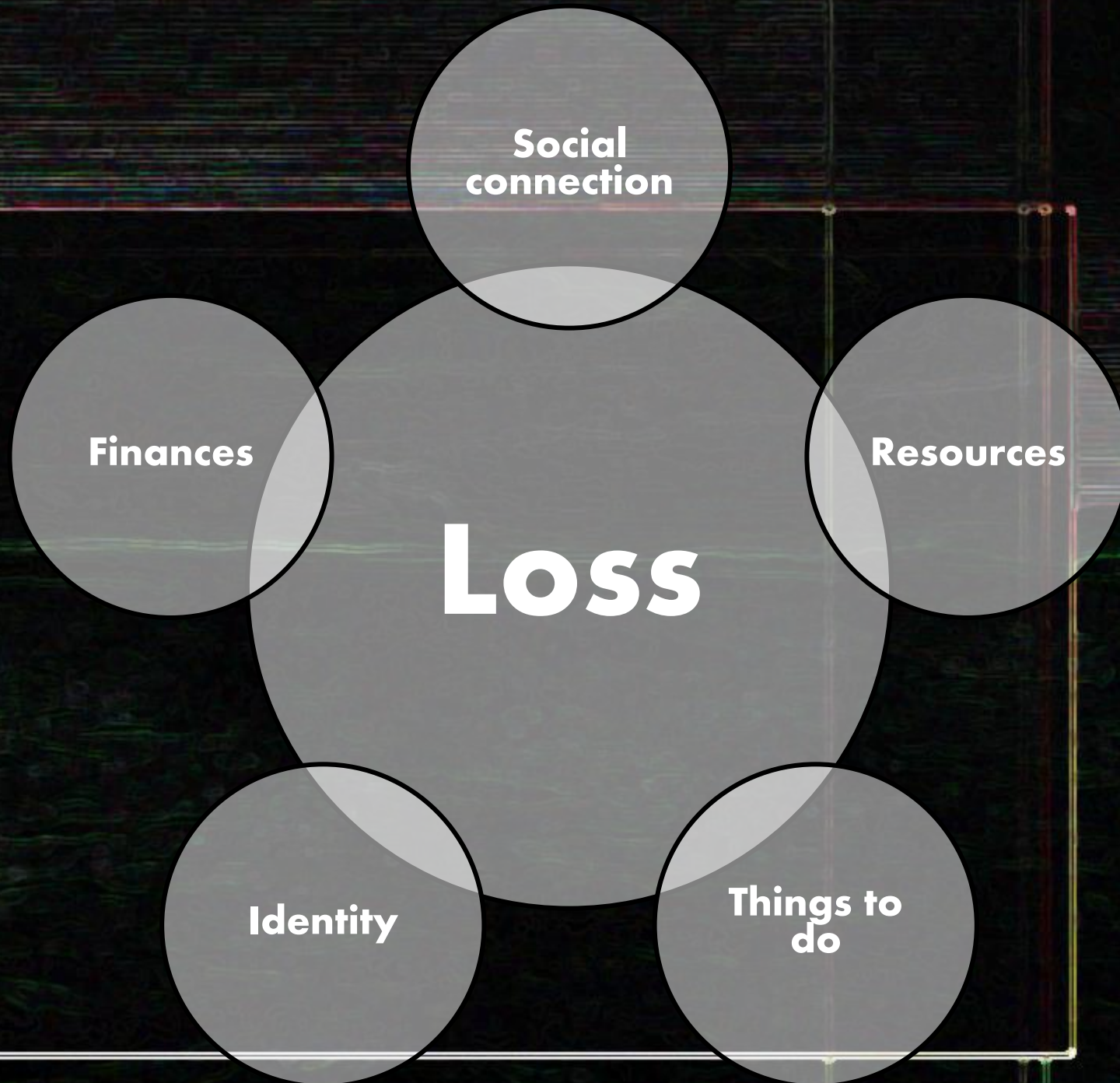
You pack and
move quickly

Leave important
things behind

Missing out on
pets, very
upsetting

Lose your identity
as you lose things
around you

Feeling lost



Professional relationships fragmented



Frequently changing people



They don't know you well



Not able to trust



Different resources



New diagnoses & treatments



Poor communication

Stigma

The only reference point is your treatment!

Your only identity is the illness!

Maslow's hierarchy

Self-actualization

Esteem

Love/Belonging

Safety

Physiological

morality,
creativity,
spontaneity,
problem solving,
lack of prejudice,
acceptance of facts

self-esteem,
confidence, achievement,
respect of others, respect by others

friendship, family, sexual intimacy

security of body, of employment, of resources,
of morality, of the family, of health, of property

breathing, food, water, sex, sleep, homeostasis, excretion

Things that helped....

**understanding,
connection, healthy
competition,
respect, faith, good
relationships**

**hearing others
successes,
if they can I can,
long term team,**

**STAR worker, CPN,
Care Co Ordinator,
OT**

**ID goals, wishes,
values, dreams,
strengths based,**

**connection with
community services,
slow but sure
bespoke rehab,**

**therapy (talking),
meds, DLA skills,
OT, therapy,
meaningful
activities,**

Thank you