(AN'T (OPE WITH THIS ANYMORE ))

**Age:** 22

**Occupation:** Student

**Education:** Secondary. Enrolled in TAFE course.

**Location:** Box Hill

**Family Status:** Single. Youngest of 4 children.

**Nationality:** 

**Health:** 

• Substance use (marijuana)

Vietnamese (second generation)

Increasing paranoia and depression

- Agoraphobia
- Poor diet
- Isolation

### **PERSONALITY**

introvert 	extrovert
changeable	loyal
passive	active
TECH USAGE	
low internet & email	high
social media	
mobile apps	
PREFERRED CHAN	NELS
PREFERRED CHAN online social media	NELS
online	NELS
online social media	NELS
online social media phone	NELS
online social media phone speaking to family/friends	NELS

## BIO

Hi I'm Mel, I'm a 22-year-old student and the youngest of four children. I am close with my family but I recently made the decision to move out of home to live with two friends.

ANXIOUS

OVERWHELMED

DEPENDENT

VULNERABLE

My parents were not happy with my decision to move out. They have very high expectations of me and I was struggling to cope with the pressure.

I am enrolled in a hospitality course at TAFE but have not been going. I just don't like leaving the house at the moment. I feel like someone is watching me. I've been smoking pot to help take the edge off but I know it's probably doing more harm than good. I feel like I'm losing my mind.

## KEY FINDINGS FOR MEL

#### **SERVICE NEEDS**

- Feeling safe and that there are people who I can contact who will care about me
- Confidentiality and discreetness –
   "My family cannot know about this"
- That they will help me get better "I feel like I'm starting to lose my mind"

#### **GOALS**

- Get through this without my family finding out
- Develop better ways of coping
- Stop smoking and cutting
- Feel confident to leave the house
- Get back to attending TAFE and finishing studies

#### **FEARS & FRUSTRATIONS**

- Being judged on her self harming behaviour
- Feeling like she might get lost in the system sent from one place to another
- Feeling pressured to "just get better"

DON'TTELL ANYONE.
MY PARENTS (AN'T FIND
OUT & I DON'T WANT MY
HOUSEMATES TO THINK
I'M (RAZY.

DO PEOPLE REALLY KNOW
WHAT TO DO AND DO THEY
WANT TO HELP ME?
DON'T LEAVE ME ALONE
IN THIS.

TRUST

TELL ME WHAT MY OPTIONS ARE AND HELP ME TO WORK THINGS OUT.

I (AN'T MAKE PHONE (ALLS OR GO TO NEW PLACES ALONE.

(HOI(E & ONTROL

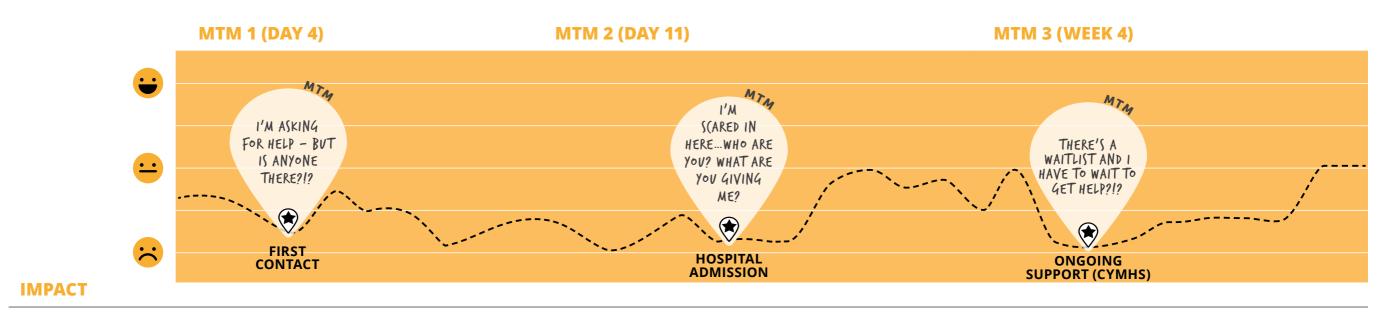
I WILL SHUT DOWN IF I FEEL OVERWHELMED.

I NEED TO UNDERSTAND WHAT'S HAPPENING TO ME AND HOW THE SYSTEM WORKS.

EXPLAIN EA(H STEP TO ME (LEARLY, TELL ME WHO'S WHO, WHAT'S GOING TO HAPPEN NEXT AND WHAT MY OPTIONS ARE.

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# **SUMMARY OF MOMENTS THAT MATTER** (MTM) **FOR MEL**



#### Individual



- Increased risk of self harm.
- Increased use of substances.
- Reduced trust in system.
- Risk of withdrawing further.

- Overwhelmed by the environment and constant change in staff.
- Confronted by seeing other patients who are so unwell.
- Unclear about the medication she is being given.
- Fearful of her family finding out.
- Concerned about having to pay for services.
- May minimise her symptoms in order to leave hospital.

- Disengages and starts to give up on getting better.
- Loss of trust in system.
- Blames herself and withdraws, is alone again.
- Reverts to using her coping mechanisms (substances and self harm).

Support Network



- Family and housemates feel disconnected from Mel.
- Housemates are concerned about where Mel is and what is going on.
- Breakdown in relationship with family.
- Housemates feeling confused/afraid about Mel's behaviour.
- Disengages from professional support channels.
- Becomes non-responsive/cooperative to MH workers.

System



- Limited hours of phone support and opportunities for early intervention may lead to unnecessary or increased hospitalisations.
- Service limitations due to restrictions placed by client on the sharing of their information with other services/family members.
- No continuity of care to prevent relapse when no GP is present and no consent to include family in care team has been given.
- Case manager needs to account for safety of client limiting capacity to take on new clients.
- Treatment becomes involuntary.
- Housing is at risk.



## **SCENARIO**

Mel has contacted the local mental health triage service saying she is feeling suicidal. She is tearful, agitated and distracted but oriented to place and time. She states people are watching her and that she is

too scared to leave the house because "they will get me". Mel does not want to contact her family as she says that they don't understand what she is going through.

STAGE	FINDING OUT ABOUT SERVICES			TRIAGE					CATT			HOSPITAL ADMISSION				
TIMELINE	DAY I	DAY 3		DAY 4					DAY 6		DAY 8					DAY 10
ACTION	Contacted by one of my teachers at TAFE. I could fail, because I haven't been there enough. I'm told to contact the Wellbeing team.	I call the Wellbeing team and chat to a nice woman. She suggests I come in for an appointment. I tell her that's not possible. She gives me some numbers to contact if I need.	I decide to call Beyond Blue and they insist I call Triage.	I contact Triage by phone. Called AH @ 11pm. I hang up. (open 7am- 10pm)	I have barely left my room or eaten in 2 days. I decide to call Triage again.	on hold –	I speak to a lady at the Triage – I tell my story.	Triage lady tells me the CATT team will come & see me. Explains the CATT team to me	CATT team calls me the next day.	I arrange a time for them to come over in 2 days time when my housemates are going to be out.	The CATT team arrives 15 minutes after they said they would be there.	I tell my story again. I tell them I want to die. I feel scared & can't leave my house.	They are worried about my cuts. They recommend I need to go to hospital.	They take me to the ED to attend to my wounds.	l am admitted to psychiatric unit.	I talk to a psych, I talk to a social worker, I talk to nurses. I don't even know who is who. I tell my story again and again and AGAIN.
THINKING / FEELING	Oh my god! If I fail, my parents will find out everything!	She won't understand. I can barely leave the house. I'm scared though, I think I need some help.	to do it!	Scared of judgment. Anxiety & fear of the unknown, will they be able to understand & help me. I don't want people to think I'm crazy!	Feel like having a smoke. Cutting myself. I really need help. I hope someone picks up this time.	How long do I have to listen to this music??!! PICK UP!!!	Raw, exposed, vulnerable & overwhelmed Someone is listening Feeling like hurting myself	Does this mean I'm crazy? I'm scared what my housemates will think when these people come to our house. What will this cost me? My health cover is under my family – they CANNOT know!	Who is this new person I'm talking to? Will they actually help? Will they see my weed and call the cops?		Anxious – they are late. Are they coming? Will the car have a mental health logo?? Overwhelmed. 3 people from the CATT team arrive!	Will they lock me up? I'm scared to show other people my cuts. But I really want help. Will I be over medicated? Restrained?	How long do I need to be in hospital?	They want to lock me up! I must be crazy! Maybe they'll fix me	I'm scared in here. It's a bit nuts. There are so many people who are REALLY unwell.	
EXPERIENCE	•			MTM I'M ASKING												MTM 'M S(ARED IN
	O			FOR HELP - BUT IS ANYONE THERE?!?										0	H	EREWHO ARE DU? WHAT ARE YOU GIVING ME?
	×.			<u>y</u>			0	0		0		0				
PEOPLE & PLACES	Staff @ TAFE Wellbeing worker TAFE	Beyond Blue Home					Triage clinician		CATT team		Home			ED Nurses & Doctors		Hospital
REFERRAL PATHWAYS		FROM: TAFE TO: Beyond Blue	FROM: Beyond Blue TO: Triage					FROM: Triage TO: CATT						From: CATT To: ED	From: ED To: MH Ward	
SYSTEM ACTIVITIES	Access to support at TAFE Mental Health Royal Commission	Not enough information re: available supports.		Limited service hours due to funding and staffing.				Staff shortages. Not enough staff Info is lost throughout the referral process.						Availability of hospital Pressure to keep client moving through the system.	out of their hosp/service.	



STAGE TIMELINE	HOSPITAL ADMISSION				DAY 14	CYMHS DAY 17	DAY 24		WK 4		WK 8			STEPPED (	CARE WK 12		
ACTION	They put me on medication. No idea what it is.	I'm not feeling as paranoid. I guess I'm feeling a bit better. They say I can go home soon.	They want to talk to my family – I don't want them to!!	They give me some numbers & people I can call.  Tell me the CATT team will come to my house tomorrow	I am discharged. I go home.	CATT comes to visit me and watch me take my meds. (X 3 days) I tell them I've got no food, but all they do is just check to see I'm not going to hurt myself.		I tell my story to the CYMHS worker at her office. They tell me about Headspace – it sounds ok.		I get lots of calls from private numbers and texts.	I get a letter telling me I'm going to be discharged. If I don't respond, I'll have to go back through Triage.	I decide to call. Chat to CM – she had some new ideas. She refers me to 'Stepped Care'		appointment		I am referred on to a whole lot of other services.  • AOD  • Psycho Ed groups  • Youth Groups	
THINKING / FEELING	Feel like I'm being controlled. No one seems to care about how I really feel or what's actually going on for me.	I'm feeling really sleepy. What is this medication? I want to get out of this nut house, but what will it be like at home.	Haven't they been listening to anything?? I've told them 20 times my family can't know about this!!	What are these numbers for? Why do I have to call? Couldn't someone do it for me? What will my housemates think about this?	Where will I tell my housemates I've been? My room is chaos, I don't have any food and I think I owe money for a heap of bills.	Do they actually want to help me? I'm sitting here in my room and the place is a disgrace, but they don't seem to care.		Wow she was different. I like her. She could see how I was doing instantly, and really listened. She gets that my family can't know about this.	one can help. What's the	They keep calling. I'm over this. Surely there's other options she could try.	Feeling panicked – these people are going to give up on me. I can't go back to hospital. That place is horrific!	I feel a bit	Another new person to talk to	Is it another long waitlist? I wish they could see me at home. I'm finding it hard to leave the house still.	I'm so over going over all the same stuff Nervous. "Will they judge me?" "What do I have to say?"	It's taken 3 months Hopeful. "Maybe I can get help" "Maybe I can have a different life"	So many people to see. I want to enjoy my life again. I hope I'll be able to stay with this clinician and not be moved on again.
EXPERIENCE	-								THERE'S	MTM							
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PEOPLE &	поѕрітаі															SIEDS OTHE	IAFE
PLACES			Housemates		Discharge team	CATTCUIT	worker							Steps intake			GP
REFERRAL PATHWAYS			Housemates			CATT CCIII	worker  From: CATT To: CYMHS						From: CYMHS To: Stepped care	Steps Intake		From: Stepped care To: Services	