

Nina's journey* PART 1



Seeking support

Nina has suffered from depression and anxiety since childhood, partly due to cultural pressures and racism. She has recently been discharged from Psychiatry outpatient services but is struggling with social isolation and suicidal thoughts so goes to her GP.

Introduction

Due to her diagnosis of recurrent depressive disorder, and because she has previously been under Psychiatry outpatient service, with Nina's consent the GP introduces her to Derby Wellbeing for further support

Triage

Nina's introduction is reviewed by health, Adult Social Care and Voluntary Sector partners.

Welcome Call

Team member phones Nina to gather basic information such as best times for appointments.

Initial Conversation

Nina is also taking medication prescribed by a psychiatrist but was discharged from Psychiatry Outpatients a few months ago. The aim was to reduce her medication but her mental health has since declined.

Initial Conversation

Nina is reluctant to leave her home, is unable to cook proper meals because of the hoarding and is struggling with self-esteem. It is discovered that Nina is dyslexic but may also have ADHD and possibly be autistic. As a result, Nina sometimes struggles to communicate effectively.

Initial Conversation

Nina chooses to have this conversation at her home because her anxiety makes going out difficult. The Initial Conversation discovers that Nina has recently come out of a long-term relationship and is socially isolated. She is experiencing significant work issues, disordered eating and hoarding.

Huddle discussion

Nina's key worker Sarah explains Nina's situation to the rest of the multi-agency team, so they can discuss how best to help her. It is decided that the Anxiety Management Pathway may be the best route for Nina.

Support planning

Following the huddle. Sarah contacts Nina to discuss referring her back into Psychiatry Outpatient Services, which Nina agrees to. Due to her escalating needs and psychiatric medication, her appointment is prioritised.

Derby Wellbeing

The Derby Wellbeing service is made up of health, social care and voluntary sector teams. This means support can be tailored to the individual without them being passed around services.

Nina's journey* PART 2



ReQoL

The Recovering Quality of Life (ReQoL) and Goal-Based Outcomes questionnaires help colleagues and the people they are supporting to understand how they feel. This helps guide the support they are given. It is completed at the beginning, partway through and at the end of the support to measure and reflect on the impact the support has made.

Support planning

Together, key worker Sarah and Nina create a plan to help her clear her home. Nina is also shown skills such as breathing techniques to help manage her anxiety. They discuss her work issues and Sarah offers support to help Nina talk to her manager. However, Nina is keen to make a fresh start so Sarah refers her to the employment service IPS to help her find a new job. Nina completes the ReQoL and Goal-Based Outcomes questionnaires (see panel, left) and scores 4.

Safeguarding

Following clinical assessment, Nina is not deemed to be at immediate risk, although her suicidal thoughts are still impacting her daily life. Due to Nina's hoarding, a safeguarding referral is made and the fire service inspect her property to check for any immediate fire risks.

One-to-one work

Sarah spends the first one-to-one session building a rapport with Nina and working out where Nina needs support. During this session, Nina becomes quite distressed and discusses her suicidal thoughts. Sarah arranges for an immediate clinical assessment and refers Nina to Derby City Council for safeguarding.

Huddle discussion

As Nina's support needs become clearer, they are discussed again at the huddle. It is suggested switching her plan from the Anxiety Management Pathway to Neurodiversity Anxiety Management. The huddle also discusses further support for hoarding and some work on developing distress tolerance skills. These include helping Nina to recognise the signs that her stress is beginning to escalate and using distraction techniques to help self-regulate.

Support given

Sarah discusses the support options with Nina who chooses Neurodiversity Anxiety Management. As part of this, Nina works with Sarah to complete a Sensory and Social Profile and Communication Passport. These help Nina to understand how her mind works and how to manage different environments. She learns how to identify sensory triggers and develop strategies to manage overwhelming situations. Nina and her key worker learn that movement helps her to relax her body and mind, so yoga is introduced into the support plan.

Nina's journey* PART 3



Support given

To help with the hoarding, Nina is introduced to an enablement worker. This is done gradually, with Sarah's support, to give Nina time to adjust to working with a new person. Sarah suggests Nina tries five-minute meditations to calm her thoughts. Together, Sarah and Nina attend a walking group and Derby City Life Links Coffee Morning, although afterwards Nina says she does not feel they are suitable for her.

Huddle discussion

Nina's mid-point ReQoL score remains at 4. At this point, a few weeks into Nina's 12-week one-to-one work, it becomes clear Nina is not ready for the structured work of Neurodiversity Anxiety Management. Long-term support will allow Nina to work through her needs at a more suitable pace, and the team suggest psychodynamic or psychological therapy could help in the future. Sarah has a conversation with Psychology and it is decided to wait until Nina has had more support before she is reintroduced into the service.

Moving Forwards

Although Nina has not completed any of the goals on the support plan, she has learned a lot about herself during the 12-week programme. In addition, the multi-agency team has identified just how significant Nina's struggles are and has continued to advocate for her, setting in motion the most appropriate treatment pathway. It is clear the time spent working with Nina has helped her understand what works for her now and has given her hope for the future.

Preparing to Move Forwards

Nina is accepted into the Living Well Long-Term Offer and begins a gradual transition to a Long-Term Offer keyworker, Mark. Sarah accompanies Nina when she meets Mark to help her feel more comfortable. Nina continues to engage with IPS as she continues her job search, and with the enablement worker to work on her hoarding.

Final ReQoL

Nina completes the questionnaires for the final time. Her final ReQoL score is 25, which is a significant increase and may not seem to reflect Nina's journey. However, Sarah explains that Nina's mood over the sessions could be very variable and the score of 25 was a true reflection of Nina's feelings on the day.

Update

Nina is still working with her Long-Term Offer keyworker and is showing some improvement in her mental health. She has been referred for psychodynamic psychotherapy and is awaiting an ADHD assessment. She has a new job and risk has significantly decreased.



“It has been nice to be able to see a tiny bit of light shining on the future. It has been nice to work with someone who understands me.”

Nina's* journey SUMMARY

Nina's struggles

- Recently discharged from Psychiatry Outpatient Services and aiming to reduce her medication.
- Long-term relationship breakdown.
- Long-standing anxiety and depression had worsened, leading to suicidal thoughts.
- Cultural pressures, racism and workplace issues were affecting her confidence and self-esteem.
- Hoarding made home life difficult and she was struggling to feed herself.
- Anxiety made Nina reluctant to leave her home, leading to social isolation.
- Nina is dyslexic and additional neurodivergence was suspected. She struggled to communicate effectively.

How was Nina supported?

- Multi-agency team assessed Nina's needs and assigned a keyworker
- Referred back into Psychiatry Outpatient Services as a priority for medication review.
- Immediate clinical assessment and safeguarding due to hoarding issues.
- Home inspection by fire service due to hoarding. Introduced to enablement worker for support with this.
- Developed a personalised support plan focused on her mental health, home environment and future goals.
- Taught anxiety management techniques, including breathing exercises, meditation and yoga.
- Supported to understand her neurodivergence, identify sensory triggers and complete Communication Passport.
- Shown strategies to identify potentially overwhelming situations and regulate.
- Tracked progress using ReQoL (Recovering Quality of Life) and Goal-Based Outcomes questionnaires.
- Transitioned to Long-Term Offer for ongoing support.
- Supported with work issues and introduced to IPS employment services for help with job seeking.
- Supported with social isolation through community activities.
- Referred for psychodynamic psychotherapy and ADHD assessment.

