

MIND

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Supporting people with  
enduring mental health  
conditions

 **Healthy Living Pharmacy**

 **mind | Springfield**  
for better mental health | in Warwickshire and Worcestershire

 **NHS**  
**South Warwickshire Clinical Commissioning Group**

# Session Outline

Overview of mental health

Enduring mental health conditions (SMI)

Inequalities for those with enduring mental health conditions

Physical needs

How pharmacies can make a difference

Starting a conversation

Encouraging physical health checks

Self Care

## What is Mental Health?

“a state of well-being in which every individual realises his or her own potential, can cope with the stresses of everyday life, can work productively and fruitfully, and is able to make a contribution to her or his community.”

WHO.

# True or False Quiz

1. Mental ill health is responsible for 9 million working days lost and costs £10 billion each year

False: It's 72 million working days lost and costs £34.9 billion each year (Centre for Mental Health, 2017)

2. Total cost of mental ill health in England is estimated at £105 billion per year

True: (NHS England, 2016)

3. 35% of mental illness (excluding dementia) starts before age 18

False: 75% (Chief Medical Officer's (CMO's) report, 2014)

4. Men aged 40-49 have the highest suicide rates in Great Britain

True: (Office for National Statistics, 2017)

5. 40% of people with diagnosable mental illness receive no treatment at all

False: Estimates put the figure at 70-75% (CMO's report, 2014)

# Enduring Mental Health Conditions

‘Definition of severe mental illness (SMI)

‘Severe mental illness’ is a frequently used phrase, but is imprecise in its nature. It is generally accepted to have three elements.

- Diagnosis: a diagnosis of schizophrenia, bipolar disorder, or other psychotic disorder is usually implied.
- Disability: the disorder causes significant disability.
- Duration: the disorder has lasted for a significant duration, usually at least 2 years.

Others on lithium therapy

# Psychosis

‘Psychosis’ is an umbrella term, used to describe conditions that affect the mind, where there has been some distortion of reality, involving hallucinations, delusions or thought disorders

6% of the population say they have experienced at least one symptom of psychosis

When someone becomes ‘ill’ in this way it is called a ‘psychotic episode’

Early intervention is vital, most recover fully — it can happen to anyone and can be treated

# Schizophrenia

Schizophrenia is a psychotic illness in which symptoms have been present for at least 6 months

Average age of onset is 18 in men, 25 in women

Males have a higher risk of developing schizophrenia during their lifetime

Affects less than 1 in 100 people during their lifetime

Contrary to popular belief, many people lead full and happy lives, with many making a sustained recovery

# Bipolar (manic depressive) disorder

Bipolar disorder is a condition that affects a person's mood with episodes of depression and mania; cycling times vary

Majority of people are unrecognised or misdiagnosed

Around 2% of the population have experienced symptoms

Often starts between adolescence and mid-20s

Can take around 6 years to receive the correct diagnosis

Men and women are affected equally

Psychotic symptoms in depression: delusions of inadequacy, guilt, severe physical illness, deserving punishment, persecution or of being observed

Psychotic symptoms in mania: grandiose delusions, suspiciousness or paranoia, lack of inhibitions, lack of insight, may not realise they are ill

## Inequalities of living with SMI

Life expectancy is People with SMI face stark health inequalities and are less likely to have their physical health needs met, both in terms of identification of physical health concerns and delivery of the appropriate, timely screening and treatment.

- Face a shorter life expectancy by an average of **15–20 years**.
- Preventable cardiovascular disease (CVD) is the major cause of death, along with endocrine disease and respiratory failure.
- Are **three times** more likely to smoke
- Are at **double the risk** of obesity and diabetes
- **Three times** the risk of hypertension and metabolic syndrome
- **Five times** the risk of dyslipidaemia (imbalance of lipids in the bloodstream)

## Why healthy living pharmacies can make a difference

- SMI often experience social isolation and loneliness
- Pharmacists have regular contact with patients with SMI.
- Generally people with SMI are more relaxed in the Pharmacy than in other environments e.g. GP or Mental Health Services
- Appointment-free system
- Less clinical environment
- Regular relationship built over time
- The regular contact people with SMI's have with Pharmacists gives them great opportunity to recognise the early stages of physical illness, psychological and physiological changes in the individual

## How pharmacies can make a difference

Disease prevention and health promotion strategies, including:

- weight management
- smoking cessation
- knowledge about physical activity
- oral health
- Immunisation
- infection control
- treatments for addictions
- Utilisation of screening tools for physical health risks

# How pharmacies can make a difference

Disease prevention and health promotion strategies, including:

- weight management & harm reduction
- smoking cessation
- knowledge about physical activity
- oral health
- Immunisation
- infection control
- treatments for addictions
- Utilisation of screening tools for physical health risks
- Encouraging individuals to start and maintain positive health & disease prevention

## Some common hurdles

- DNA
- Self Care
- Struggle to maintain medication routines
- Regular tasks become consuming
- Persist in reaching out
- The illness not the person
- Diagnostic overshadowing
- Low self esteem resulting in emotional snapping



# Starting a conversation



## Talking Tips

- Keep interactions positive and supportive
- Explore issues and how you can help
- Keep your body language open and non confrontational
- Be empathetic and take people seriously
- Take into account cultural differences e.g. eye contact and how much is appropriate
- Have confidence that these are skills you use every day with other patients



# Starting a conversation



## Useful questions

- How are you feeling at the moment?
- How are you really doing?
- We would like to support you to keep on top of your physical health
- Have you been using any of the wellbeing hubs services? They can help you improve your mental health and general wellbeing
- What support do you have?
- Strength based conversations – not what's the matter, what matters to you?
- Are you managing your physical and mental health ok?
- Do you have any concerns about your physical and mental health?



# Listening

## Starting a conversation



- Accept them as they are:

Respect the person's feelings, experiences and values even if they differ from yours.

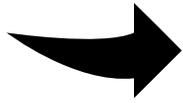
Don't judge or criticise because of your own beliefs and attitudes.

- Get on their wavelength:

Put yourself in the other person's shoes and demonstrate to them that you hear and understand what they are saying and feeling.

- Give the person your full focus and listen without interrupting.
- Try to negate environmental factors e.g. busy afternoon, long que
- Listen to their words, tone of voice and body language – all will give clues to how they are feeling.
- Be Genuine:

Show that you accept the person and their values, by what you say and do.



# Starting a conversation



## Next steps

- Keep the conversation going:
  - Follow up and ask them how it is going
- Reassure that the Pharmacy is always here for them and really mean it.
- Give reassurance that many sources of support are available and that they deserve better mental and physical health like everyone in society
- Encourage and gently persist in ensuring they get to or rebook appointments
- Ensure you are familiar with the support available
  - 1 to 1 wellbeing appointments via Wellbeing for Warwickshire
  - Peer Support
  - Physical Health screening



# Starting a conversation



## Follow up points

- Don't fear saying the wrong thing

judgemental      Simply encouraging a person to talk, and listening in a non judgemental way makes a real difference

- Asking what you the pharmacy can do gives the person an opportunity to reflect and think about their own needs

- Being positive,

Offer praise and reassure them that support is available.

- Don't label or stereotype

Explaining that symptoms are common can reduce fears and stigma

- Retain realistic expectation of your role

avoid co-      Be clear about your capacity and availability to help – we must avoid co-dependency

Case studies for intervention  
Awareness and confidence in  
dealing with patients with a SMI

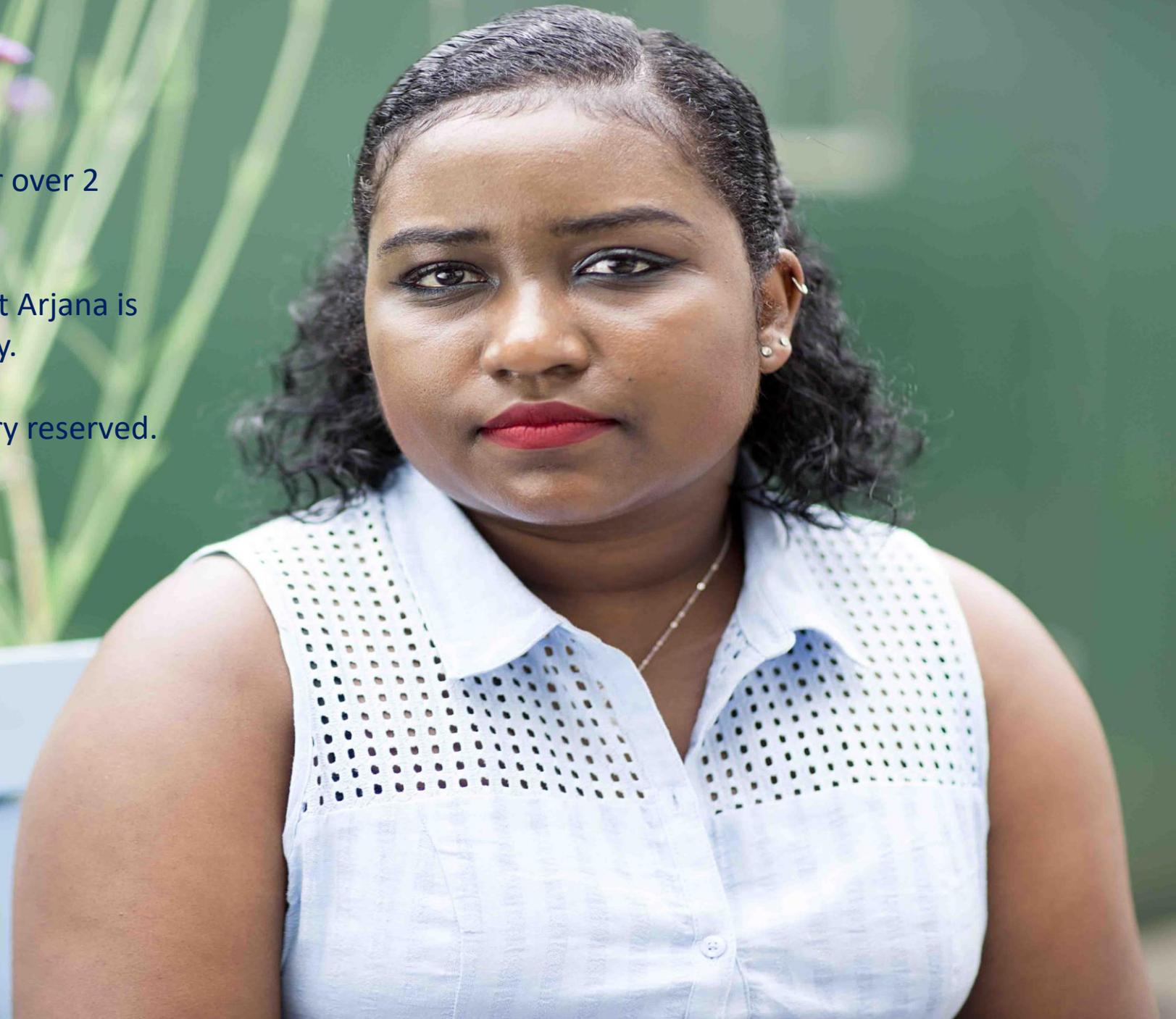
In groups tackle

Arjana

Arjana has been using the pharmacy for over 2 years.

You have noticed on the last 2 visits that Arjana is limping when coming into the pharmacy.

She is normally extremely polite but very reserved.



## Ryk

Ryk is a relatively new client to the pharmacy.

He has been spoken to before about leaving cig butts outside the pharmacy.

He communication is brief, demanding and often interrupted loud mobile calls with inappropriate language.



## Sarah

Sarah has used the pharmacy all of her life, she is well known by all the staff and most customers, lively, fun and takes pride in her appearance.

You notice that she has not been picking up her medication regularly and recently you notice her appearance has become unkept.



# Self Care



TALK & LISTEN,  
BE THERE,  
FEEL CONNECTED



DO WHAT YOU CAN,  
ENJOY WHAT YOU DO,  
MOVE YOUR MOOD



REMEMBER  
THE SIMPLE  
THINGS THAT  
GIVE YOU JOY



EMBRACE NEW  
EXPERIENCES,  
SEE OPPORTUNITIES,  
SURPRISE YOURSELF



Your time,  
your words,  
your presence



# Starting a conversation



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- Retain realistic expectation of your role  
Be clear about your capacity and availability to help – we must avoid co-dependency