

Worksheet 6.8: Encouraging collaborative care using motivational language with the care team

The MI communication skills you have learned can be invaluable when you are communicating with the care team or indeed any other outside agency.

Read this scenario and as a group answer the questions below:

Scenario

Sarah is 21 and has a long history of anorexia, depression and personality disorder.

At the recommendation of her care team she lives independently and has recently had to move out of a halfway house because they needed the bed for a new patient.

Her parents have paid the deposit for her to move into a shared flat and she has agreed to apply for housing benefit, but finds this sort of thing very difficult. She is adamant that she doesn't want her flatmates to know about her issues and so does not want the crisis team turning up at the doorstep.

Her parents are also paying for her to attend a local college of further education where she has a personal tutor but she is currently unable to go.

Sarah is not coping and has locked herself in the flat for the last week and has only been out twice in the past month. She sees nobody. She has lost interest in personal hygiene or self-care. She is showing signs of suicidal ideation and on her birthday refused to see anyone, saying things like 'What's the point? Another year wasted, I have no joy, you would be better off without me'.

Mum rings the care team helpline but is told they cannot talk to her because of confidentiality issues. Understandably Mum gets quite cross. The next day Mum decides to try again and with much persistence she finally manages to get a meeting with Sarah's care team.

Consider these questions:

- a) What useful information does Mum have that she can share with the team?

b) Use OARS to construct a conversation with the care team. (Let the carers work in pairs to come up with ideas and then as a group write suggestions up on the flipchart.) Aim to show the care team:

- You value their support
- You understand and respect the principles of confidentiality
- You have background information that might be helpful
- You want to make sure that what you are doing at home is not going to undo any of the good work the care team have been doing
- You would like to know more about the process so you can plan ahead
- You would like to understand the benefits and possible side effects of medication
- You would appreciate advice on what to do in an emergency
- You want to be in the best possible position to help your loved one, once she is discharged from their care, as you are the main carer
- You need to know your rights regarding information on your loved one's progress and treatment options.

Carers can feel completely disempowered by care teams who suggest it is inappropriate for the carers to be fully involved, and so often it seems that care teams are hiding behind confidentiality. Carers are often very surprised to learn that collaborative care and confidentiality are not mutually exclusive. Carers who prepare carefully for their meetings with Edi's care team, and then use the motivational language they have been taught often find that they are much more able to be proactively involved in their loved one's care.