



The Perspectives of Service Users and Mental Health Nurses

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INTRODUCTION

Empowerment of SUs is clearly a way to ensure the service user is at the centre of their own care. The nurses who participated stated this as a reason to implement a tool to assess TE, believing it to be a way of identifying how much SUs are actually (wanting) to participate in their care and how it facilitates their recovery. The information provided could be used to promote and enhance better standard of care for SUs. It enables SUs participation and enablement. The tool can be utilised to deduce the impact of TE on the SU and the nurses. It may help to deduce the advantage of the engagement of staff with the core value of caring and recovery. Nurses identified that the TEQ can reinforce the multifaceted core care element of nursing. Being a professional nurse means that the SUs in your care must be able to trust you, and that you treat them with dignity, kindness, respect, and compassion. It means understanding the NMC code of conduct meaning that nurses need to be held accountable. These findings concur with work by Rowan. According to the nurse participants, the TEQ can make sure basic care values are in place to show how nurses are feeling towards patients that are in our care. How we view their goals, wishes and dreams about their future. The goal of care appeared to be at the forefront of the mind of many nurse participants. Some stated that the TEQ could, gauge how effectively healthcare professionals feel they impact on SU's recovery in a positive manner and improve recovery to prevent relapse rates. I think SUs should be first and foremost considered as a valuable person and to be given all the respect and dignity. The care we provide should be satisfactory and realistic. Staff should be honest to clients. Their views and wishes must be considered. Service users' views theme recognition of work and staff appreciation. The SUs stated that a tool to assess TE will show the work that is undertaken by a RMHN and it would provide an opportunity to appreciate or critique the staff have cared for them. To let the staff know they are appreciated and that they are doing a good job and providing much needed care in a crisis. And is a model for other units to follow. Also, if any problems are indicated there can be amended or worked on. It could be used

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DESCRIPTION

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CONCLUSION

This study edges towards identifying how a measure that assesses TE can be utilised in day-to-day practice from the perspective of the people that the service serves and those who work within it. Understanding the importance TE has from the

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perspective of nurses and the SUs they care can be a powerful catalyst for change within mental health practice. It must be acknowledged that barriers to TE extend beyond time and paperwork. Providing recovery person centred care is so important and it is vital that barriers are addressed at both the macro health services level, as well as the micro client-service user interface level.

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CONFLICT OF INTEREST

The authors declare that they have no conflict of interest.

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