

BC SCHIZOPHRENIA SOCIETY
NANAIMO BRANCH



Family Support in Nanaimo
'Survey Findings'

PURPOSE OF THIS SURVEY

- ① To gain knowledge and opinions from families regarding current support and educational services for family in Nanaimo.
- ① Identify any gaps in services in Nanaimo.
- ① Identify ways in which services can be improved to ensure they are family centred.
- ① Discover means to make public more aware of BCSS Nanaimo.

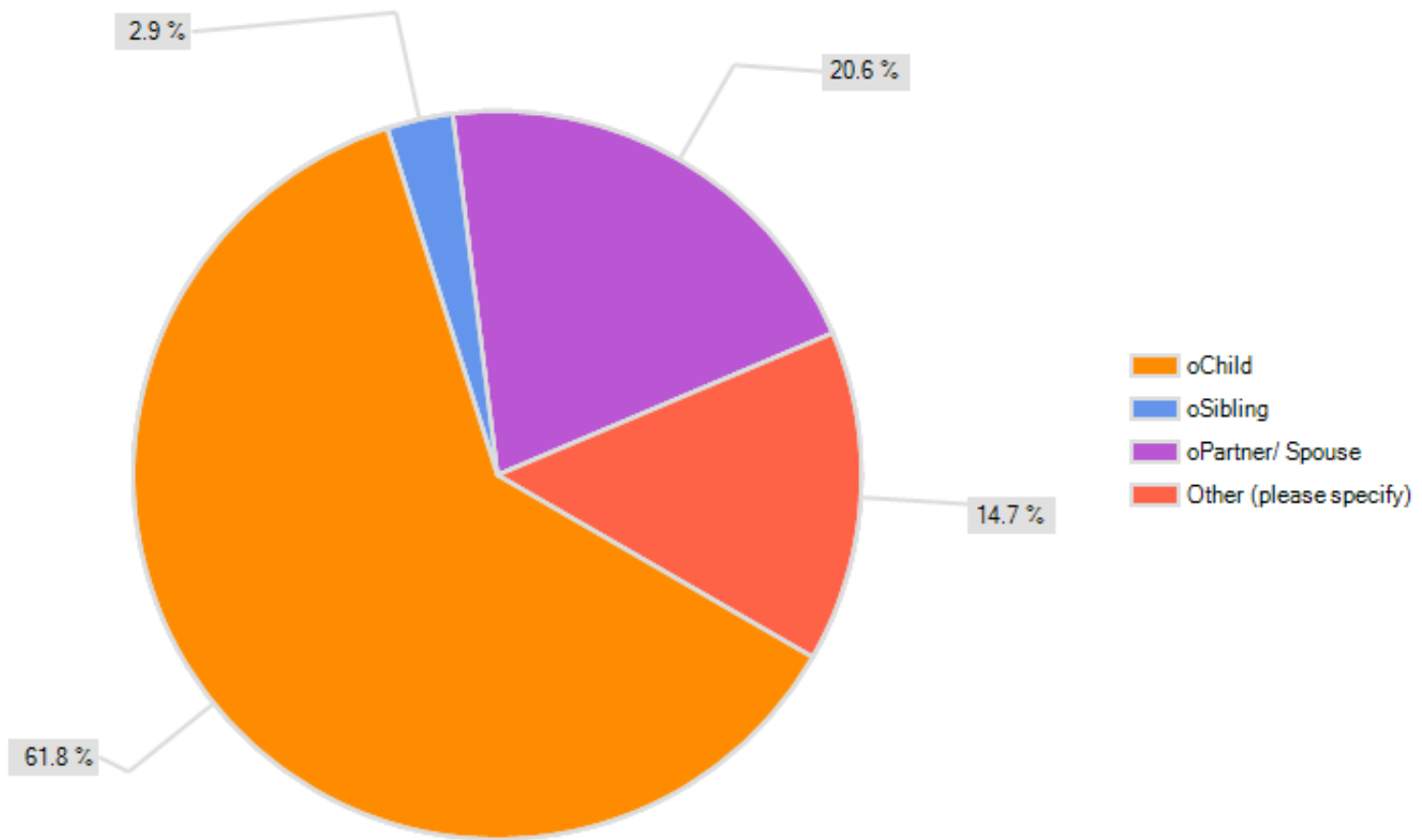


PARTICIPANTS

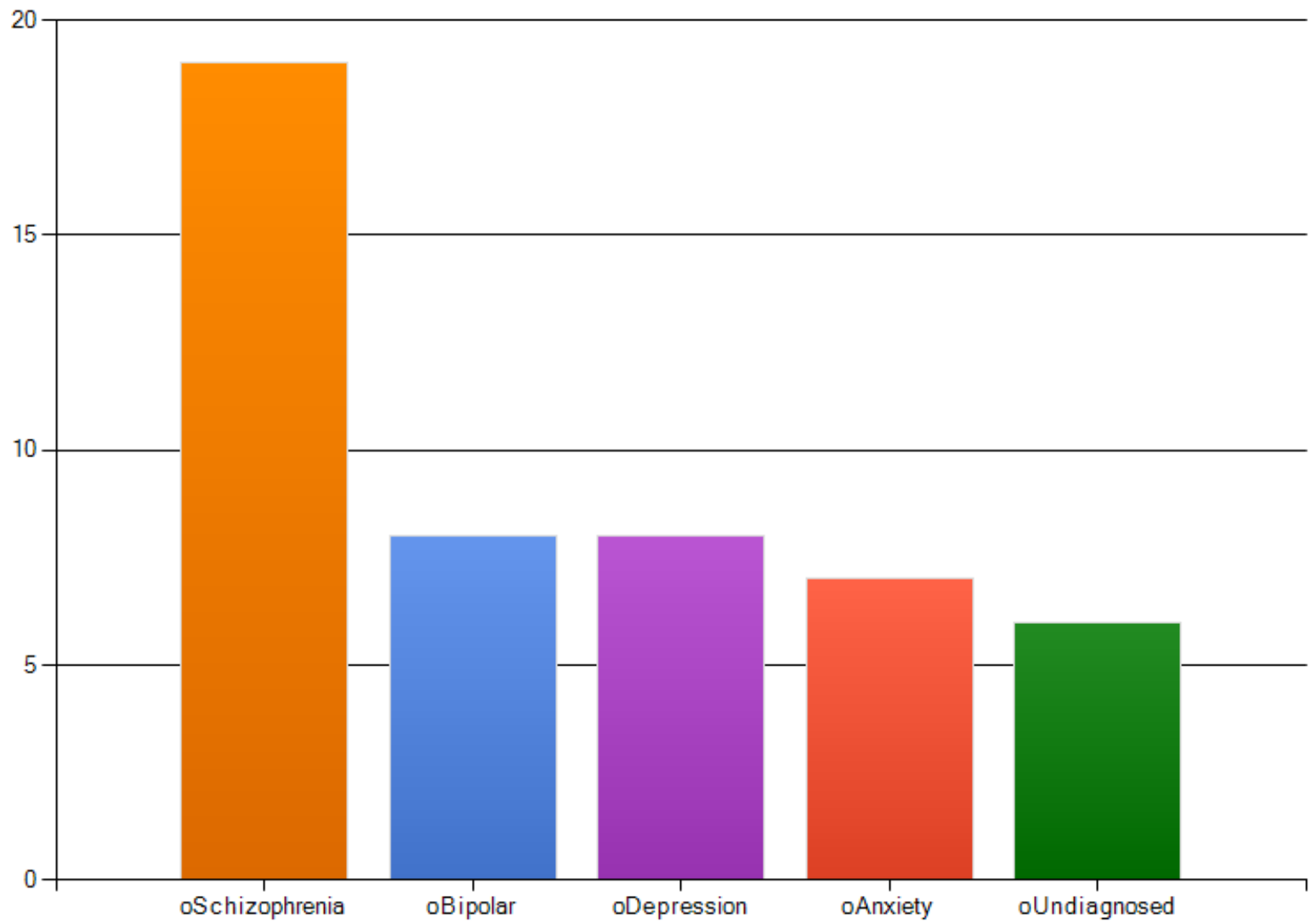
- ◎ 34 participants in total.
- ◎ 7 Male 27 Female.
- ◎ 21 participants received survey from BCSS, 7 from IPU, 6 from CST, and 2 at Baron's Road.
- ◎ 71% of the participants were the primary caregiver.
- ◎ 71% are involved in mental health and addiction services in Nanaimo at the time of this survey.



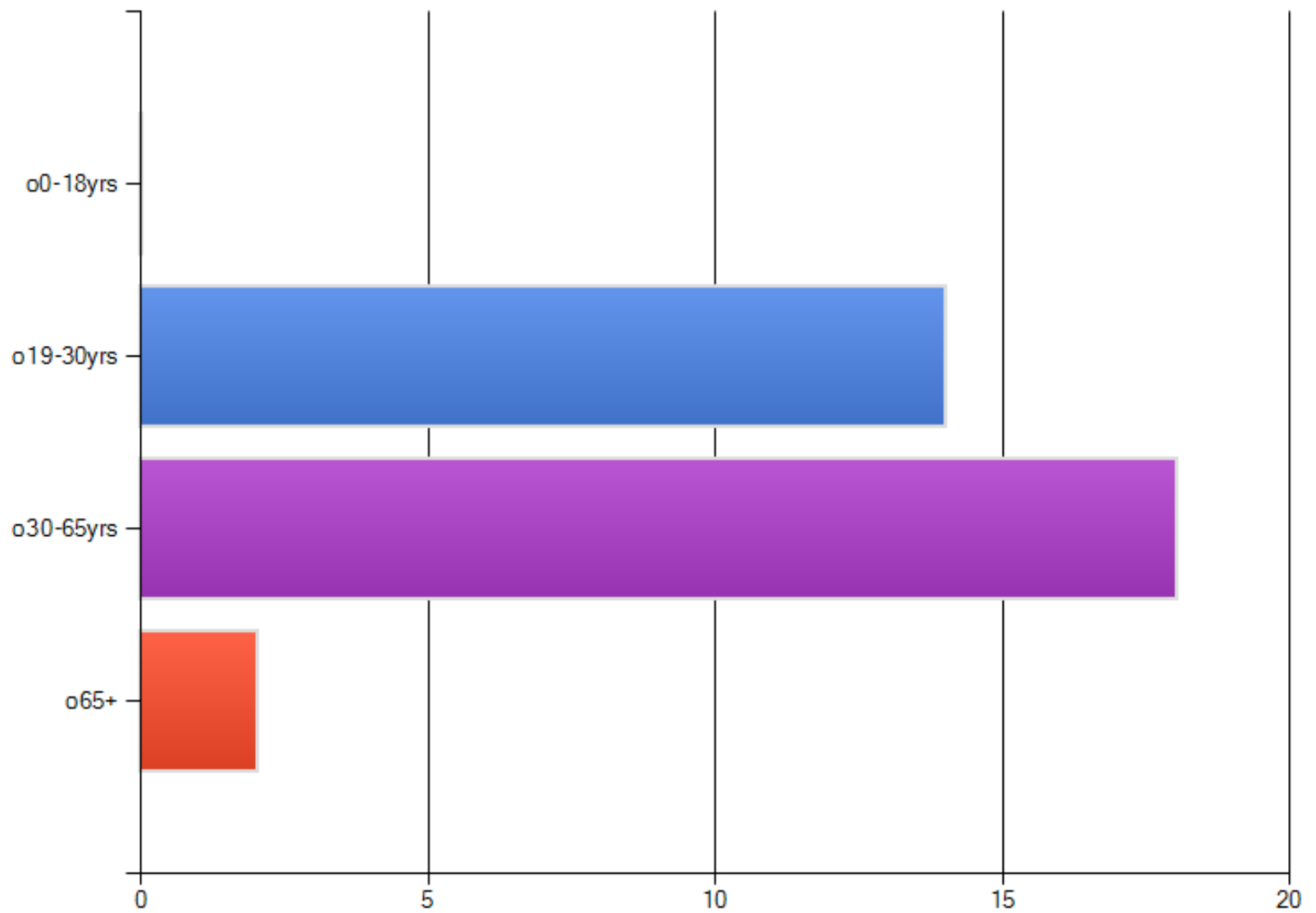
Which of your family members has a mental illness?



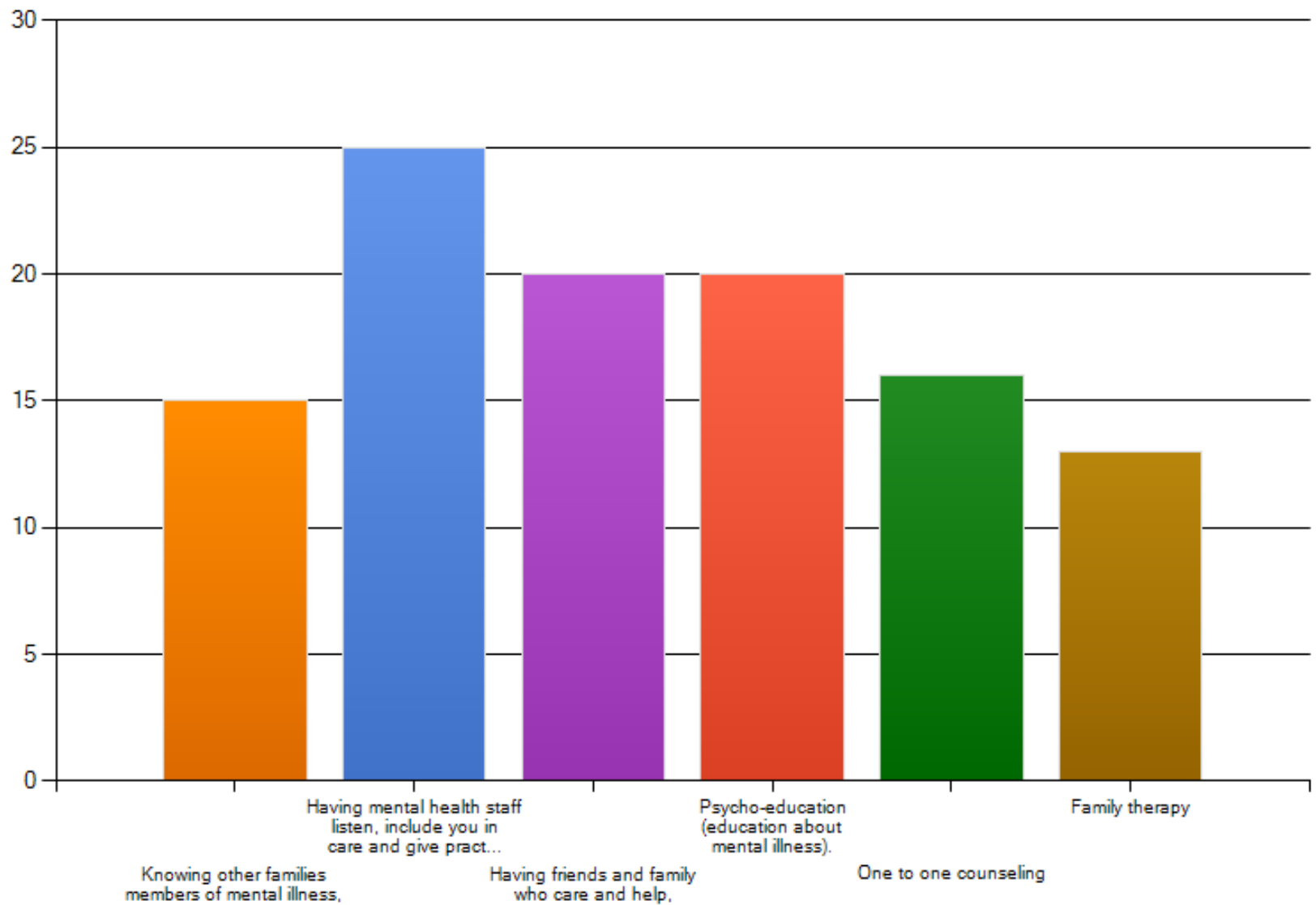
What is their diagnosis?



What age is your family member?



What does family support mean to you?

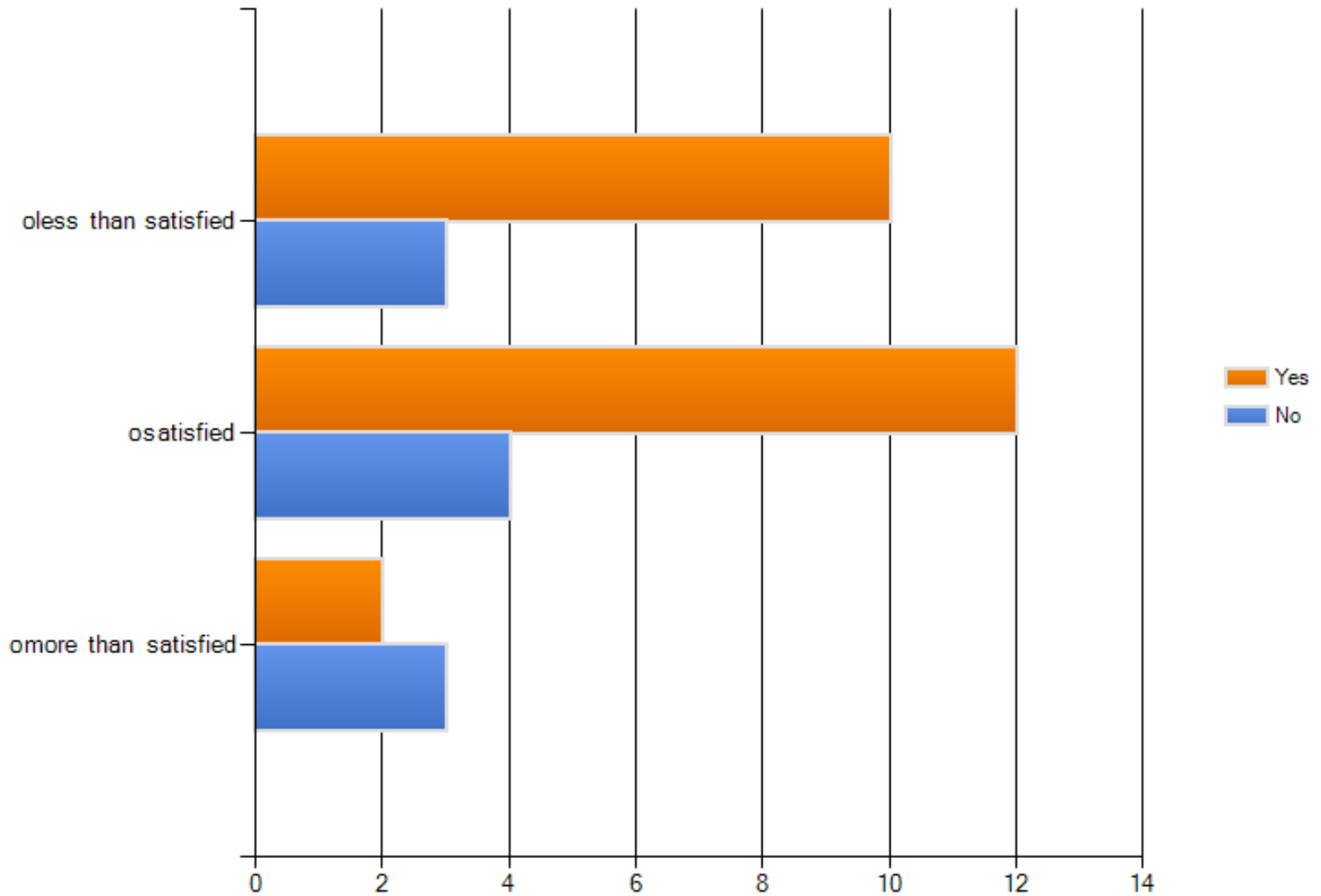


HAVE YOU EXPERIENCED STIGMA WITHIN SERVICES YOU HAVE USED IN NANAIMO?

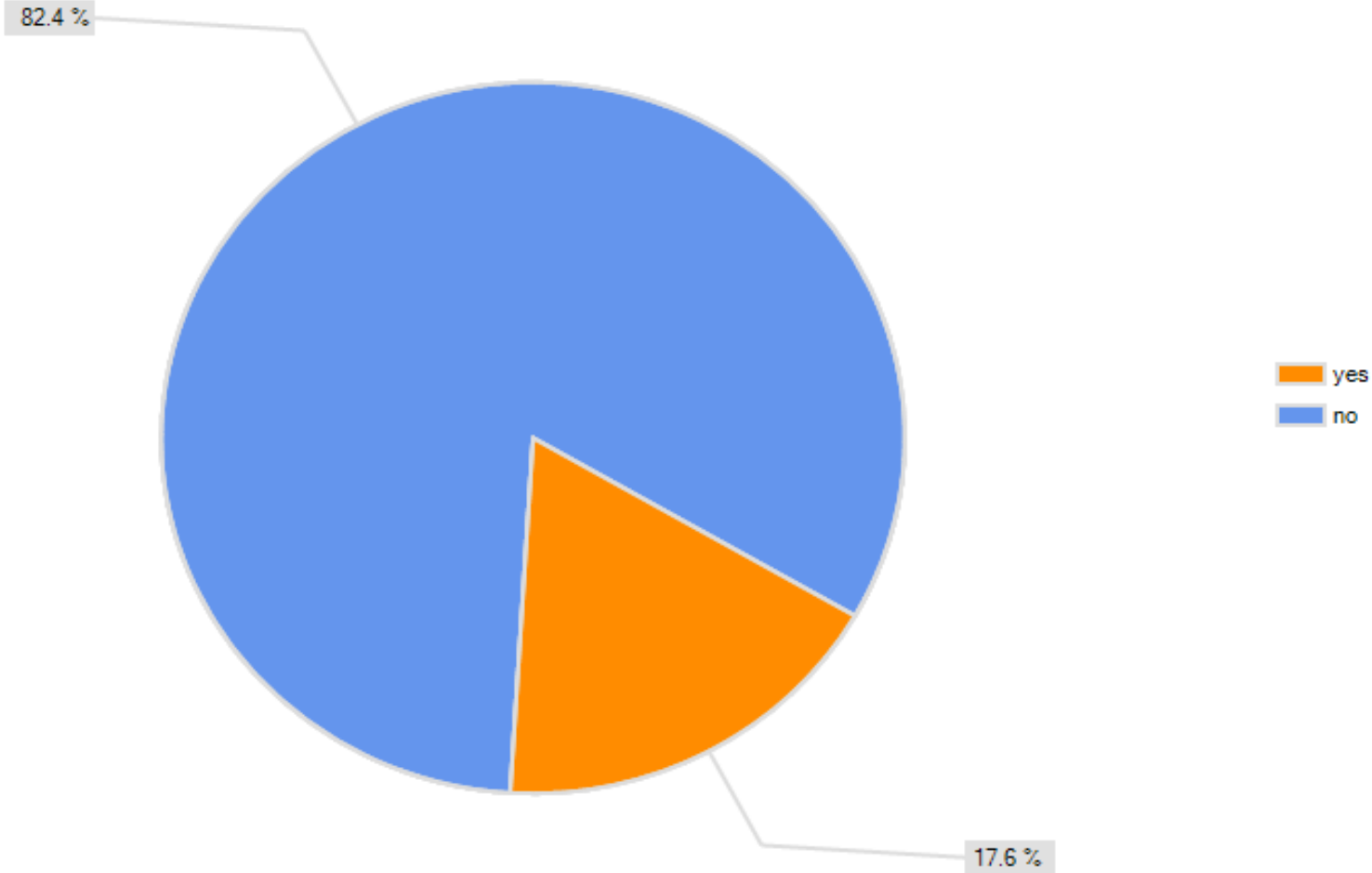
- ③ 30% of participants said they have experienced stigma within services they have used in Nanaimo.
- ③ Some participants felt that their family member was not respected by Crisis services and this then made them reluctant to receive treatment.
- ③ Individuals have felt stigma when trying to rent accommodation and felt like they have to elaborate about their mental illness.
- ③ If their family member also uses drugs individuals feel they are not given the best available treatment.
- ③ Some family members have felt stigma directly from their psychiatrist, and have been made to feel like a nuisance or an over-protective parent, and some have felt that they are not given enough information about their family members deteriorating condition due to confidentiality



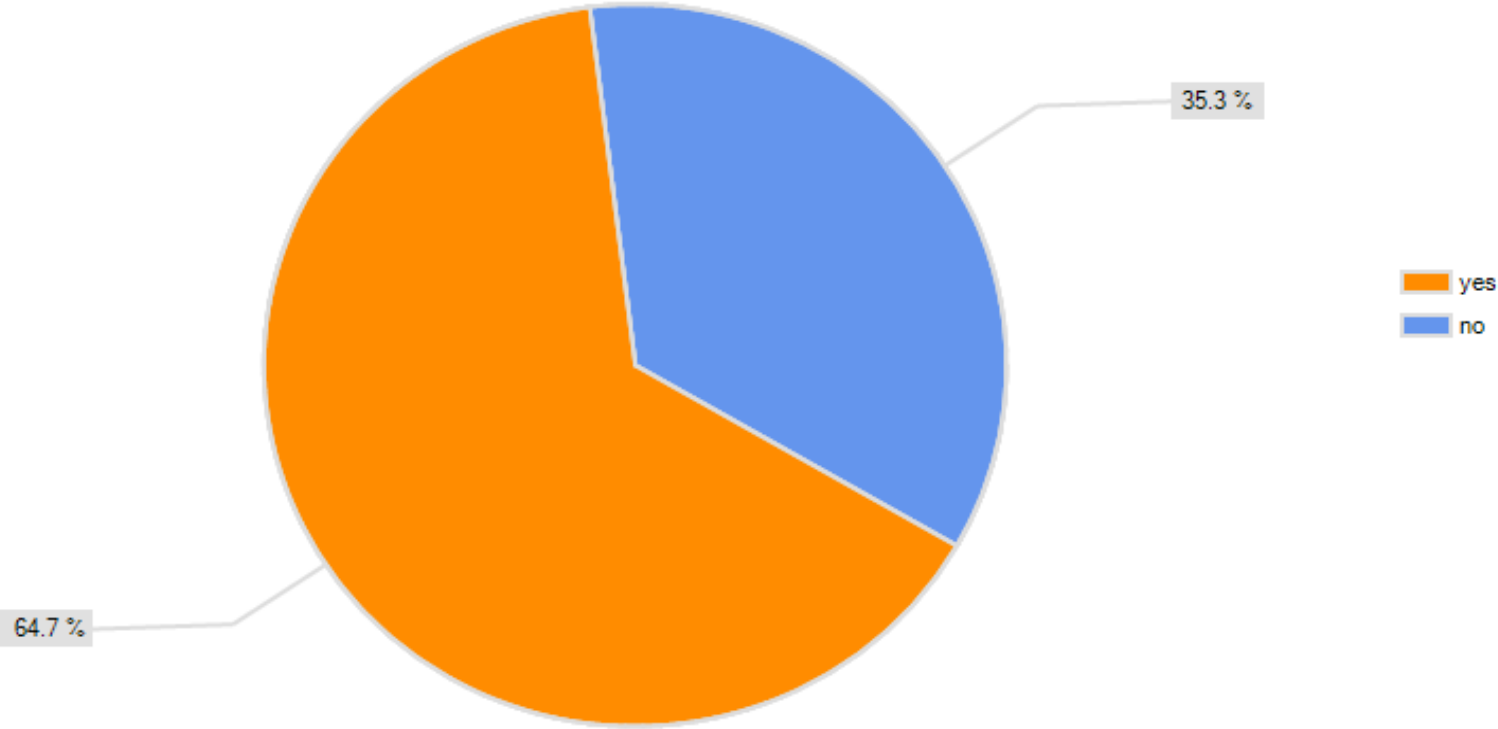
Are you satisfied with the support healthcare workers provide in Nanaimo for you and your family?



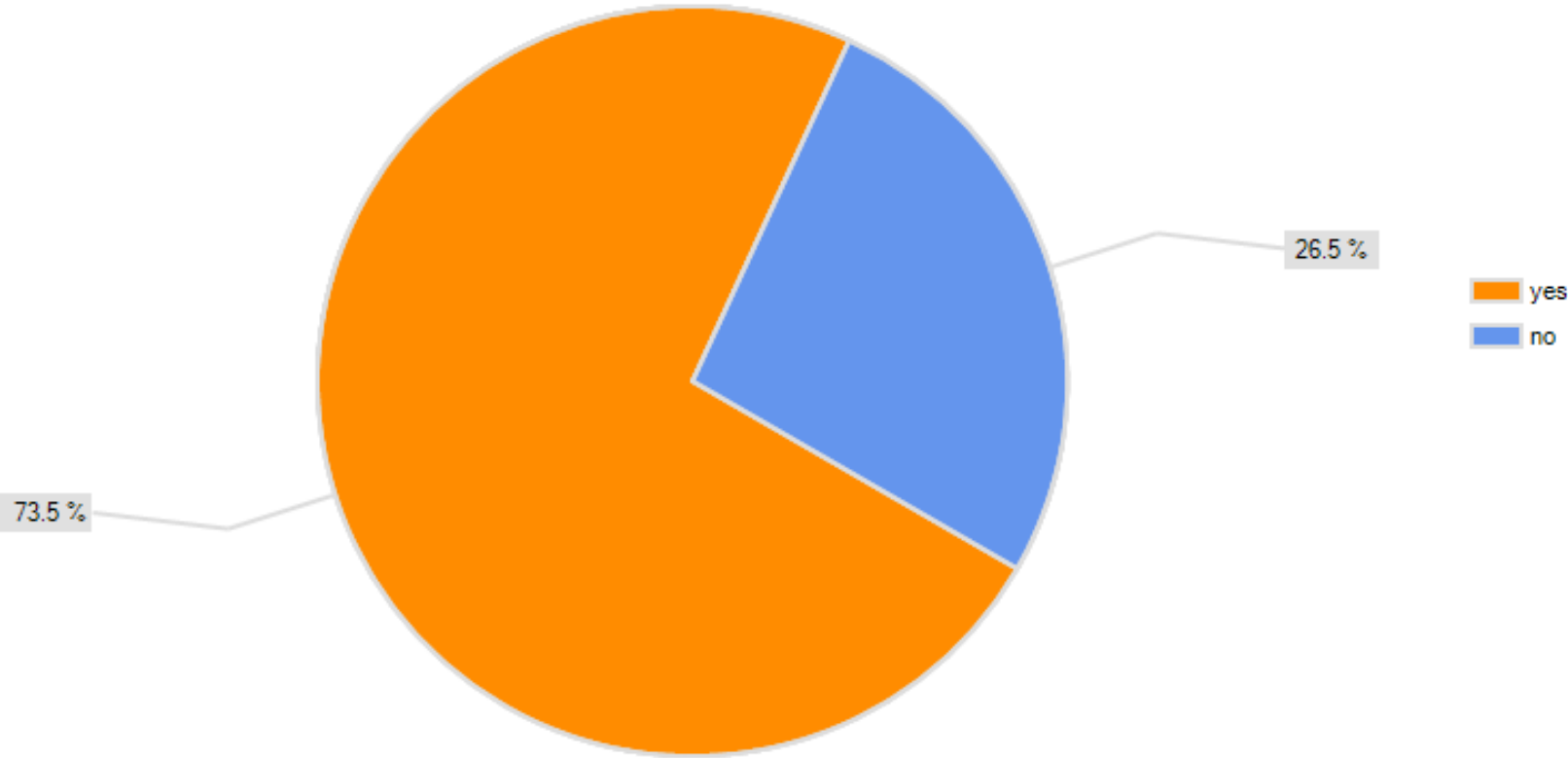
Has a mental health worker created a crisis or safety plan with you?



Have mental health workers welcomed you and treated you as a member of the care team and involved you in decisions, treatment and care planning?



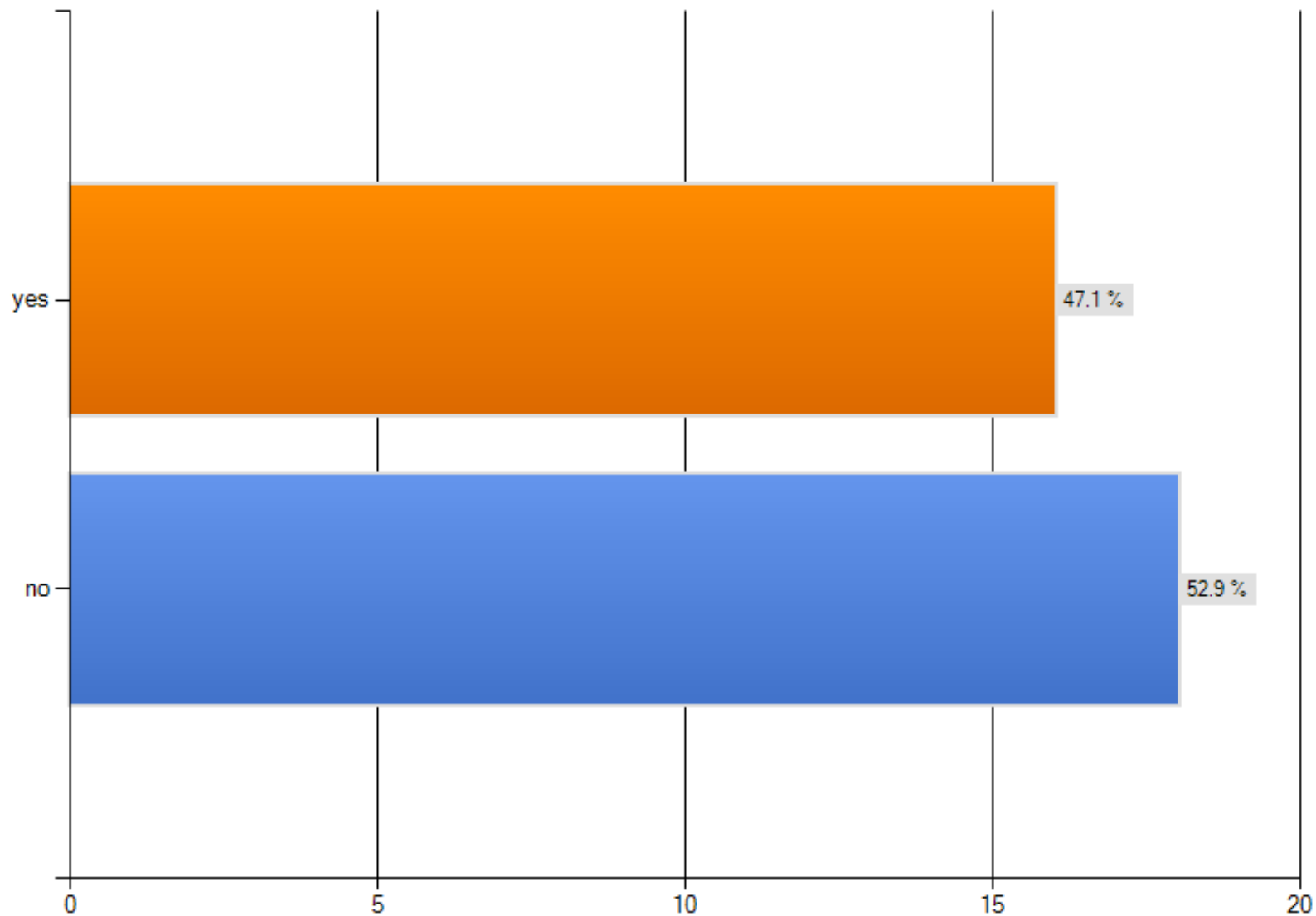
Have you been offered information/education about mental illness and/or addiction?



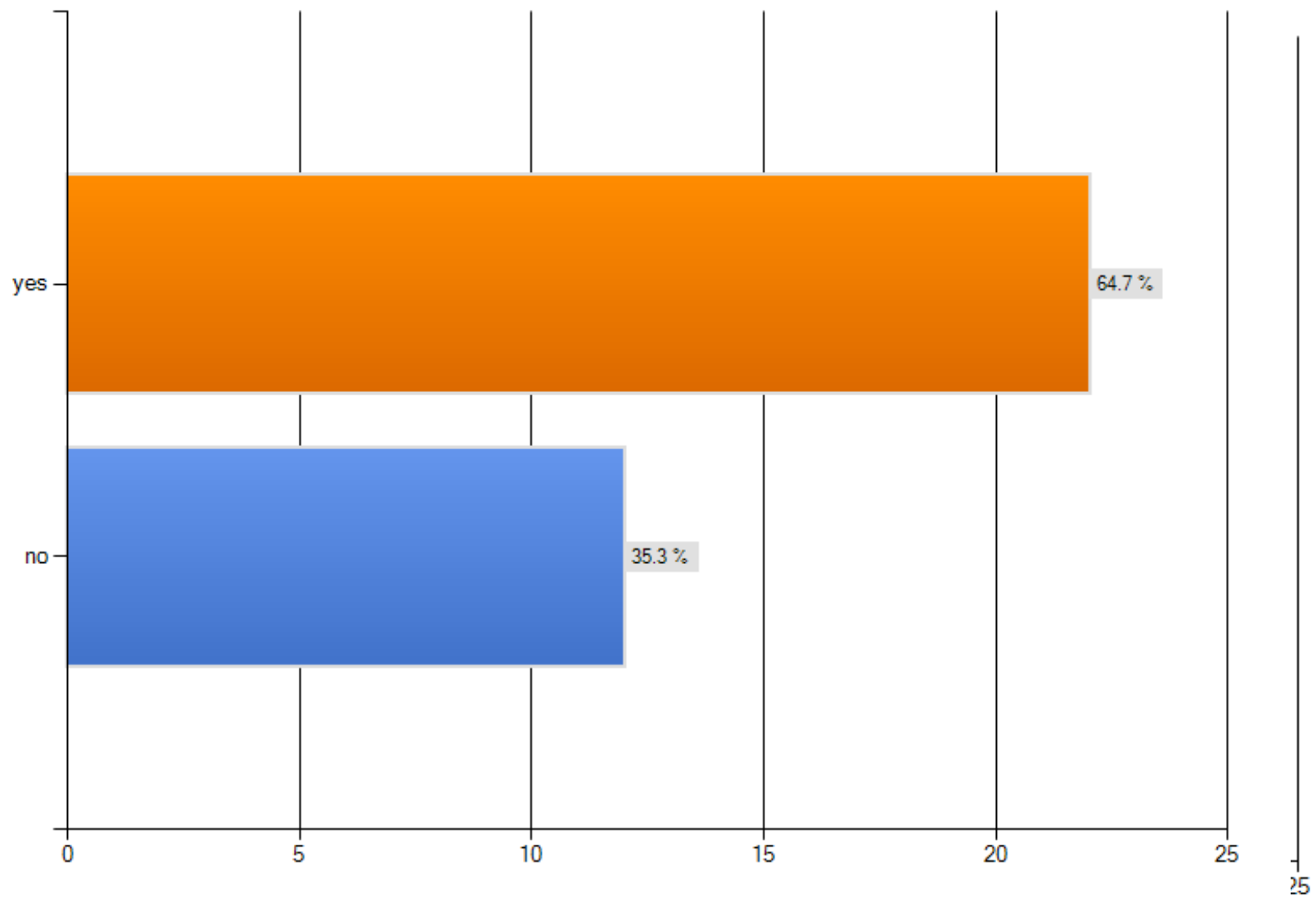
WHAT GAPS HAVE YOU NOTICED IN MENTAL HEALTH AND ADDICTION SERVICES IN NANAIMO?

- Some participants felt that case workers took advantage of time when their family member was well, and they did not get as much support during these times.
- Some family members felt they needed more respite care and care homes for mentally ill.
- Also mentioned was the lack of addictions counselling for concurrent disorders. Participants felt these clients often fall through the cracks, and in their experience staff were not educated enough in concurrent disorders.
- Lack of job opportunities and training for unwell persons.
- Some feel there is a big disconnect between hospital and community and they go from 24/7 support in the hospital to few hours in the community.
- Getting financial support is very long and complicated.
- There is no local Bipolar support group.
- It is very difficult to change psychiatrists .
- Families would like more psycho-education for themselves and their family member on initial diagnosis, so they know what to expect. They would also like more information on services in the area sooner.
- Many frustrations were highlighted about the difficulties in getting help for their family members who refused voluntary treatment.

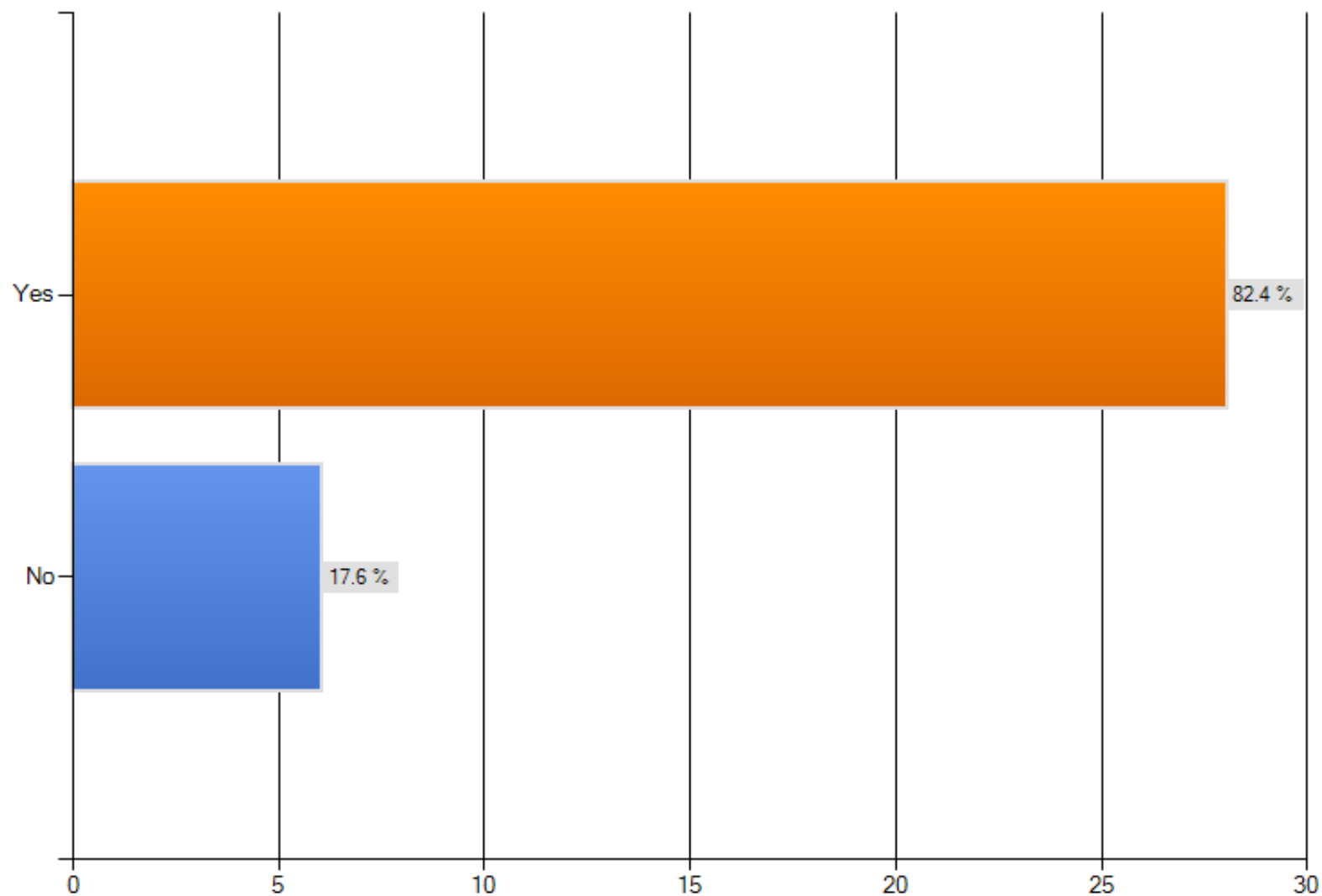
Have you attended a discharge planning meeting in the psychiatric unit at NRGH?



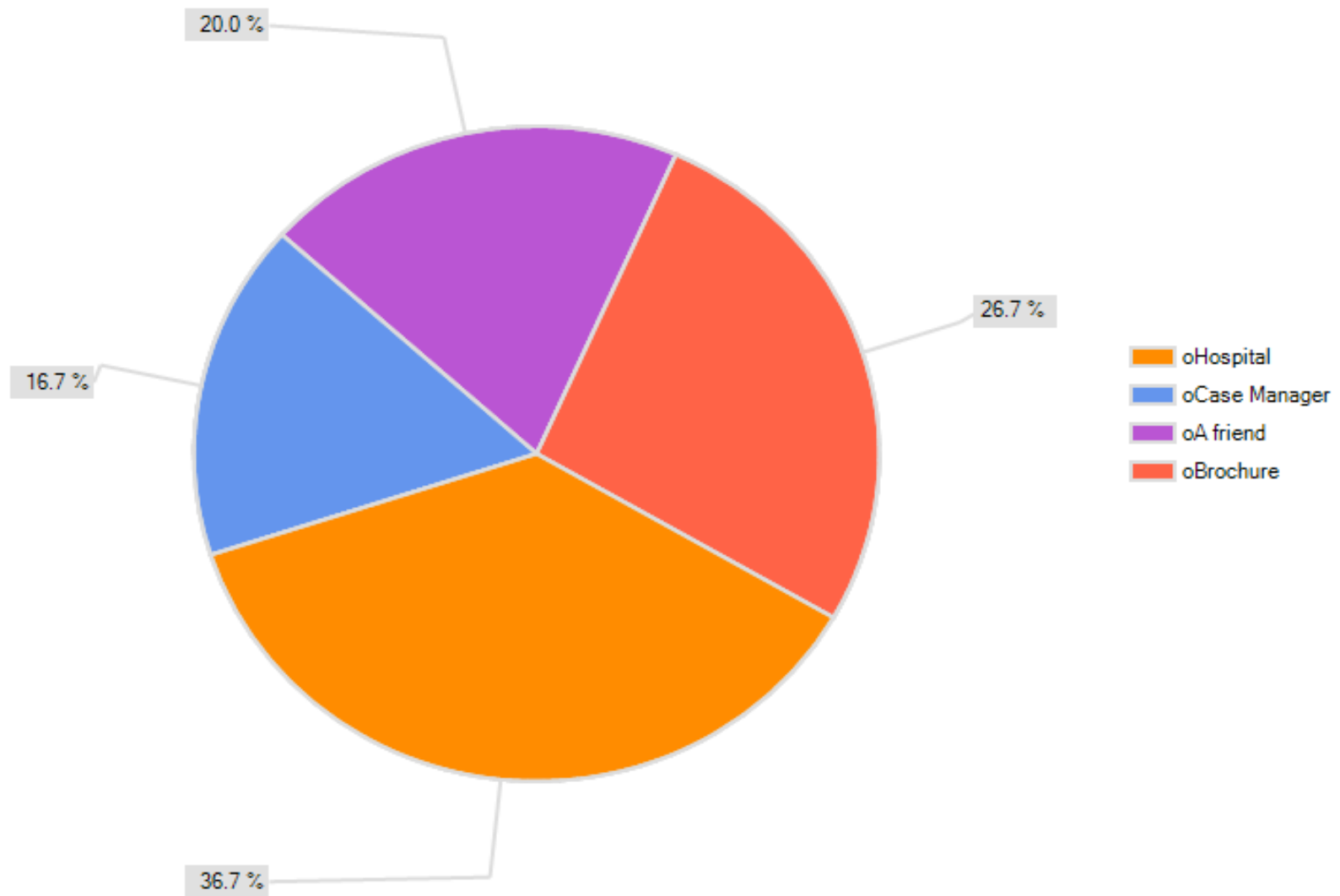
Have you attended a family support meeting in the community?



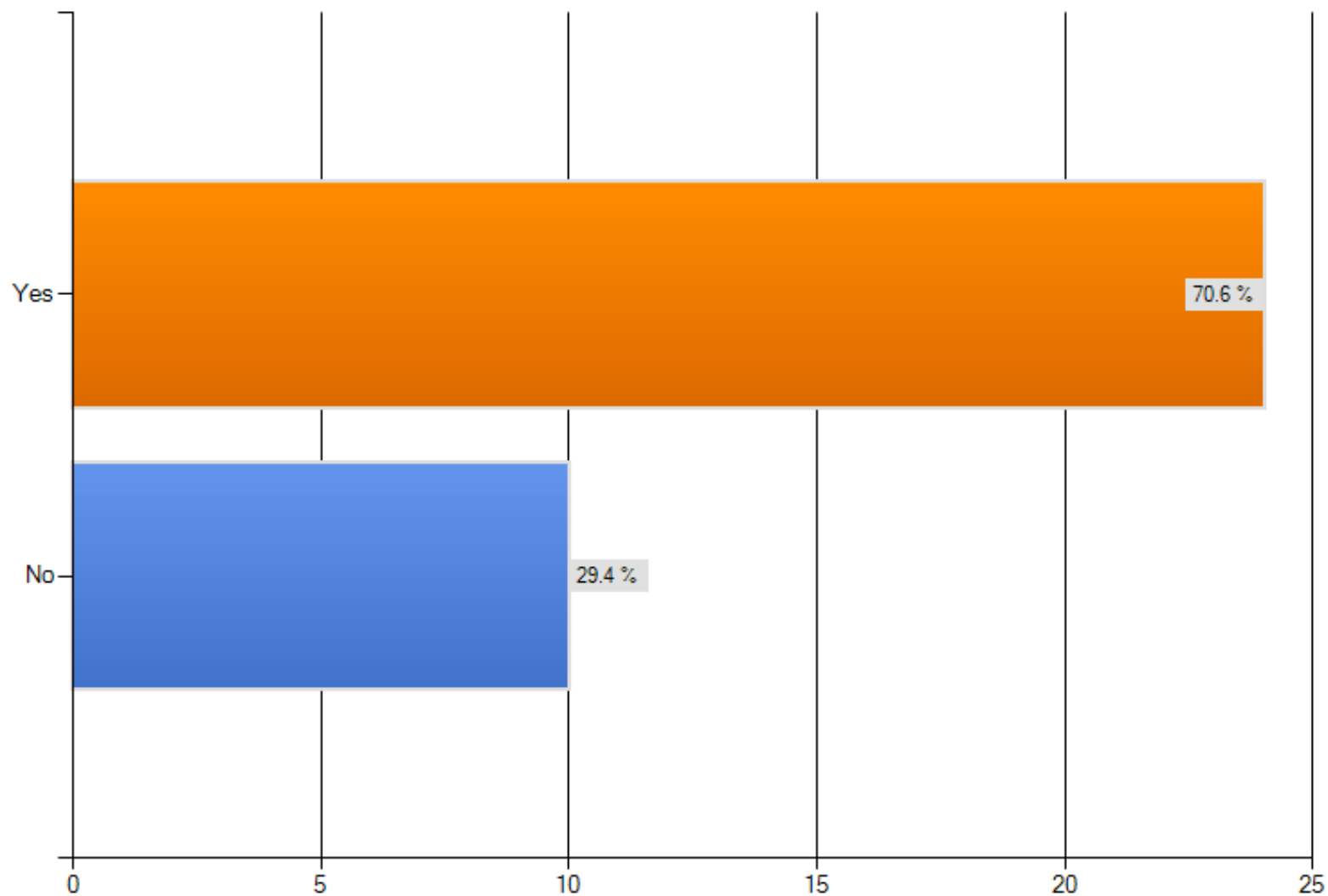
Have you heard of BC Schizophrenia Society (BCSS) prior to this survey?



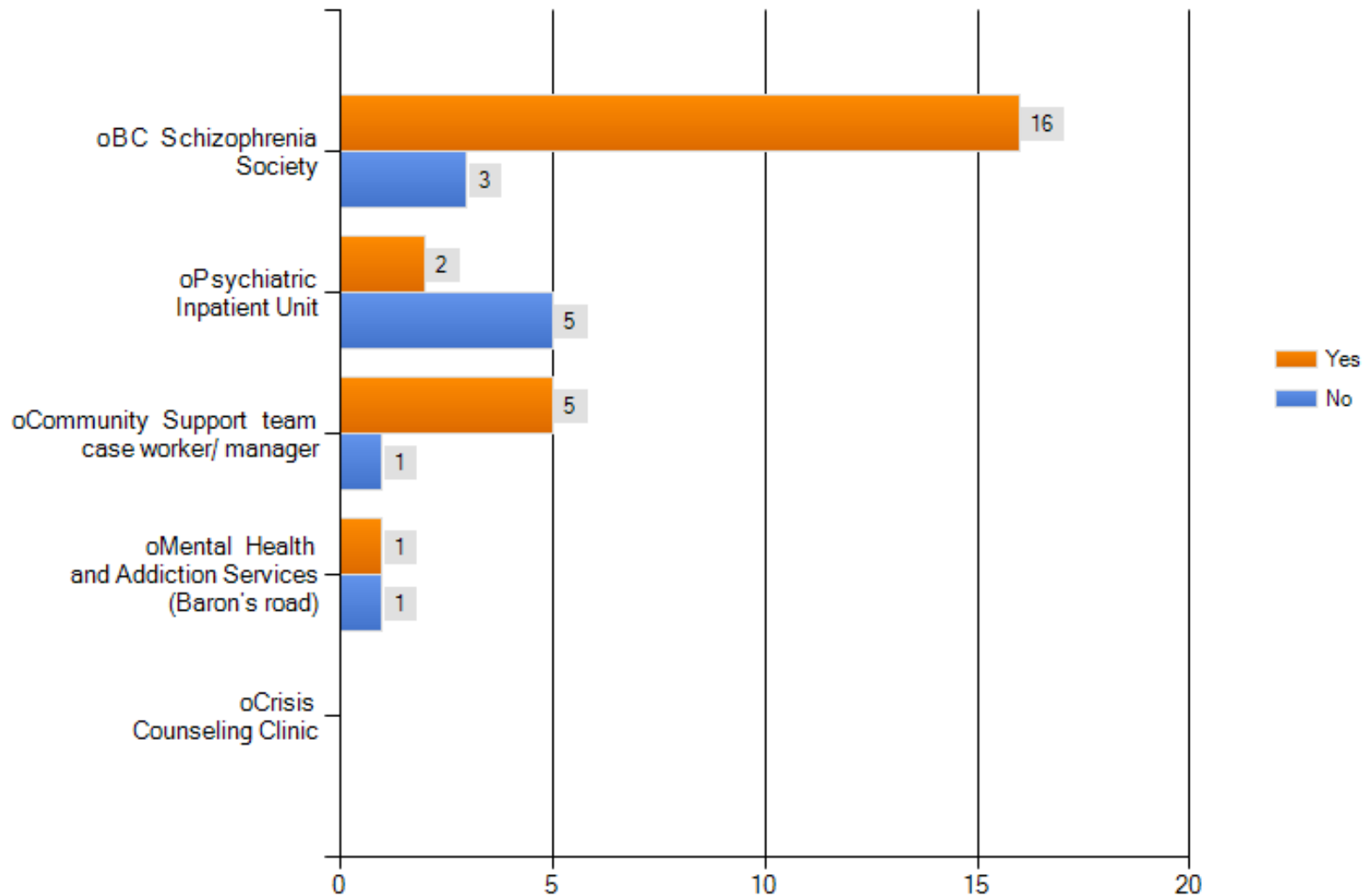
Where did you hear about BCSS?



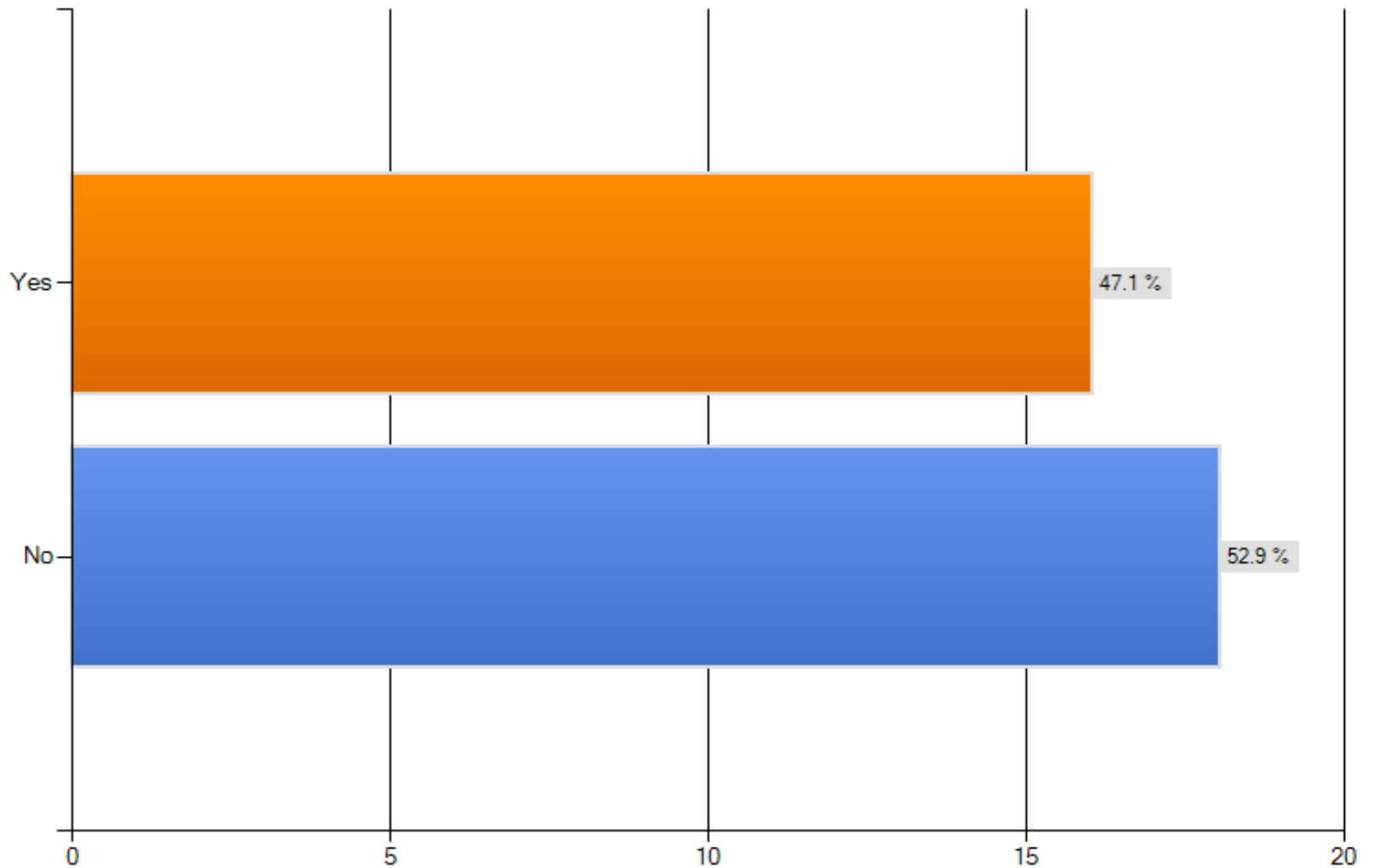
Did you know that the BC Schizophrenia Society gives education and support to families with family members who have any mental illness (not just schizophrenia)?



Did you know that the BC Schizophrenia offers support and education to family members of all mental illness (Not just Schizophrenia)? Where were you given this survey?



Do you think the BC Schizophrenia Society, Nanaimo Branch (legal name) should operate under a different name in Nanaimo?



DO YOU HAVE ANY SUGGESTIONS OF HOW TO BRING MORE AWARENESS TO THE NANAIMO BRANCH OF BCSS?

- ⊙ Facebook page
- ⊙ News, TV, newspapers, radio, internet and bus stop adverts.
- ⊙ Promoted in high school, college and VIU.
- ⊙ More promotion in hospital.
- ⊙ GP's should be given more info about BCSS .
- ⊙ Have booths at community health events.
- ⊙ Have regular and brief articles about all mental health topics in newspapers and have support services mentioned.





DO YOU HAVE ANY SUGGESTIONS FOR IMPROVING SERVICES TO FAMILIES IN NANAIMO?

- ② 50% of participants said they would be willing to join a focus group to help us further investigate improving family services in Nanaimo.
- ② Participants said they'd like short courses on ongoing issues and how to be a better support to their family member.
- ② Require more information on how to handle Psychosis.
- ② Would like more updated and interesting material for the courses.
- ② Would like the strengthening family course twice a year and more education for the facilitators of the support groups.
- ② BCSS Nanaimo to be open all year round or at least have access to talk to a knowledgeable person on the phone year round.
- ② Services to be inclusive of those in communities on the outskirts of Nanaimo as they feel isolated from services.
- ② Some participants found the message boards on the BCSS website difficult to use and to get support.
- ② Some participants said that they would like to see more coordinated activities for the mentally ill.



RECOMMENDATIONS

- ① For survey results to be discussed next fall at BCSS board meetings to decide if any changes could be made to honour opinions of family members who have completed this survey.
- ① For survey results to be presented to staff in IPU and at CST to ensure information is fed back to frontline staff.
- ① For families members who wish to be contacted by a VIHA co-ordinator to be contacted.
- ① Have a focus group with family members who have offered to be involved to get more detailed information on how to ensure services in Nanaimo are family centred.

LIMITATIONS OF SURVEY

- ① Only succeeded in getting a small sample of surveys.
- ① Over half of the participants were already connected with BCSS.





CONCLUSIONS

- ◎ Overall there was a lot of positive feedback from participants about BCSS and Nanaimo Services.
- ◎ Information gained from survey will inform Nanaimo BCSS directly on making their service more family centred.
- ◎ By conducting this survey we have already raised awareness of BCSS Nanaimo and its purpose.
- ◎ Family members have had an opportunity to have their voices heard.
- ◎ Family members will be given the opportunity to hear from a VIHA co-ordinator about their concerns.



© Any Questions?