
Compassionate Care Model of Caring: Application in Mental Health Nursing of Individuals with a Dual Diagnosis

Shirley McMillan

Dr. Anupam Thakur



Our Values

Collaboration • Accountability • Innovation • Respect • Responsiveness

What is Compassion?

- Being open to other's suffering, being moved by it, and acting or feeling and committed to relieve it [Straus et al, 2016]
- Why is it important now? Is it something new?

Compassionate care model

6Cs

Care

Compassion

Competence

Communication

Courage

Commitment



Our Values

Collaboration • Accountability • Innovation • Respect • Responsiveness

Intellectual Disability

- Intellectual disability or developmental disability are used synonymously in Canada refers to a range of conditions in which lifelong limitations in intellectual functioning and conceptual, social and practical skills are noticeable before age 18 years
- Prevalence rate of 1 and 3 % of Canadians [most reside and receive health care in the community]

What is dual diagnosis?

Depends where we are talking about it

- DD in Canada [Dev. Disability + MH]
- DD in US [Substance use + MH etc]
- DD in UK [Substance use + MH or ASD + ADHD in young people]

Surrey Place Centre

- Community agency with funding from MCSS-MCYS and MOHLTC
- Helps individuals with DD and ASD of all ages
- To lead healthy and socially inclusive lives using interdisciplinary clinical services, research and education in both official languages
- **VISION - LIVING YOUR POTENTIAL ALL YOUR LIFE**



Pictures of Surrey Place Centre



Our Values

Collaboration • Accountability • Innovation • Respect • Responsiveness

Why Compassion Care is important in Dual diagnosis

- A population with complex needs and the most misunderstood
- Complexity at various levels, both clinical and systemic
- Lack of clarity about care responsibility in the system

Clinical complexity

- communication difficulties
- physical health issues [often not addressed due to communication problems]
- higher psychiatric comorbidity,
- lack of awareness/training

..... THE LIST IS ENDLESS

Systemic complexity

- Underserved population
- Lack of access to care
- MH is stigmatised.....DD increases the stigma

Donna's story

- 25 year old, diagnosed with Intellectual Disability [moderate in severity] and Autism Spectrum Disorder. She also has seizures, NIDDM and is overweight. Her mother would tell you how Risperidone medication has caused weight gain. Paula has been known to the system for good part of her childhood and early adult life.

Donna's story

- Everything was going well till she finished school. Suddenly, structure of school gone, she is left with no activities during the day, no day programs available in her locality.

- She had symptoms of depression presenting as behavioural problems, poor self-care, refusing seizure medication resulting in increase in seizure episodes
- mother's mental health issues

Donna's story

- Mum's reluctance to look at Donna's difficulties as a MH issue complicated the assessment and treatment process.
- Donna was unwell for more than a year.
- It took a lot of coordination with different agencies and disciplines, working closely with the patient and family, supporting other disciplines to help Donna get back to her baseline.

Donna's story

- Donna's story resonates with many other similar stories in our day-to-day work – this is just to give a snapshot of the complexity, both individual level and at systems level.
- What is the role of a nurse in this kind of a situation?

The Mental health nurse has a pivotal role in integrating care

Knowledge about health care and social care systems

COMPETENCY

Trusting, therapeutic relationship

COMPASSIONATE/CARING

Sticking with the family, encouraging mom to take care of herself to support Paula's needs

COMMITMENT

Liaising with Neurology and family doctor to manage physical health needs

COMMUNICATION

Advocacy for increased support for her and her mother

COURAGE



Our Values

Collaboration • Accountability • Innovation • Respect • Responsiveness

- Paula's story is a representation of the work nurses do at SPC as part of their work
- It is ingrained in the working culture
- Perhaps, we didn't know it is called the 6Cs but we live it, breathe it ..AND IT WORKS.



- Paula's story is not unique but such examples should be shared to promote best practice not only in mental health but other disciplines too
- A culture of compassion is key to patient-centred care
- Who else but nurses can be the best ambassadors for this model of care

REFERENCES AND RESOURCES

www.surreyplace.on.ca – resources- primary care

Strauss, C. et al. (2016) What is compassion and how can we measure it? A review of definitions and measures. *Clinical Psychology Review* 47, 15-27.

Terry, L. et al. (2017) A research-based mantra for compassionate caring. *Nurse Education Today*, 58 (20), 1-11.

Tingle, J. (2014) The Francis report: one year on, *British Journal of Nursing*, 23(5), 284-285.

