

# WITH US, FOR US



## 1 What is With Us, For Us?

With Us, For Us is a major new project by Scottish Recovery Network and VOX Scotland to ensure lived experience engagement in Healthcare Improvement Scotland's Personality Disorder Programme.

Lived experience is at the heart of With Us, For Us. We not only listened to people but involved them in delivering the project. The Lived Experience Project Group worked with us at all stages of the project – designing, co-facilitating, report drafting and resource development.

### What did we do?

**Reaching out** to make sure people knew about the project and could engage

**Lots of engagement options** – recovery conversation café, survey, one-to-one conversations, group feedback

**Co-design** – involving people in analysing engagement feedback and developing ideas to improve services

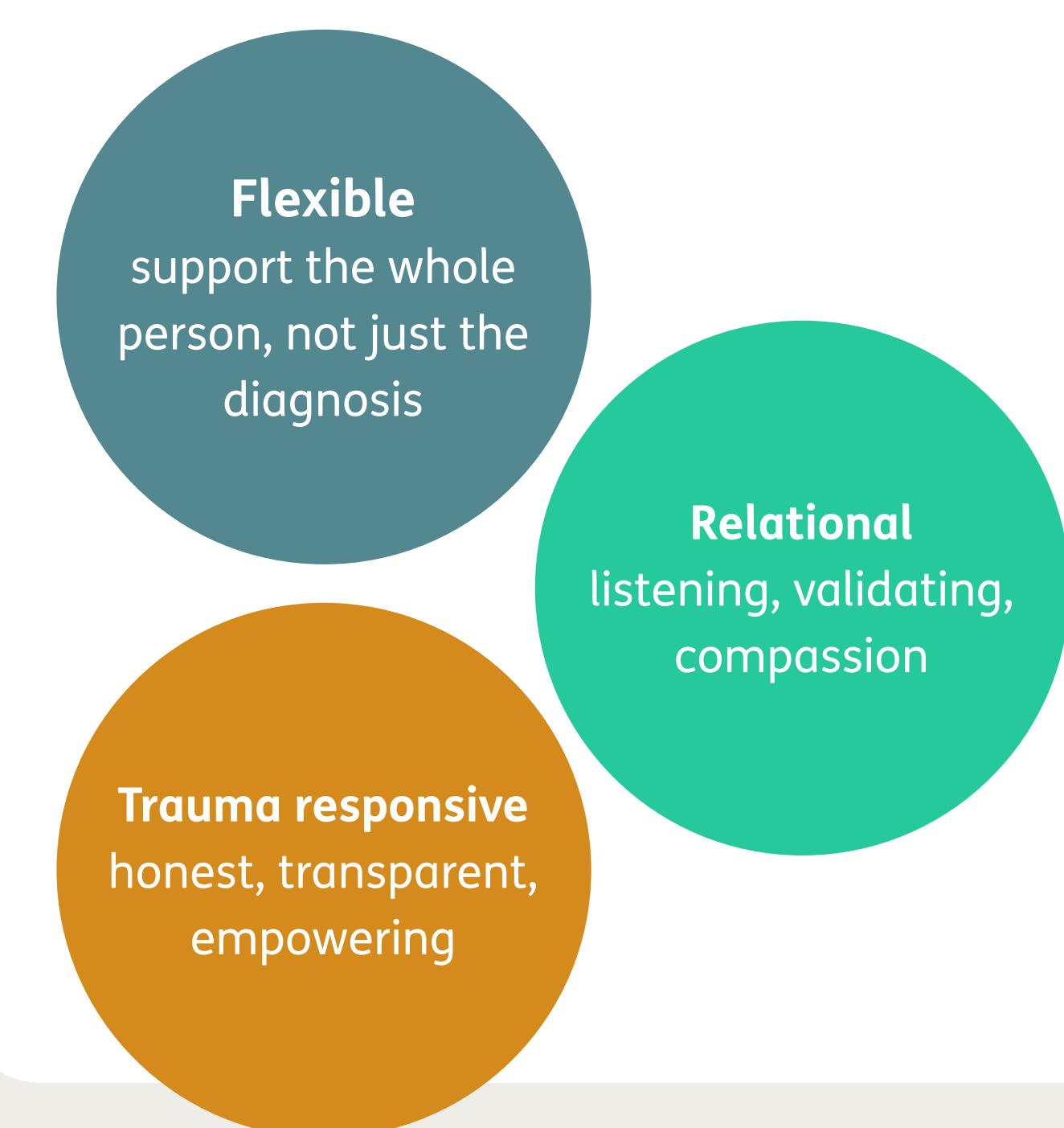
## 2 What people told us about current services

Current services are not meeting people's needs.



## 3 What people told us makes great services

People told us about good experiences of services – many in the 3rd sector. They are...



**'You become your diagnosis instead of being a person. It's dehumanising and invalidating.'**

**'All that people want or need is just to be met with compassion and treated like a human being.'**

**'Actively listening to what I have to say, rather than feeling that I am on a conveyor belt.'**

## 4 What people want to see in the future

### Whole person, whole system support pathways

'Support would be truly person-centred and tailored specifically to my needs and situations. There would be a range of supports to pick from – not just one personality disorder pathway.'

### Peer support and peer workers in all services

**'Peer support feels like there is a place for me. It's acceptance, opportunity, hope. You need support to find where you belong.'**

### New approach to crisis support

'Providing more upstream support, working more with the third sector to ensure less people need crisis and more in-depth support.'

### Training co-designed and co-delivered with lived experience

'Great services are where practitioners are trauma skilled, and they understand behaviours and reactions are reasonable responses to unreasonable life experiences.'

