



Mental Health Support in Leeds: Public Expectations

Leeds Mental Health 'I' Statements with additional Child Sexual Abuse Survivor Views

1. I am more than a mental health diagnosis. Treat me like an individual human being.

- I want to be treated with humanity, dignity, patience and compassion. Hear my voice, consult with me and offer me choice.
- My diagnosis is not the key to accessing support.
- I will be treated as deserving of mental health support, no matter what my individual needs are.

Adult Survivors of CSA say:

I want to be asked what's happened to me, not what's wrong with me.

My life experiences are important.

2. I may rely on family and friends to stay well. Give them support, information and respect.

- I may have wider family and friends who also need support to be able to respond appropriately to my needs. This should be recognised.

- Carers and parents will be able to access support around their availability.
- Information and services will be available in straightforward formats, open and accessible to all.

Adult Survivors of CSA say:

Check with me if I rely on family and/or friends or not

Confidentiality agreed with me is crucial.

3. I want to be heard and included, regardless of my identity. Offer me accessible and culturally competent support.

- Services will be culturally competent and allow me to feel like I belong and share my experiences.
- Services will be accessible to me and this will include assistance if required.
- I will have a menu of choices that helps me to make an informed decision.

Adult Survivors of CSA say:

Establishing trust and safety is the most important thing.

I will decide what I share and with whom.

4. I may be facing more than just a mental health challenge (e.g. substances including alcohol or a physical condition). Respond to these creatively and without judgement.

- I will get support and treatment from people who have the right skills and who focus on my recovery, in a setting which suits me and my needs.
- I will see the same staff members as far as possible, and if I need another service this is arranged without unnecessary assessments. If I need longer term support, it will be arranged with me to meet my needs.
- Professionals will be knowledgeable and can signpost me to drugs and alcohol services if required. Professionals will support me and provide care in a non-judgemental way regardless of any complex drugs, alcohol and mental health needs.

Adult Survivors of CSA say:

Acknowledge any links between my physical, mental and emotional difficulties. Some of these may be subtle.

My multiple health problems may be a result of traumatic experiences.

5. I will know the name of the person responsible for my support. Show me that you are a human being too.

- My relationships will be valued and my care will be built on good working relationships and I will be able to say when this isn't working

- I will have access to the opinion of others who have used services, their experience and recommendations

Adult Survivors of CSA say:

Services will be survivor-friendly.

I want people to understand the impact of what has happened to me.

6. I have a story to tell. Share information effectively, with my permission, so I don't have to repeat myself.

- I will be asked if I would like my records to be shared with services in order to make best decisions about my care. I will understand why my information is being shared with other agencies, with my permission.
- All the people who support me can use/ access the same information systems to support my assessment and make additions as necessary.

Adult Survivors of CSA say:

I have the right to a choice over who supports me.

I may not be alright with what has happened to me. Help me discover how to live with it.