

Beyond the Label: Understanding and Supporting People with Personality Disorder/Complex Emotional Needs

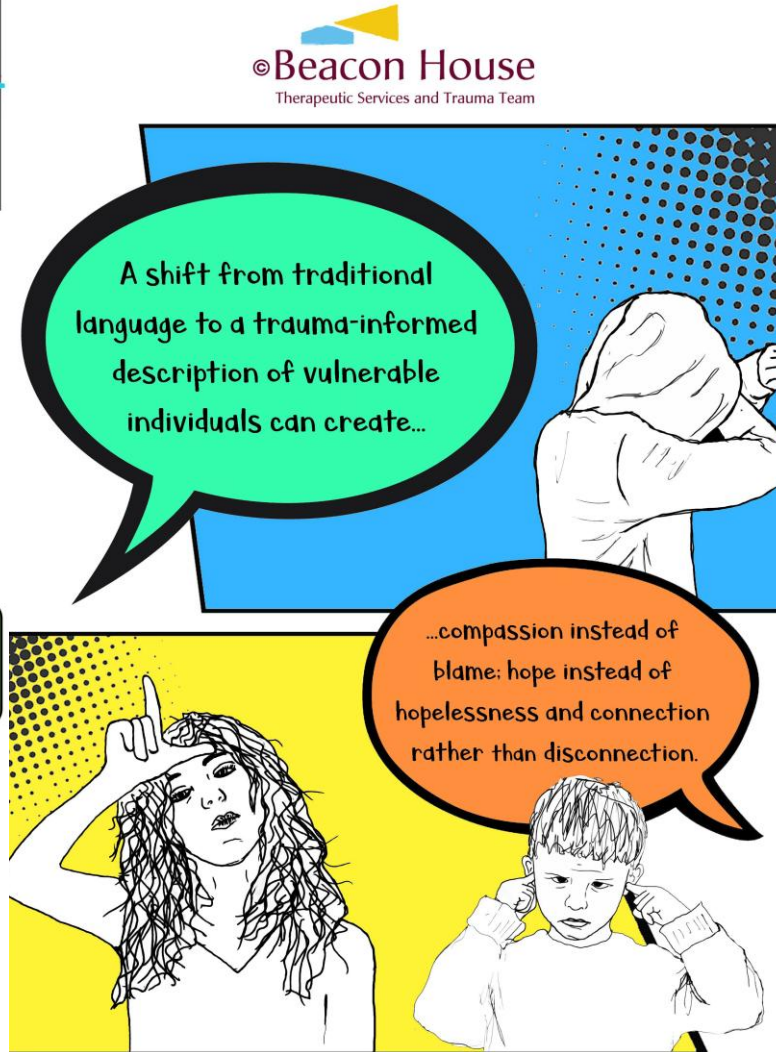
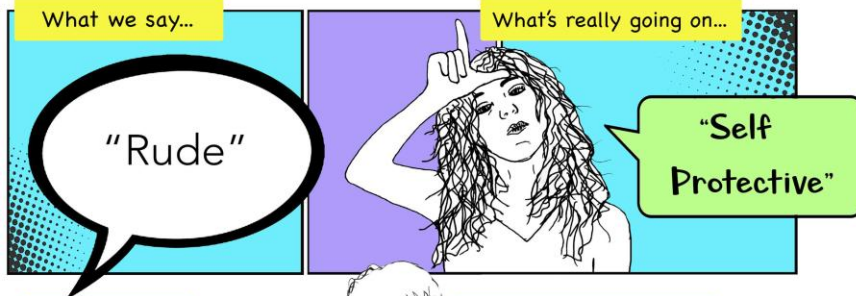
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**What words or phrases do we
use or hear used to describe
people with personality
difficulties?**

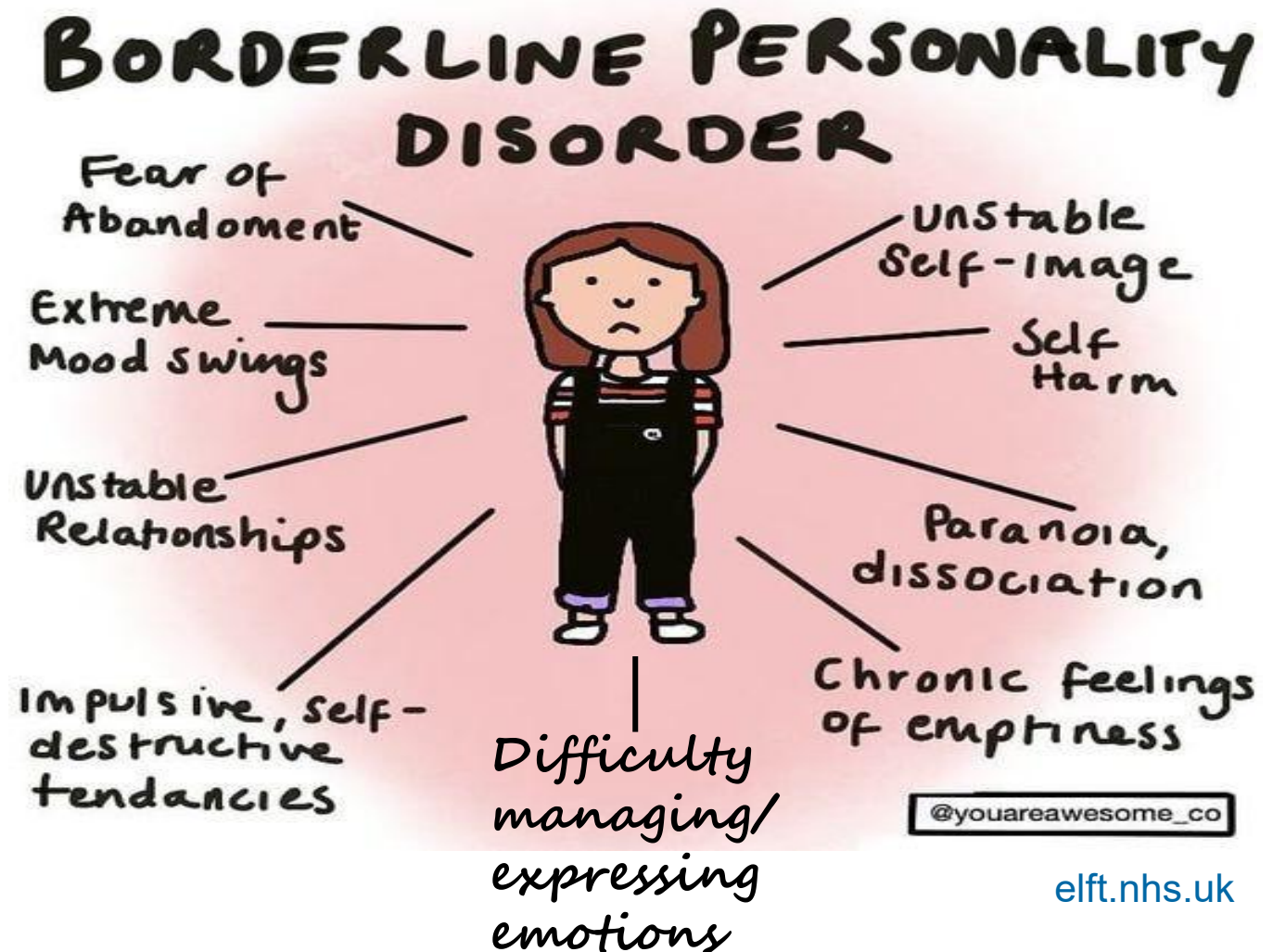


Lets think about the language we use!

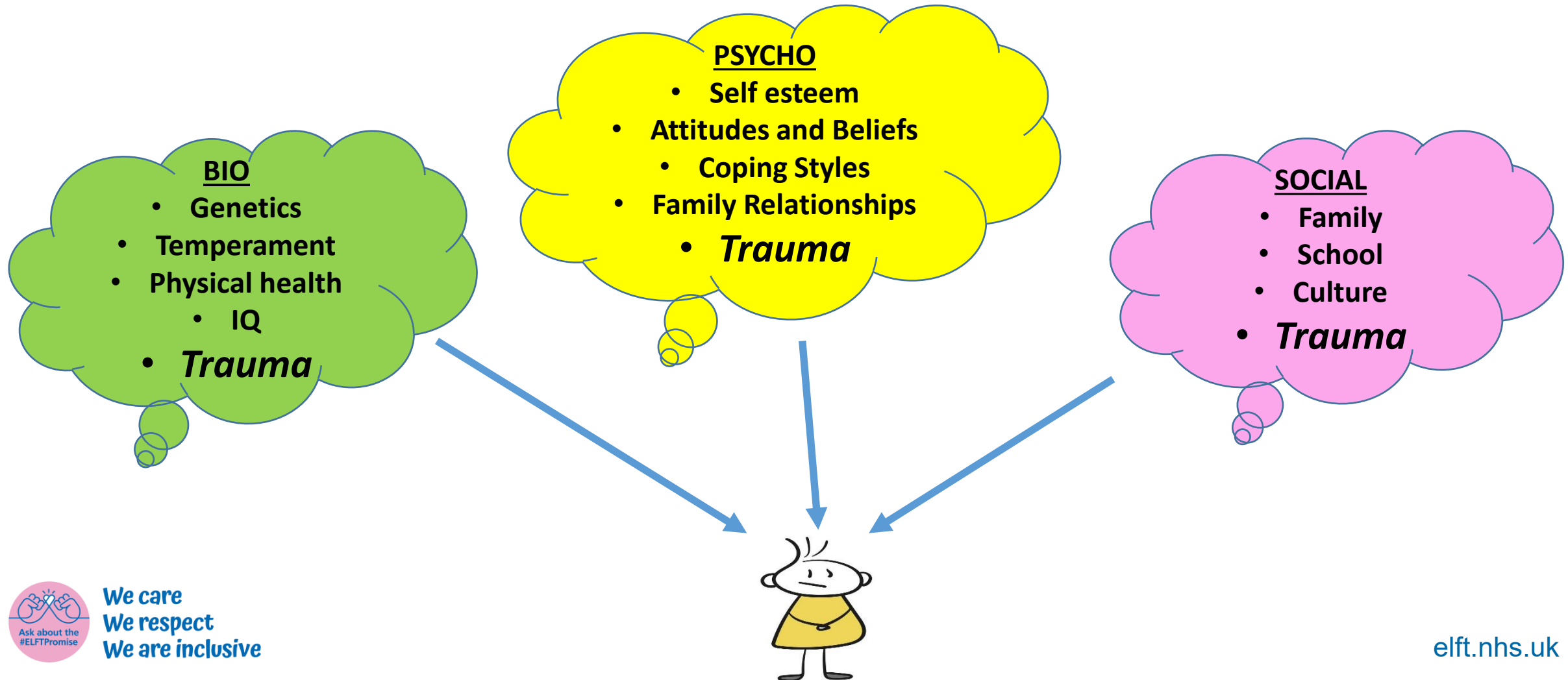


What is a personality disorder / complex emotional needs?

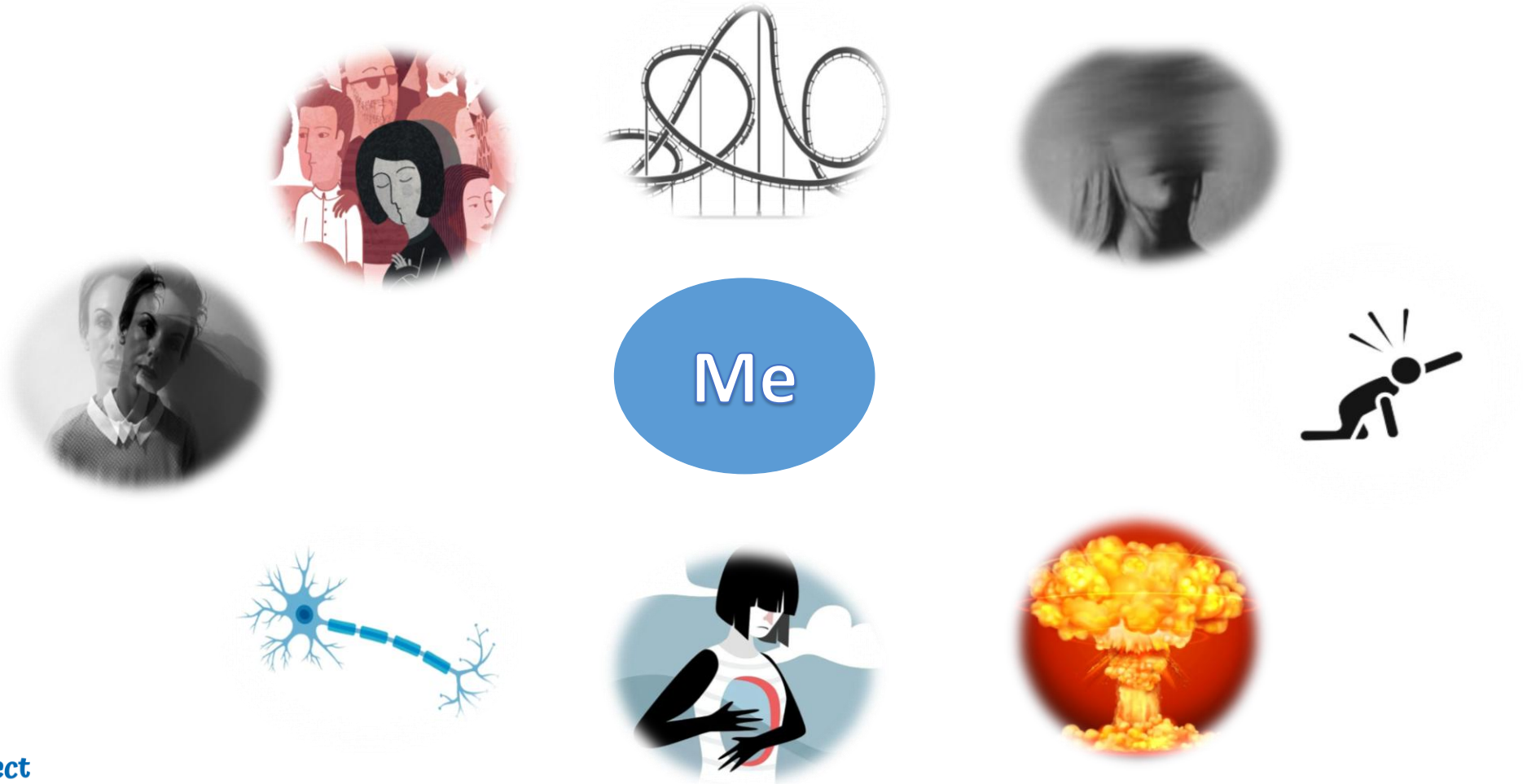
A **personality disorder/CEN** affects how someone copes with life, manages emotions and connects with other people. A persons beliefs and attitudes are different and people often find their behaviour unusual, unexpected or upsetting at times. *Mental Health Foundation 2023*



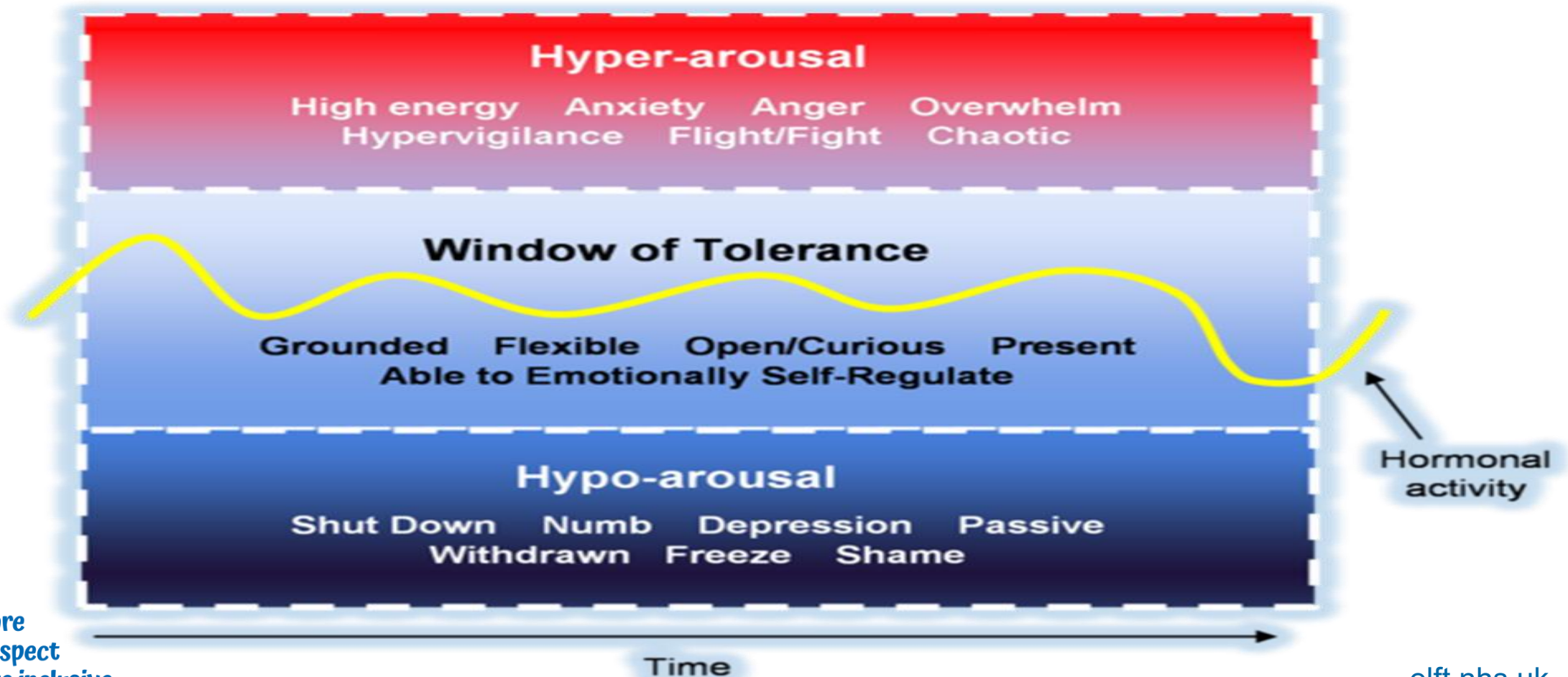
The Biopsychosocial Model



Living with a complex emotional need



The Window of Tolerance



Top Tips when working with someone with a complex emotional need

- Be attentive, actively listen and give undivided attention to establish what's going on
- Validate feelings
- Work in a open, engaging, consistent and non-judgemental way
- Be compassionate and kind – even when its challenging to do so
- Use positive language
- Remain calm and objective
- Be patient and do at the pace of the service user

This builds TRUST



- **BUT.....**Remember many people with a CEN will have experienced rejection, abuse and trauma and will have encountered stigma associated with the label of 'complex emotional needs' or 'personality disorder' and they will expect the same from you.

- **Show curiosity**
- **Soften your tone** and reduce the speed and volume of your voice
- **Empathise** with the sense of urgency that the individual is feeling and the impact that a delayed resolution is having on them
- **Be transparent** – what you can and can't do
- **Empower** the service-user to help find solutions
- **You may need to interrupt (carefully)**

How full is your bucket?

Stuff
from
home
and work



Stuff from the
client



- How do you empty your bucket?
- The importance of emptying your bucket?



- Community Mental Health Team (CMHT) referral pathway
- Complex Needs Service – *referral from the CMHT* – offers evidence based therapy programmes (Dialectic Behavioural Therapy (DBT) and Mentalisation Based Therapy (MBT))
- Carers Offer – monthly carers group and family connection course – please ring 01582 293000 if interested in referring someone
- Complex Emotional Needs training – 3 day and bitesize training
https://forms.office.com/Pages/ResponsePage.aspx?id=sITDN7CF9Ueylge0jXdO4_zlBp7CBIHtb35kLFQK4JURjI2UjM5WEQ0SkNH0EtXQ1QyOVNCNDIOTy4u
- Service User Network (SUN) - Mind BLMK and ELFT – community based facilitated peer support group, face-to-face and online
[SUN \(Service User Network\) - Mind BLMK: https://www.mind-blmk.org.uk/how-we-can-help/bedford/sun-service-user-network/](https://www.mind-blmk.org.uk/how-we-can-help/bedford/sun-service-user-network/)
[Complex Emotional Needs Peer Support Group - Mind BLMK](#)
[Central Beds Peer Support - Mind BLMK](#)
[Bedford Peer Support - Mind BLMK](#)
- Mind BLMK – Peer Support



**We care
We respect
We are inclusive**

Thanks for listening!
Any questions?

