

Vignette fifteen

A client that I don't see very often, has her son is living with her and she mentioned about some early warning signs and picked them as the start of an episode. Mum had already been in touch with son's key worker and key worker had said no and she asked if he had noticed this, and this is what she had noticed etc and she felt that she wasn't being heard and her son is not at all self-aware and doesn't want to rock the boat so he's a person who will not demand. He wants peace, quiet, leave me alone. It was a relatively new medication but I was pretty sure that my information was – I wasn't being alarmist when I said this - wasn't quite right and needs to be fixed, but one thing that I was really aware of was checking out facts and going to a neutral source.

We have a pharmacist who's worked for a long time in mental health and she's now a mainstream pharmacist in the hospital and has always made herself available. I just felt that for the mother to actually have this information from someone like her which would back her up and go into bat for her son. So I did that, I made the contact and certainly she asked some key questions which I then rang back and got some new information for and her insistence when we met for a cup of coffee a couple of days ago was a kind of celebration because they'd finally listened and adjusted the dosage and as the pharmacist said, it was dose related.

One of the things I was able to share with mum was – and I had met the son and he wasn't going to rock the boat, he's not going to recognize his own XXX – had that gone on, it could have become more disabling. It was just that I encouraged the mum to let the key worker know exactly what she'd done – that she'd involved us: that we'd involved the pharmacist. There was a very clear trail of information and this is what families are doing to get their voices heard.