



The Tidal Model

Issue 2 September 2008

Reclamation and Recovery in Mental Health Care

Nautical metaphors – a curiously English story?

The English language is *awash* with metaphors, in particular metaphors of nautical origin. Britain's high coastline/population ratio helps to explain how maritime metaphors shaped the English language. However, the sea and the way it shapes the land, has a special metaphorical meaning.

On BBC radio recently*, the writer and actor, Stephen Fry suggested that:

"Language is shaped, like a coastline, by a flow of metaphors, which erode, break down and eventually become part of everyday speech and writing".

Clearly, if we had lived in the heart of a large landmass, like Asia or North America, we would not have chosen *Tidal* as the metaphoric title of the Model. However, our personal histories, the stories we read and heard as children and those of our ancestors, were influenced greatly by an enduring relationship with the sea: full of mystery and threat, but connecting us to the world beyond our shores.

Tidal acknowledges that change (like the sea) is the only constant in all our lives: rhythmic in nature - ebbing

and flowing like the tide. The experience of breakdown and recovery also often 'comes and goes' - like 'two steps forward, one back'. Nautical metaphors are common in most languages, but especially English, to describe uncertain or dramatic

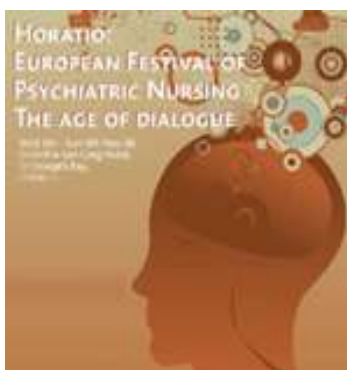
Although Tidal theory employs such metaphors, in practice we use only the person's own preferred metaphors; respecting the special language people use to tell their own unique story.



Poppy Buchanan-Barker and Phil Barker

* www.bbc.co.uk/radio4/frysenlishdelight/

HORATIO - European Festival of Psychiatric Nursing – Malta 5-9th Nov 2008



With 220 papers, plenary speakers, discussion groups, posters, symposia, debates and national forums from over 30 countries, this will be the psychiatric nursing event of the year.

The invited keynotes include:

- °Phil Barker – Scotland
- °John Cutcliffe – Texas
- °Mary Van Dievel – Belgium
- °Oliver Lewis – Bulgaria
- °Hilary McCallion - England
- °Matt Muijen –W.H.O.
- °Pascal Rod – France
- °Kim Ryan – Australia
- °Jürgen Schefflein - Luxembourg
- °Maritta Välimäki – Finland
- °Martin Ward – Malta

Concurrent themes include: *roles and responsibilities; European politics; education, research and management issues; international collaboration and clinical challenges.*

Sessions will also explore the 'politics' of nursing, research possibilities and the development of professional identity in areas where psychiatric nursing is both under developed and under resourced.

Debates and dialogue explored within the sessions will translate into the national forums and debating arena.

N.B. There is a limit of 600 delegates because of restrictions within the 5-star venue for the Festival.

Book now!

Contact the Festival administration Team at:

horatifestival@gmail.com.

<http://www.horatio-web.eu/festival-psychiatric-nursing.html>

"Fishermen know the sea is dangerous, but such dangers were never sufficient reason for staying ashore." Vincent Van Gogh

Windermere House – supporting the voyage of recovery



Steve Ellis with Phil, Poppy and David Ramage

Windermere House Independent Hospital in Kingston-upon-Hull, England, provides a rehabilitation-focused, step-down service from medium or low-secure accommodation.

David Ramage writes:

As the Hospital Director at Windermere House I was so pleased to have picked up the 'Tidal Model' book at the suggestion of a colleague.

I couldn't put it down, and felt that it described the way I had always wanted to work with people with mental health needs. Now, being in a position to do it, I decided that this was the way forward for *Windermere House*.

The workshop delivered by Phil and Poppy proved to be captivating and two days didn't feel long enough! The staff team on the first ward to implement *Tidal* was very keen and enthusiastic, and was soon able to identify the positive changes and improvements that the model brought about. There have been many benefits for service users and they keep getting better. It is difficult to convey in words how much more relaxed, confident and able service users have become.

One of the service users at Windermere House agreed to give us a summary of how he felt things were for him.

'At Windermere staff have listened and acted upon what I am asking. I feel part of the care at Windermere – I have a voice. Because of this I have progressed in recovery and feel relaxed. It's fantastic and I feel I can put into words how I feel in myself. I have my own nursing team!'

Our staff team feel that it has enabled them to listen to service users more and to understand their story. Also, it has enabled staff to understand service users' perspectives in their journey of life.

At their own request the 'Care Workers' wanted to change their title to 'Support Workers' because they felt that they don't 'care' for people in the physical sense of the word. Rather they 'support' people through their life journeys.

Tidal has also enabled staff to re-examine their own values and attitudes to mental illness. Windermere House adopted the Tidal Model some 18 months ago and it has proven to be a continuously evolving joint process of patient and staff discovery.

The *Tidal Model* has given staff the opportunity and skills to continually reflect on their own core values and the important things in their own lives. Developing this level of self-awareness has naturally enhanced staff members' ability to relate to both service users and colleagues in a more meaningful and supportive way.

In essence, the whole team at *Windermere House* has found the *Tidal Model* to be more a way of living life rather than a prescriptive model.

The team has noticed and felt a shift from being a 'hospital' delivering 'hospital services' towards being a community, with shared involvement and decision making between service users and staff.

The Tidal Mosaic – Leverndale Hospital Glasgow

Leverndale Hospital in Glasgow was one of the first services in Scotland to introduce the Tidal Model, in 2003.

Since then, Glasgow has become one of the leaders in developing recovery-focused services in Scotland.

In the summer of 2008 a mosaic was installed at the entrance to the Leverndale hospital building in Crookston Road, Glasgow.

Bernadette McManamon is one of Glasgow's *Patient Activity Co-ordinators (PAC)*, and has been involved in leading the development of

Tidal group work within the service. *Bernadette* writes:

The *Tidal* art project was a follow on from the first piece designed by patients, which was put on to canvas at our drop-in art group with the support of artist Tracy Gorman from *Project Ability* in Glasgow. The planning group considered materials and designs were 'rain-showered' before taking on to the next stage.

A lot of time patience and determination was employed to finish this project and a lot of pride and accomplishment was felt on its completion. It was decided during the planning sessions that the mosaic would take pride of place at the entrance to the two new

wards. There it could be admired and could stimulate discussion about the Tidal model used in the wards.

The formal unveiling took place in conjunction with 'Carers Week' to incorporate the values that the Tidal Model bestows on carers, and the importance of their skills and knowledge in supporting the person they care for.

The mosaic had a great reception. Carers greatly admired the work and found it awe-inspiring. Many were delighted that their loved ones had been involved in the creation of such a beautiful project.

It was both right and fitting that the mosaic should be unveiled at the launch of our new service - *CARDS* (carers advice resource drop-in service). *CARDS* has developed from the drop-in nights coordinated by the PACs over the last 8yrs. The room is staffed by PACs, the Princess Royal Trust and other carers' organisations.

Photographs of the unveiling were taken and along with a short story of the week's events these were released through the staff network news.

One of the contributor's to the mosaic commented:

"It reflects the light from the main door window capturing the hope beacon for all who enter "



The beacon from the lighthouse sends out the key Tidal message:

"The Tidal Model seeks an understanding of how people become emotionally, physically and spiritually shipwrecked. Such an understanding might, in time, help us to learn to care with the person, helping them begin again their journey on the ocean of experience...but first we must dip our toe in the water."

Trauma, recovery and the Tidal Model



Wendy Guscott
NT Mental Health
Disaster & Critical
Incident Coordinator,
Australia

As the *Mental Health Disaster & Critical Incident Response Coordinator* in the Northern Territory I have an interesting position working with people from all walks of life aiding recovery for people experiencing extreme trauma.

I first came across Phil Barker and Poppy Buchanan-Barker's *Tidal Model* in 2005 when I was seconded to the Eyre Peninsula Bush Fires in South Australia. I was sent by the Health Department to assist people suffering the

psychological ill effects of a particularly nasty bush fire, which burnt out large areas of the state and claimed 9 lives. I researched models of care that could assist people to recovery and discovered the "*Tidal Model*".

I particularly related to the model, as it focuses on the person not the trauma. My existing experience working in South Australia Emergency Departments did not quite cut what was involved with disaster trauma work in a community.

Listening to people whose lives had been threatened and who were facing great adversity is how I learnt where to 'sail'.

I have found that people from all walks of life have more similarities than differences. We all fear the unknown. We all can be paralysed with indecision, remorse and grief.

Care, and connecting to the soul, can assist and support people to get through amazingly difficult times. Caring is timeless, faceless and has no boundaries. I used to think that people were all in little boats sailing the great seas. I now think we are all in the same boat called 'humanity' and need one another to survive.

After the SA bush fires I travelled with my husband to find work in the Northern Territory. I guess I needed a sea change.

Not long after finding work as a Psychiatric Registered Nurse in the NT in 2005 the second Bali Bombings occurred. I was involved in the Mental Health response to victims of that trauma. Then came the Timor Evacuation, several cyclones

and floods. My role with postvention suicide response work with families and affected people is ongoing.

People have taught me that recovery is possible as they live it daily; integrating the story of the trauma into their life stories of hope.

The big question is – how do we help it to happen? Some times help is immediate, and is simply meeting basic needs and offering psychological support in a sensitive manner.

The hardest thing is to *wait* and allow healing to occur when the person is ready to heal, and this can take time.

We all get unstuck at times; our brain glue can unravel with intense fear and sorrow, which can occur with trauma.

If one focuses on the self-support of the person and *not* the problem anything is possible.

We can not only recover but also have the belief to have another go at the unknown. Knowing that we have the skills and resources to live in the moment and take a risk

to enjoy life to the fullest, setting our own life course, and sheltering from a storm when the need arises.

"The *Tidal Model*" means a lot to me as it informs my practice and is a guide for my work as a Mental Health Professional in the Northern Territory, Australia.



Tidal and the Older Person: Croy House, Ayr, Scotland



Pictured (L-R) *Paula Rae* (Charge Nurse), *Julie Crabtree* (Staff Nurse), *Catherine Hail* (Staff Nurse) and *Suzanne Cunningham* (Student Nurse).

This helps them to rediscover and redefine their hopes and dreams *for the future*.

Within *Croy House*, staff, patients and relatives have been working on a “*Journey to Recovery*” poster. The aim of the poster was to act both as a self help poster and a means of accessing information on recovery and services available.

Patients and relatives add what recovery means to them as individuals using either words or pictures.

The poster trails around the walls of the ward and will be added to and developed as patients continue to recover.

NHS Ayrshire and Arran in Scotland has made a significant investment in the development of recovery-focused services.

Here, **Paula Rae**, describes the early stages in the *Croy House* project in the service for older people.

Although the Tidal Model was first launched over 10 years ago, it has only been implemented in *Croy House*, Ailsa Hospital in Ayr since November 2007. This is part of a pilot scheme looking at recovery approaches to care.

Croy House is an acute psychiatric admission ward for people with functional illness, aged over 65yrs.

Much has been written regarding the positive outcomes achieved by implementing *the Tidal Model* and how it affects patient care and recovery. However, *the Tidal Model's* significant impact on staff surprised me the most.

This has been very evident within *Croy House*, where staff have displayed a new lease of life, bursts of motivation and a keenness to develop services in a recovery-focused manner.

One staff nurse commented that:

“I have never felt more motivated or valued in 29yrs of nursing!”

Through the use of the *Solutions and Discovery* group work the staff feel they are learning about their patients as *people*, their lives, and what is important to them. They are no longer the person with depression or psychosis.

Using this strengths-based approach the staff have been able to tap into the patient’s hopes and dreams from the past.

Croy House is only at the beginning of its journey into the implementation of the *Tidal Model*. Patients and staff are travelling the same journey by engaging in group work and 1-1 sessions, which increase communication and knowledge. This also offers the opportunity to work in partnership towards well-being and brings hope for the future, both for patients *and* nurses.

It’s an exciting journey for all.

The ebb and flow of culture and society



Dr Jacquie Kidd
Senior Lecturer
School of Nursing
University of Auckland

We asked Jacquie how the philosophical assumptions of the Tidal Model 'fitted' the cultural context of her country.

"Aotearoa – or New Zealand - is a country in the process of birthing a new cultural identity.

It's parents are the English colonials (*pakeha*) and the indigenous Maori (*tangata whenua*) – literally, the 'people of the land'.

While neither parent is keen to relinquish their history or identity, both are contributing to a new identity of land-based spirituality; a sense of history and belonging; and a pride in being 'kiwi'. Conflict, confusion, joy, and a deep satisfaction in *connections* are integral parts of this New Zealand family.

In addition to this culture of connection are the other newcomers to New Zealand: people from Asia, Africa, Europe and the Pacific. These new family members also bring their own cultural identities.

'Fitting in', for these *'tauwi'*, may involve making accommodations - refusing or being unable to accommodate, or being so traumatised that such connections are not possible.

Mental health services interact with all aspects of the diverse culture. Effective interaction requires sensitivity to the cultural imperatives of those who hold true to their origins; those who have been born into uncertainty; and those who have lately arrived in unfamiliar territory.

Such sensitivity is modelled by the *Tidal Model*, wherein each person in need has the space to identify their chosen position and to construct their individual path to recovery

The *Tidal* philosophy centres the 'person in need of care' in such a way that every assumption held by the care team is tested against that person's reality. Embedded in a single person's everyday life, *Tidal* resists the overpowering psychiatric assumptions of what constitutes distress and recovery; and the generalised and over-simplified methods that are often imposed as a result.

For those who do not identify with a Westernised medical, European or Christian reality, as well as those who do, *Tidal* offers the opportunity for real assistance in a climate of real valuing. For those who aim to *work with* and *for* distressed people, *Tidal* provides a light touch of the hand as a guide for entering into unfamiliar cultural territory and walking quietly together".

Tidal Pools and Tidal currents – metaphors for communication

Shauna-Marie Young led the original introduction of the Tidal Model at the *Substance Use and Concurrent Disorder Programme* at the Royal Ottawa Hospital.

Shauna-Marie talked to us about her team's use of the Tidal metaphor, especially within team communications.

"The 'Tidal pools' were ongoing conversations for sharing stories. As you know tidal pools on the ocean beaches are full of rich treasures.....beautiful shells, stones, drift wood, sea creatures.....all waiting to be found.

This is why I named our gatherings *Tidal pools*. The rich stories the team members told made me think of the wonder of tidal pools.

'*Tidal currents*' was the name of the communication book we used to share with each other telling *where* our clients were in their tidal journey; *who* needed to engage in *what* sort of Tidal intervention.

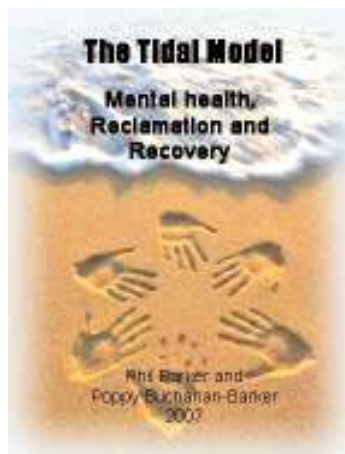
This kept us all 'on board' and 'afloat' with our clients 'journeys...regarding what was 'current'. As we know ocean currents are moving and changing, so we borrowed yet another metaphor to describe our own work.



Shauna-Marie Young
Director of Primary Health Services, in a Community Health Center in Ottawa

New

Tidal Model Manual



A fully revised, **Tidal Model Training Manual** is now available. This 120-page manual provides an introduction to the key theoretical **Tidal** concepts, and detailed illustrations of the various aspects of the individual and group-work sessions within the Tidal Model.

Request a copy by sending an email to:
tidalmodel@btinternet.com

Person-centred living?

Every day, we receive email messages from people around the world – wanting information about Tidal or telling us their story of recovery.

Among professionals, there is a very common thread. Tidal reminds them of the *values* about the work that they do. The commonest message we get is:

“This reminds me why I came into the care field in the first place”.

Others tell us:
I like being part of a growing, nursing-led, movement

I feel it enhances my reputation as a practitioner

It redresses the balance – it validates caring

It gives me a stronger focus and reclaims nursing values

It meshes with the values of the user/consumer movement

Contact us

To find out more about the **Tidal Model**, please visit our website.

www.tidal-model.com

There you will be able to download more information about the **Tidal Model**, get free papers and articles, and meet some of the people from around the world who are developing genuine recovery-focused mental health care.

Tidal Workshops

If you are interested in hosting a **Tidal Model** workshop in your area, either with professionals OR with people who use, or have used mental health services, please write to us, providing brief details.

We look forward to working with you.

poppy.b.b@btinternet.com

Yours in Friendship
Poppy and Phil

Do you have a story?

This newsletter is sent to our many friends and colleagues around the world, as part of an effort to raise awareness about the part *human caring* plays in enabling recovery within mental health.

We give special emphasis to nurses because we are aware that they have been at the forefront of many key developments in mental health care.. However, often they are written out of such histories, and their contribution is ignored or devalued.

Perhaps you have a *personal* story about your own recovery, or a *professional* story about your work in enabling someone to recover.

If you would like others to read your story, send us an email and we shall try to include your story in a future edition of this newsletter.

Yours in Friendship

Poppy and Phil

About Clan Unity International

Poppy Buchanan-Barker and Phil Barker have worked in the health and social care fields for almost forty years. Over the past decade they have led and facilitated person-centred workshops, around the world,

and have promoted interest in the concept of recovery through their international consultancy – *Clan Unity International*.