

Values and Support Preferences Interview Guide¹

Identifying participants' values and support preferences

The support worker will focus on the participant's values to ensure that support planning is consistent, as far as possible, with the participant's values.

The process of getting to know the participant's values and preferences will take time and will involve many conversations. Values and support preferences may change over time, and it cannot be a one-off conversation.

The Values And Support Preferences Interview Guide may be used to identify participant values and preferences. An agreed summary will developed to make sure the organisation clearly understands the participant's values and support preferences.

Name of participant: _____

Name of worker: _____

Date: _____

Section 1: Values

For each area ask the person: What would be helpful for me to know? What is important to you?

a) Cultural identity including race, culture and ethnicity

How would you describe your ethnicity? *Prompts: language, parent's background...*

Tell me a little bit about yourself and your culture. *Prompt preferred diet, social life, cultural behaviours, beliefs, involvement with cultural group*

b) Religion / spirituality

Is spirituality or religion important to you? *Prompts: how, in what ways?*

What is your spiritual / religious background?

¹ From Bird et al, 2011

How do your beliefs affect your feelings towards your mental health experiences?

c) Gender

Does being a [man / woman] affect the way you would like to be treated by mental health services? *Prompts: how? e.g. gender of staff, type of treatment?*

d) Sexuality

Is there anything you would like to discuss about your sexuality or that you feel is important to you? *Prompts: does this impact on how services treat you?*

e) Social roles including the family, peers and community

Tell me about your community, What role do family, friends and peers play in your life?

What social roles do you have? *Prompts: role in the community, social networks, caregiver, parent, peers with and without similar experiences*

f) Meaning of 'mental illness' experience

People understand mental health experiences in different ways e.g. an illness, an emotional crisis, as physical illness or as a spiritual experience etc. Could you tell me what you call this experience?

What do you think has caused your experience?

g) Previous experiences of services

What has been helpful or unhelpful about your experience of using mental health services?

h) Stigma and discrimination

Do people treat you differently because of mental health issues?

Have you experienced other forms of stigma or discrimination (such as racism or sexism)? *Prompts: how has this affected you? Does it have an impact on the service you receive?*

i) Other important parts of your identity

Anything else you would like to add? e.g. creative, dancer, runner, student, electrician, teacher etc.

Section 2: Support Preferences

In what ways do the above influence your support preferences? For each area above, what support if any would you like? How would you like workers to work with you?

a) Cultural identity including race, culture and ethnicity

b) Religion / spirituality

c) Gender

d) Sexuality

e) Social roles including the family, peers and community

f) Meaning of 'mental illness' experience

g) Previous experiences of services

h) Stigma and discrimination

i) Other important parts of your identity

References

Bird V, Leamy M, Le Boutillier C, Williams J, Slade M (2011) *REFOCUS: Promoting recovery in community mental health services*, London: Rethink.