Please use this space for notes or questions:

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Structured Clinical Management (SCM)

Information for service users and carers
South Gloucestershire
We all go through a range of emotions everyday; emotions are essential for our survival and wellbeing.

Many people can struggle with their emotions from time-to-time. However, some people can experience frequent emotional instability, often leading to difficulties and misunderstandings in relationships.

This can be known as:
- Borderline Personality Disorder (BPD) / Emotionally Unstable Personality Disorder (EUPD)
- Complex trauma
- Attachment difficulties
- Emotional intensity

If you’re struggling with your emotions, we will try and help you make sense of your difficulties in a way that is meaningful to you.

You may feel that your current coping strategies aren’t helping, holding you back, or even harming you. You may be new to services and feel unsure about what could help. You may have already tried lots of things. You may be feeling ‘stuck’.

**Contact us**

You can contact the Recovery team in South Glos, 9am – 5pm Monday to Friday on:

(South Recovery) 0117 3784611  
(North Recovery) 01454 271000

We will try our best to speak to you as soon as possible. Please bear in mind you are likely to need to wait a little before we return your call.

For further information on Trust services visit

[www.awp.nhs.uk](http://www.awp.nhs.uk)

**PALS**

To make a comment, raise a concern or make a complaint, please contact the Trust’s Patient Advice and Liaison Service (PALS):

01225 362900  
Free phone: 0800 073 1778  
Email: [palsandcomplaints@awp.nhs.uk](mailto:palsandcomplaints@awp.nhs.uk)

**Other languages and formats**

If you need this information in another language or format (such as large print, audio, Braille), please call the PALS number.

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Lead: LIC South Gloucestershire  
Leaflet code: 054AWP  
Approved May 2021
How can I help myself?

In SCM, we encourage you to use your crisis plans to problem solve when things are hard.

Some patients have told us they found the following helpful:

1. If something upsets you, try to wait a while before acting
2. Try to use healthy coping mechanisms and crisis plans that you have discussed with your Care Coordinator
3. Work to find a balance in your life choices, e.g. notice if you are over or under eating, sleeping, or exercising. Try to balance this and think/discuss with your Care Coordinator if you notice changes or patterns
4. Try to find ways of relaxing such as meditation, breathing, listening to music or exercising
5. If calling mental health services for support, try to plan for what you can do whilst waiting for a call back

What is Structured Clinical Management?

SCM is a model of care used in mental health services to treat people who have difficulty regulating their emotions and have difficulties with interpersonal relationships. SCM will take place where your normal Recovery Team is based.

Who will deliver it?

SCM is delivered by a registered mental health practitioner with specialist training. They will be your Care Coordinator.

What does SCM involve?

Lasting up to 18 months, SCM may include:

1. Assessment
2. Stabilisation
3. Therapeutic work
4. Endings

1. Assessment

Over six sessions, you will develop a care plan and crisis plan with your Care Coordinator. The sessions will involve careful assessment, information about your difficulties, making sense of things, planning how to manage a crisis and setting goals. Throughout SCM you will be working on managing crises, using your crisis plan.

These sessions will then be reviewed. At this stage, you could go back to your GP or plan for further work within mental health services.

2. Stabilisation

The stabilisation phase focuses on other difficulties such as interpersonal problems, and is a good time to start thinking about what lifestyle changes you would like to make and how these will help you. This can support you to develop goals you want to work on.

At this point, you will have a review. You may be discharged or therapy may be the next step.
3. Therapeutic work
This stage involves therapeutic work. There are different treatments available and we will work closely with you to decide which approach best meets your needs. Most therapeutic work will involve both individual and group work.

4. Endings
Some people can find endings difficult to cope with which is why we start planning for this at the beginning of our work. But this is the last step!

The most important part of recovery is taking the skills you learn and using them

The importance of attending
Attending and engaging in the programme is really important. We do need to see you for our work together to be effective. If you don’t/can’t attend regularly, for example if you miss two agreed appointments, we may have to consider discharge. If now is not the right time for you, a plan to re-access services will always be made at point of discharge.

Family/support system
People around us can be affected by our difficulties. They can respond in ways that are helpful or sometimes less helpful. We will wish to work with you and those around you to develop a shared understanding of your situation and the way forward. We will offer a programme for families and friends to expand their knowledge and improve wellbeing and communication.

Difficult times
Crisis Plans are central to the work we do in SCM. The sort of things we may be thinking about together after a crisis are:

- Was there a particular feeling?
- Was there a change in your behaviour?
- What were your thought patterns?
- What are your early warning signs before things feel out of control?
- What has worked in the past when things weren't so hard?
- Are there people who help (or make things worse)?

Phone support
In SCM we offer phone support calls for up to 20 minutes in between appointments.

We will ask you to think about how phone calls with mental health services can be helpful, and write this on your crisis plan. We will work together to get a detailed understanding of the thoughts and feelings that led up to the crisis. This will help us support you better.

Please talk to your SCM Practitioner for out-of-hours contact plans.