Harriet, in her late 40s, is a mother of two children. She has a successful career and a well-paid job. As a teenager, Harriet experienced traumatic events and often struggled to manage her emotions. This is her journey of seeking support and living well with Borderline Personality Disorder (BPD).

Healthcare Improvement Scotland

Diagnosed with depression and treated with antidepressants after **traumatic experiences** as a teenager.

Reports to police and social work were **ignored**.

Experiences worsened **anger issues during menstruation**; anger management courses attempted but found **ineffective**.

this helped a little but didn't take it away. Knew it wasn't all hormone related

GP referred **counsellor was not listening and supportive**

First contact with a different MH service in another locality in 2018. **BPD was considered** but not formally diagnosed as Harriet **didn't want a diagnosis due to stigma attached.**

One of the facilitators was good, one was a bit nippy. I felt it was important that all facilitators were good at the group

When the group re-started after covid, things felt better. Every person in the group was amazing.

The positive thing of the group was meeting other people who felt the same way. I didn't realise that other people were feeling the same as me. It opened up my world having people who understood. A huge part was learning about why I struggled with self identity, anger etc.

Repeating the modules felt helpful. Problem solving- I still use the cue cards and keep in my purse now. The logical mind vs emotional mind learning has become a mantra for me now. I felt listened to in the group and after the group. Staff were very approachable"

Coming to the end of the group I felt ready to go. In my head I was saying I can do this!...my focus was on trying to use the tools I had learned and go live life.

Frustration, anger, feeling dismissed

Slightly releived

Hysterectomy at age 32 **slightly helped**

Fear of judgment, stigma, feeling misunderstood

Hopeful and positive

Therapist at D&G suggested BPD, and **referred to mental health services**, 2020

CPN completed **1-1 work on BPD and created a crisis plan**

Letdown and unsupported

When Crisis team was contacted they were dismissive as they didn't refer to the crisis plan

Positive yet unsettled

Attended **SCM group**

Isolation, anger, feeling abandoned

SCM group was stopped due to Covid

Relief, connection, feeling supported

SCM group restarted with new members; found **practical tools helpful for coping** with emotional distress and **felt heard and understood** by staff and peers.

Stressed

While attending SCM group

Feeling supported, motivated, optimistic, confident

Used breathing space, crisis team and Samaritans for **additional support**

Continued CPN support and **gradual transition.** Harriet feeling like she is in a good place, feeling self-aware and wanting to support others through their experience

...when I reported abuse and nothing was done. Felt like I wasn't believed.

Councellor asked about abuse in a non supportive way so I walked out. This made it feel like I had to deal with this all on my own.

I was working and raising 2 kids... Felt judged because had a nice house and good job so it was almost like services thought I couldn't be unwell as had achieved some good things.

The care plan was meant to help in bringing me down from a distressed place... but they told me to have a cup of tea or hot bath

When the group got stopped in Covid, this felt like a huge rejection- to go from learning coping skills to nothing was awful. I tuned to alcohol to cope, and really suffered in this time. I was driving wrecklessly, was more argumentative. This was a bad time for me

It sometimes felt stressful listening to others stories- my protective instinct came out. I felt aware of how this could be a trigger for me and also others...I felt pressure once in the group of balancing own work demands and the work I needed to put in during my own time for the group.

Needing Help — ***Seeking Help*** — ***Accessing Help*** — ***Ending Treatment***