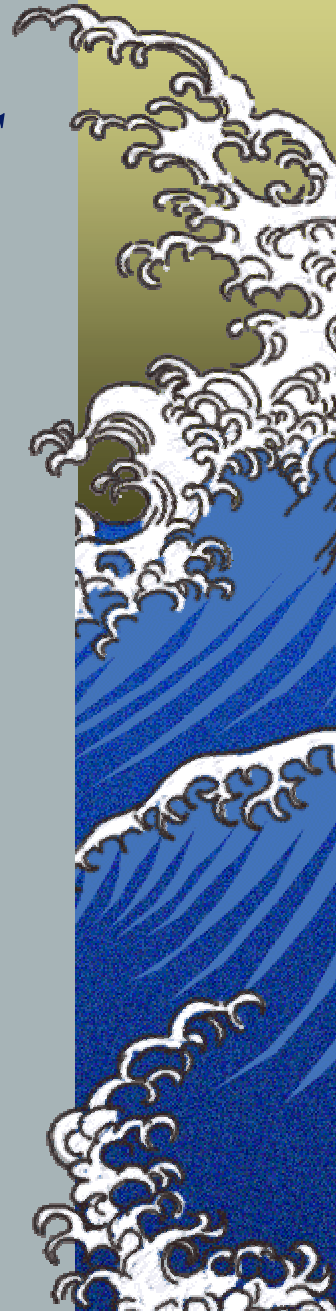
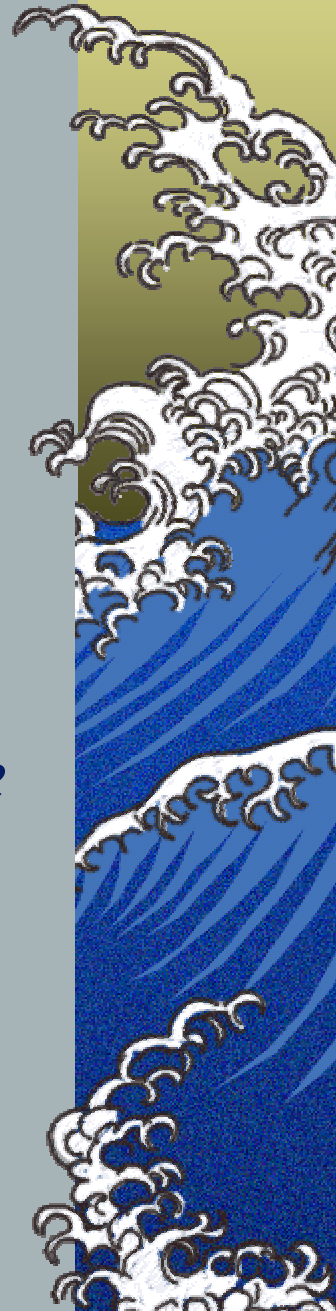


*Discovering intracultural meanings  
and mutual understandings in a  
hostile place*

*Líam MacGabhann, DCU  
& Co participants*



*overcoming some of the difficulties in an acute inpatient environment in relation to different cultural meanings, and different understandings between service users and professionals that takes away from the potential for acute inpatient care to provide a healing environment*

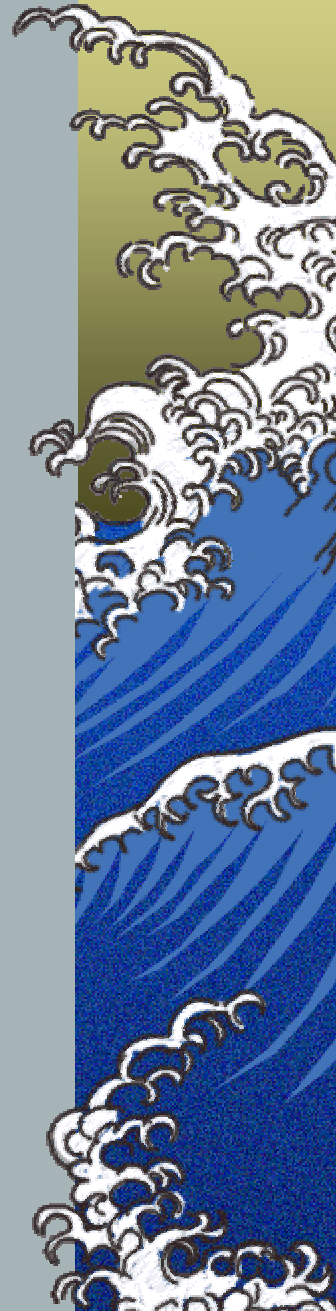




**First Some Context!**

# The therapeutic context

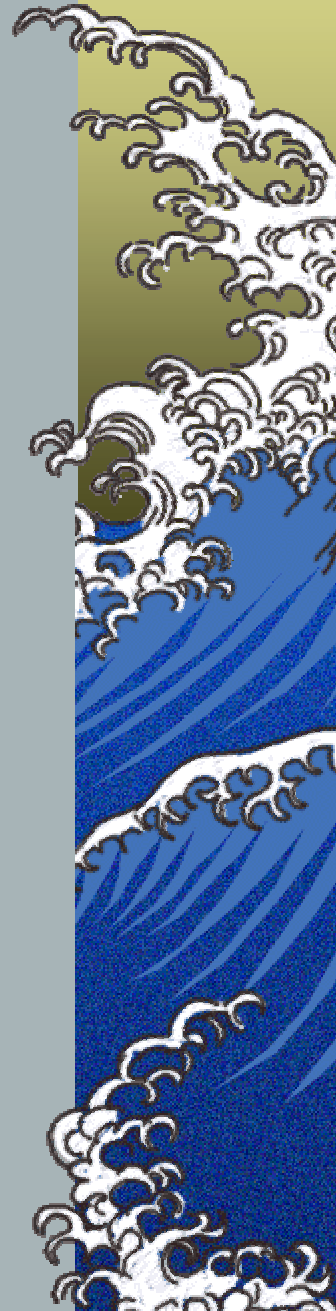
- ▶ *Sanctuary, safety, rescue*
- ▶ *Where people understand what I am going through*
- ▶ *Where I can talk to people*
- ▶ *Where I can be mad*
- ▶ *Where I can get treatment*
- ▶ *Where people listen to me and don't treat me like a leper*
- ▶ *Where I can get help*



# The policy & rhetorical context

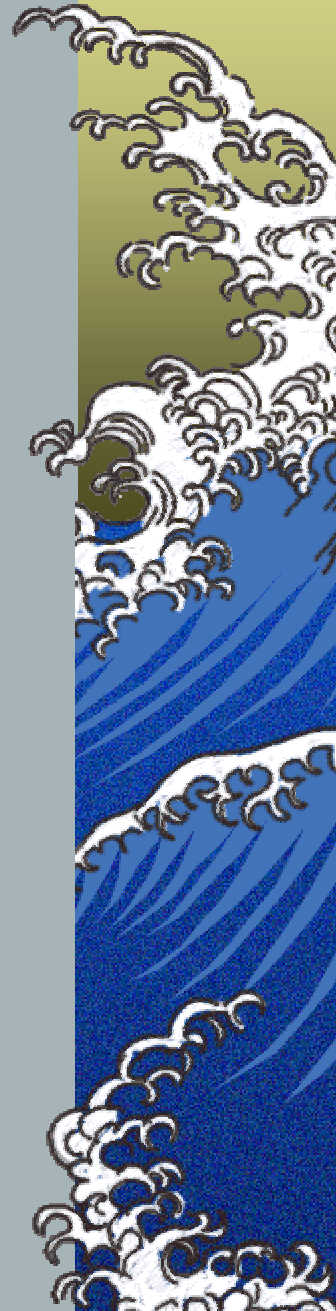
- ▶ *Empowerment*
- ▶ *Partnerships in care*
- ▶ *Service user choice*
- ▶ *Meaningful days*
- ▶ *Recovery orientated*

*Nope the walls are too thick!*



# The institutional cultural context

- ▶ *Paternalism*
- ▶ *Custodialism*
- ▶ *Objectification (DSM, Diagnostic meaning)*
- ▶ *Loss of personhood 'psychiatric identity'*
- ▶ *Social control*
- ▶ *Medication (and a bit of activity.....)*
- ▶ *Monitor and control*
- ▶ *Disempowerment*





Do they think I do it on purpose?

I mean  
No harm

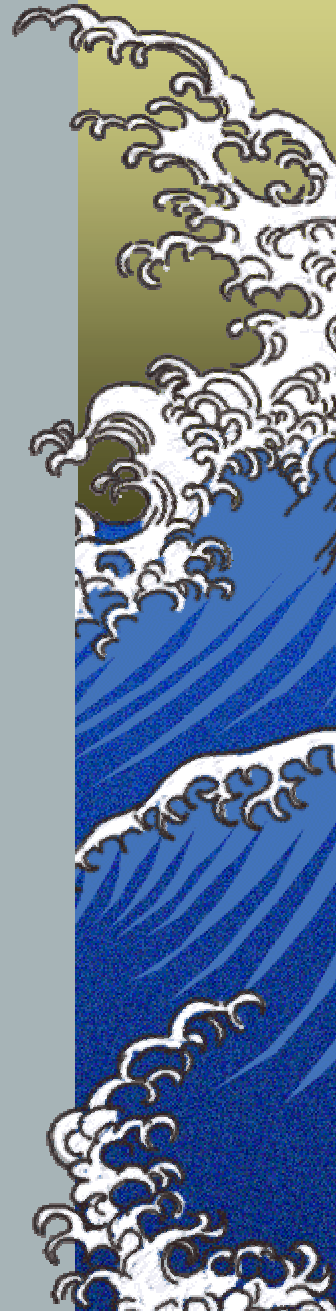
It's out  
of our  
control

I want to  
care not  
control

It's evidence based  
medicine

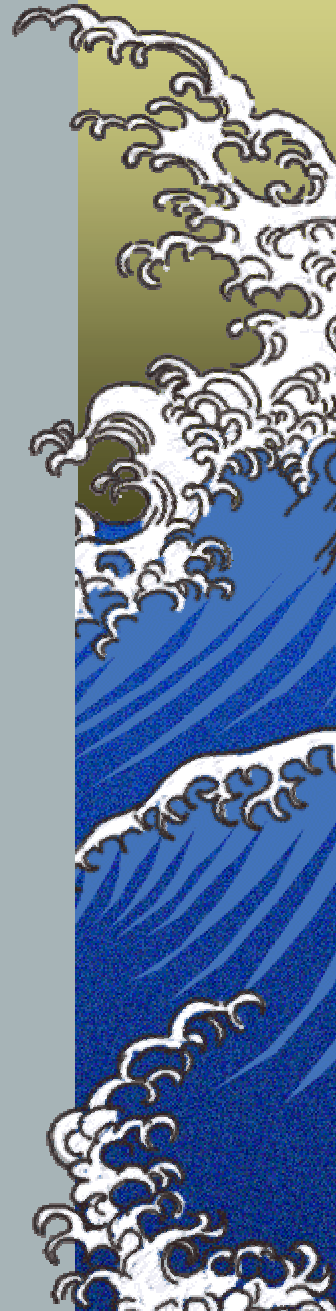
# Patients are from Venus & Nurses are from Mars!

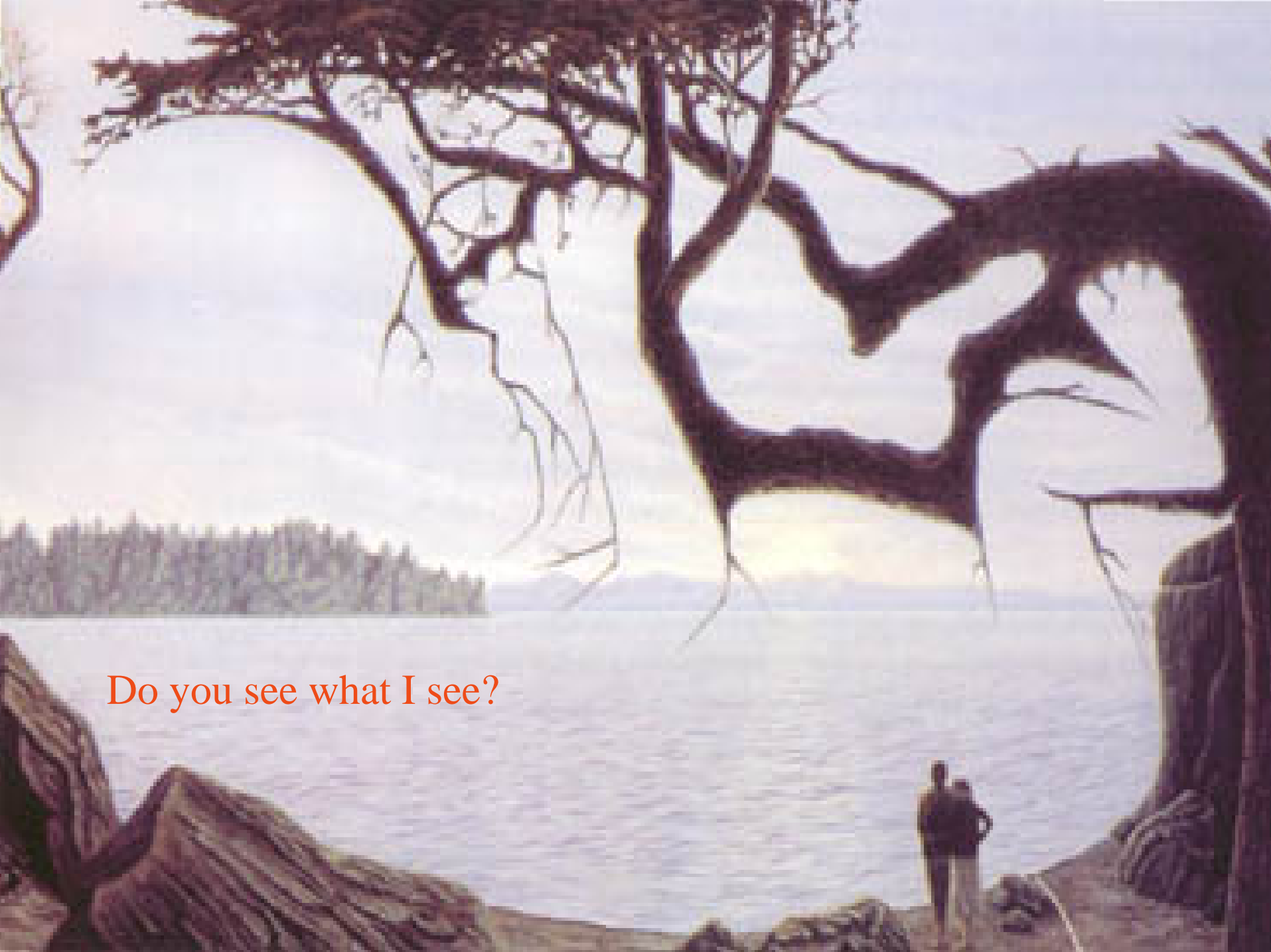
- ▶ *Nurses socialised into institutional culture processes*
  - ▶ *Impermeable to education, research, common sense and humanity – (as dictated!)*
  - ▶ *Ascribe one meaning to individual experiences – crucial to the emotional integrity of nurses*
- ‘Because we can look after them whilst the drugs work and maybe they will listen this time’*



# Choices, choices.....!

- ▶ *Argue against the ascribed role*
  - ▶ “the difficult patient”
- ▶ *Play the game*
  - ▶ “the voices are much better now, can I go on leave”
- ▶ *Give up and become assimilated*
  - ▶ ‘psychiatric identity’
- ▶ *Accept the process until the revolution*
- ▶ *Or lift another one in – in parallel, without threat*





Do you see what I see?

# Participatory Action Research

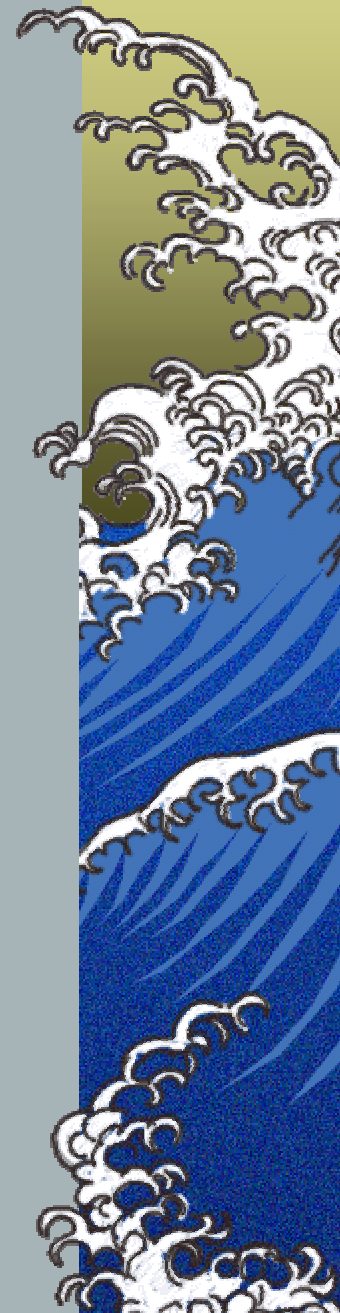
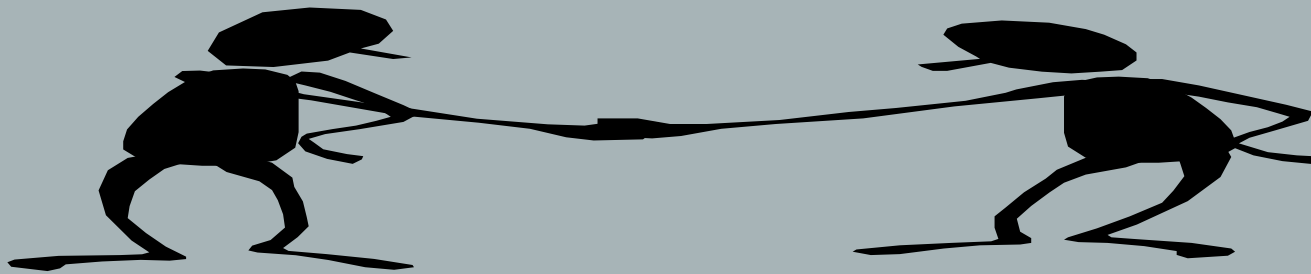
- ★ *Associated with empowerment and emancipation*
- ★ *Involves the creation of knowledge AND the transformation of the social world*
- ★ *Through dialogue, critical reflection and collective action*

# Discovering intra cultural meanings and mutual understandings in a hostile place

*Four methods in the process:*

- ★ *Co-participation of patients and nurses*
- ★ *Appreciative Inquiry (AI)*
- ★ *Dialogue*
- ★ *A communicative space*

# Co-participation



# Appreciative Inquiry

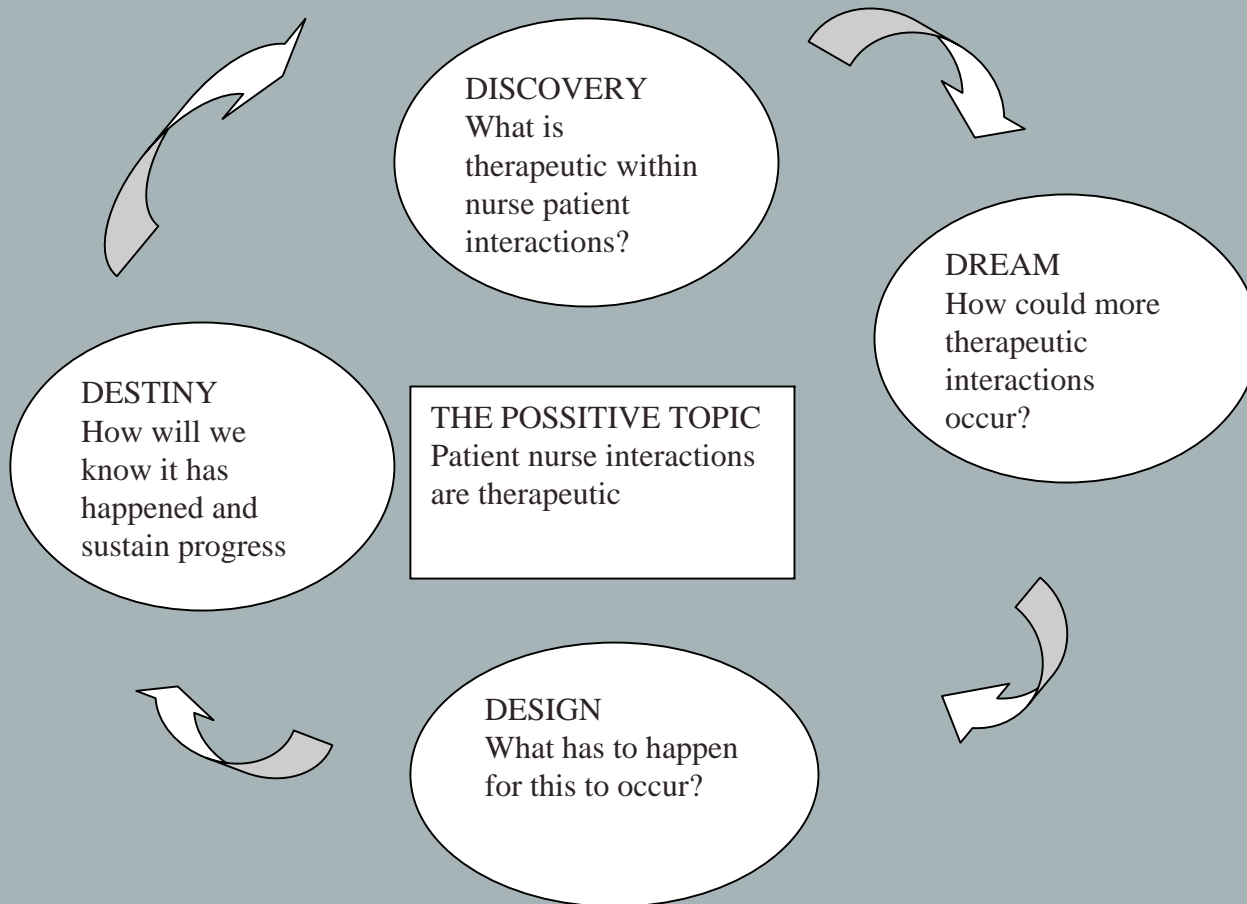
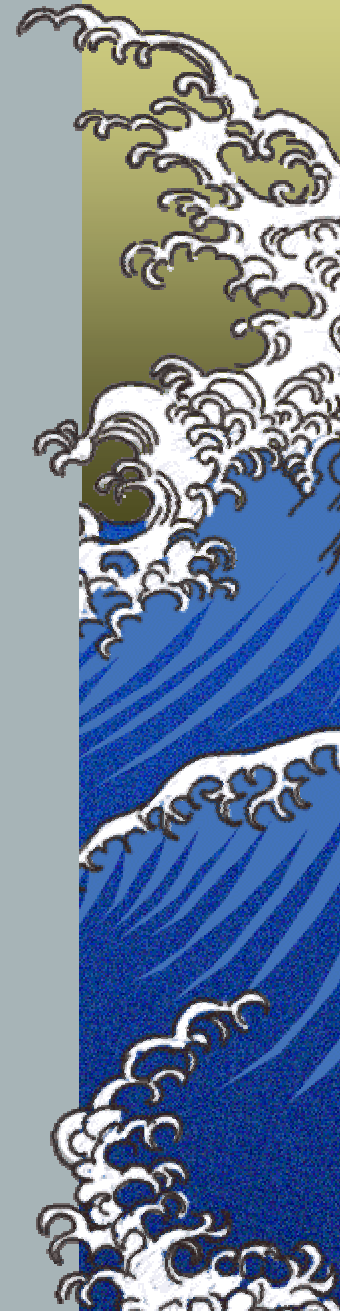


Figure1. Adapted 4-D model: Phases of Appreciative Inquiry



A normal conversation might go like this (even if the question was asking what was good about interactions!):

*“they treat you like a child as if you were stupid or something”*

Facilitated through the AI framework it would go something like this:

*“ when you are treated like a person, you know, adult to adult, you can have a much more normal conversation and are happy to talk about your problems”*



# Dialogue the medium

*“where it is perceived as a joint action that joins people together in a temporary mutual world experience. Participants have to be willing to engage in this dialogue or a situation needs to be created where it can ensue” (Bakhtin 1981)*

- ★ *Subject to subject (with, not to!)*
- ★ *Co-creating and naming their world*
- ★ *Don't have to abandon beliefs*

# Sub cultural communicative space

- ▶ *Beneath the institutional gaze*
- ▶ *Where dialogue was okay.....ssshh*
- ▶ *Where it was a safe and supportive place*
- ▶ *Now how to recreate these opportunities in normal practice.....*

# Discoveries

- ★ *Where, when and how therapeutic interaction takes place*
- ★ *The patient who doesn't engage*
- ★ *They are a bit paranoid leave them alone for a while*
- ★ *Beyond agreeing to differ*