# Making a difference with DIALOG+

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| Since its implementation, [DIALOG+](https://www.healthylondon.org/?p=17118&post_type=resource&preview=true&utm_medium=email&utm_name=&utm_source=govdelivery)has been used by many staff and service users across the programme and we’re starting to see some promising results in more streamlined approaches to the way we work, as well as positive service user experience. Previous research has shown that it can significantly improve people’s quality of life and care experience. The system allows service users to rate their quality of life and their care, using a series of questions. Some relate to how people feel about their life – others are how they feel about their treatment. |  | DIALOG+ pic |

It means that a service user’s feelings and perception are put at the centre of a care plan. This [rating scale in DIALOG+](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.transformationpartnersinhealthandcare.nhs.uk%2Fwp-content%2Fuploads%2F2019%2F10%2FDIALOG-Scale-English.docx%3Futm_medium%3Demail%26utm_name%3D%26utm_source%3Dgovdelivery&utm_medium=email&utm_name=&utm_source=govdelivery&wdOrigin=BROWSELINK) generates a conversation and helps to develop a personalised approach to treatment. Chris Wild, Lead Community Engagement Practitioner for Mind in Enfield and BEHMHT, talks to us about a recent case, where DIALOG+ helped to fully support a service user through their treatment and in the end, turn their life around.

“Andreas first came to me with some problems and issues he was finding hard to find solutions for; he had lost his identity and needed some guidance. He has suffered with mental health issues for the best part of his life but never let it get in the way of his objectives - an articulate man with aspiration and dreams.

“We quickly built a rapport, and through DIALOG+, we were able to mark the foundation to his recovery. Andreas was very good at talking about his pains and tribulations in a positive way. DIALOG+ was perfect to monitor our progress through a practical pathway, led by Andreas from start to finish.

“In our first assessment, Andreas had very low esteem and because of this, marked himself incredibly low on the DIALOG scale, saying that it was a reflection on his life at the time. Our first few sessions were about building trust and looking at the tasks ahead. He wanted to feel active, alive, useful, and the only way he could do this was by finding his passion and building momentum to motivate himself. He did this in a number of ways including joining walking groups to maintain a healthy lifestyle; counselling sessions; being proactive in the community; Mind workshops and talking groups.

“Through DIALOG+, we were able to keep track of his progress and work at ways to bring his scoring from 4 to 8. We had to be honest with each other and agree that some tasks would stay low because things like medication and finances were steep hills to climb and would take slightly longer to conquer. But Andreas knew by changing his attitude he could also change his life.

“By our last few sessions Andreas had built his confidence back up once more and his life started to flourish. We had managed together to get his marks on DIALOG+ to a reasonable 6 and 7 leaving a little space for improvement. In 2023 Andreas started his college course to train as a counsellor.”

If you’d like to know more about DIALOG+ email: [beh-tr.dialogbeh@nhs.net](mailto:beh-tr.dialogbeh@nhs.net).