ASSISTANCE RECEIVED IN A PSYCHOSOCIAL CARE CENTER: PERCEPTION OF DRUG USERS AND FAMILY

ASSISTÊNCIA RECEBIDA EM UM CENTRO DE ATENÇÃO PSICOSOCIAL: PERCEPÇÃO DE USUÁRIOS DE DROGAS E FAMILIARES

ABSTRACT

Objective: knowing the perception of drug users and families about the care received in a Psychosocial Care Center.

Method: descriptive study, qualitative approach to thematic analysis. Data collection was performed by means of semi-structured interviews recorded, signed terms of free and informed consent, performed in the second half of 2010, with ten drug users and ten relatives of a Psychosocial Care Center in a city in southern Brazil, as approved by the Ethics Committee in Research of FURG by CAAE and n. 23116004845/2010-52.

Results: from the analysis of the interviews, the two categories emerged: Perception of Drug Users on the Service in CAPS corroborated in helping to stop drug use, improve family relationships, support networks, and drug treatment and therapy; Perception families of Drug Users on the Service in “CAPS ad” was presented as an alternative to hospitalization, helps to understand the addiction and dealing with the user, to strengthen the care of this.

Conclusion: it was possible to verify that the reception held by health/nursing drug users and their families becomes a major tool to support, giving them the opportunity to understand and care.

Descriptors: drug users; family; disorders related to use of toxic substances; nursing.

RESUMO

Objetivo: conhecer a percepção de usuários de drogas e familiares acerca da assistência recebida em um Centro de Atendimento Psicossocial. 


Resultados: a partir das análises das entrevistas, emergiram duas categorias: 1) Percepção de Usuários de Drogas acerca da assistência no CAPS como auxílio a parar o uso da droga, melhorar as relações familiares, rede de apoio e tratamento medicamentoso e terapêutico; 2) Percepção de familiares de usuários de drogas acerca da assistência no CAPS ad como alternativa à internação hospitalar, ajuda a compreender a dependência química e a lidar com o usuário, fortalecendo-se para o cuidado deste. 

Conclusão: foi possível verificar que o acolhimento realizado pelos profissionais da saúde/enfermagem aos usuários de drogas e seus familiares torna-se um importante instrumento de apoio, propiciando-lhes a oportunidade de serem compreendidos e cuidados.

Descrições: usuário de drogas; família; transtornos relacionados ao uso de substâncias tóxicas; enfermagem.

RESUMEN

Objetivo: conocer la percepción de los consumidores de drogas y familiares sobre la atención recibida en un Centro de Atención Psicosocial. 

Método: estudio descriptivo, enfoque cualitativo, con análisis temático. La recolección de datos se realizó por medio de entrevistas semiestructuradas grabadas, firmaron el consentimiento libre e informado, realizadas en el segundo semestre de 2010, con diez usuarios de drogas y diez familiares, en un Centro de Atención Psicosocial en una ciudad en el sur de Brasil, de acuerdo com la aprobacion del Comité de Ética en Investigación de la FURG y por CAAE n. 23116004845/2010-52, recibiendo la aprobación para su publicación en el Protocolo nº 13/2010. 

Resultados: a partir del análisis de las entrevistas, emergieron dos categorías: Percepción de los Usuarios de Drogas acerca de la Asistencia en un CAPS ad como ayuda a parar el uso da droga, mejora de las relaciones familiares, redes de apoyo y tratamiento farmacológico y terapia; Percepción de Familiares de Usuarios de Drogas acerca de la Atención recibida en el CAPS ad como alternativa a la hospitalización, ayuda a entender la adicción y el tratamiento con el usuario, fortaleciendo el cuidado de este. 

Conclusión: se pudo verificar que la recepción ofrecida por los profesionales de la salud/enfermería a los consumidores de drogas y sus familias se convierte en una herramienta esencial para apoyar, darles la oportunidad de seren entendidos y atendidos. 

Descripciones: consumidores de drogas; familia; transtornos relacionados con sustancias; enfermería.

Simone Quadros Alvarez1, Giovana Calcogno Gomes2, Daiani Modernel Xavier3

1Scholarship student of CAPES. E-mail: simone.alvarez@best.com.br; 2Nurse. Professor and PhD from Nursing School and Post-Graduate Program in Nursing, Universidade Federal do Rio Grande/PPD/E/UFGR, Rio Grande (RS), Brazil. E-mail: acgomes@mikrus.com.br; 3Academic of Ninth Period of Nursing Course from Universidade Federal do Rio Grande/FURG. Scholarship student of PIBIC. E-mail: damehedral@best.com.br

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INTRODUCTION

In 1987, Mental Health workers denounced the inhuman conditions which the carriers of mental disorders were submitted, for example, torture and mistreatment practiced in Brazilian asylums. They wanted to improve the care for patients with mental disorders and claimed increasing numbers of workers and better working conditions at these places. It starts the Psychiatric Reform that proposed the gradual replacement of "hospital-centralized" and mental asylum system installed in Brazil by an integrated network, formed by various health care services in the health and social assistance. Among them, we can find the Psychosocial Care Centers for users of alcohol and other drugs - Centros de Atenção Psicossocial para usuários de álcool e outras drogas (CAPS ad).

These services should have multidisciplinary teams for the therapeutic monitoring of its users, and enable them to acquire the status of agents in their own treatment, for getting the right to organize themselves into associations that can convene several community services, promoting their social integration.

About 10% of the population living in urban centers, both in Brazil and in other countries, consumes in a abused way psychoactive substances, regardless of gender, economic class and other variables. Reiterates the growth in drug use in Brazil, showing itself as a Public Health problem which requires health professionals to act in the search for effective strategies for monitoring and treating these type of patients.

One study revealed that 23% of drug dependents seeking for services of specific treatment to solve the problem. The main focus of the policy elaborated by the Brazilian Ministry of Health have been expand the services already established to meet this demand.

These “CAPS ad” are services for people with problems arising from the use of alcohol or other drugs. It is configures as outpatient community services and at regional level where users must receive health care from professionals trained in mental health courses. The role of nurses in CAPS ad is to meet the demand, exploring alternatives, making necessary adaptations in their health plans, providing assistance, helping them to become aware of their behavior so that it is possible the successful of the treatment. They are jointly responsible for establishing a therapeutic bond with their clients and them family members.

The technical team of the CAPS ad need dispel or rework some concepts and ideas about the use / abuse of alcohol and other drugs, providing support and care in order to keep them (users) motivated to seek recovery. In this sense, the question that guided this study: the perception of drug users and their families about the care received in a Psychosocial Care Center? From this question, we aimed to know the perception of drug users and their families about the care received in a Psychosocial Care Center.

It is believed that the knowledge generated in this study may help professionals working in these services, conduct the care practice so that it becomes inherent to the needs of users and their families attended at the sector.

METHOD

The present study was extracted from the Final Report of the Scientific Initiation Research Project / CNpq / FURG entitled “The importance of the support group as a strategy of care to drug users, stand from August 2010 to 2011”. This is a descriptive research, with qualitative approach. The descriptive research approaches the description of the phenomenon investigated, allowing knowing the problems experienced.

The qualitative approach works with a universe of meanings, motives, aspirations, beliefs, values and attitudes, allowing greater depth of relationships, processes and phenomena that can not be translated by means of its reduction to the operationalization of variables.

It was developed in the second half of 2010, in a “CAPS ad” in a city in the Brazil South. This CAPS ad was created in November 2009 and the nurse performs nursing visits and group activities with individual drug users and their families. It serves as a training center for academics of the Nursing Course from Universidade Federal do Rio Grande (FURG).

These students follow the nurse of the service in all its activities. The study included ten drug users who regularly attend group activities. The inclusion criteria in the study were: to be a drug user or be a family member of a drug user, attended the “CAPS ad”, and consent to participate of research by signing the Free and Informed Consent Form (FICF), moreover allows the recording of the interview and dissemination of results. This agreement was signed in two copies; one copy was left to each participant.
The data were collected through semi-structured interview with each participant. The interviews covered issues related to their perception about the care offered in the “CAPS ad”. The participants were invited to participate in the study during the group activity being scheduled day and time for the interviews that were performed in the “CAPS ad”, in an office, by application of a form.

We performed a thematic analysis of data.11This technique is performed in three steps: pre-analysis; exploration of material, and the treatment of obtained results and its interpretation. In the pre-analysis, we performed a literal transcription of the interviews and the preparation of units of record. In the phase of the exploration of material, the data were coded and grouped by similarities and differences, creating categories, and in the phase of treatment of obtained results and its interpretation, we selected the most significant speeches which were discussed from other researchers of this thematic.

All ethical guidelines of Resolution 196/96 from Brazilian National Health Council - Conselho Nacional de Saúde (CNS), which regulates research involving human subjects, were taken into account.12 The project was submitted to the Ethics Committee in Research of FURG and approved by the Certificado de Apresentação para Apreciação Ética (CAEE) n. 23116004845/2010-52, receiving assent to its publication under Protocol n. ° 13/2010. The speeches of users were identified by the letter “U” and the family speeches by the letter “F” followed by the number of the interview, as a way to ensure them anonymity.

RESULTS

The thematic analysis of data generated two categories: Perception of drug users about the care in the “CAPS ad”, and Perception of family members of drug users about the care in the “CAPS ad”.

• Perception of drug users about the care in the “CAPS ad”

The drug users assisted in the “CAPS ad” stated that the care provided in this institution helps them stop using drugs, offering improvements in their health and the cure for addiction.

[…] I came to CAPS ad, […] to stop using drugs (U9).

The main reason was because of drugs, because of the crack, through the (employee of the house), I started coming here (U6).

Because of drugs, crack, I lost my children (U5).

It was or I was not, I'm just an addict, and searching for a cure […] an improvement (U8).

It is evident that the family losses are presented as a motivation to seek the service. So they (users) are aimed at improving family relationships, decrease their suffering and rapprochement with family members.

[…] To treat me because I lost my children (U1).

The growth of my son, […] his development (U10).

[…] Because I was feeling sick of using drugs, […] making my mother suffer (U7).

The professional team of the “CAPS ad” presents itself as a support network for these users, able to support and enable the improvement of their quality of life, because they believe they alone could not leave the addiction

[…] How can I answer that? […] There I come to the group because it is good for me, helps me, raises my self-esteem, help me with my family, help in my day-to-day, helps me to listen. It is like a remedy for my comprehension. Working my mind, not letting me manipulates me by the drug […] (U3).

The main reason that brought me to CAPS was that I reached a point in my life, where I had many losses. My life was being impracticable, it was not the life I wanted to […] needed a change and alone I was sure I could not, so I looked for help on CAPS, it was one of the doors that opened to me (U2).

Some patients seek medical treatment and therapy in the “CAPS ad” as an alternative form of treatment that gives them the return to social life.

Due to the time of use of drugs and being thrown in the Psychiatric Hospital in Porto Alegre, I was sent to the CAPS ad, in the phase of reintegrating of living without drugs and maintenance my treatment, this home gives me a psychologist and psychiatrist. They welcomed me with all kindness and I'm thankful today (U4).

• Perception of family members of drug users about the care in the “CAPS ad”

It is possible verifying that the “CAPS ad” presents itself as an alternative to hospitalization of drug users.

Was he that was sick? Yes. I took him to a psychiatrist and the doctor told him to do...
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addiction, feeling understood in that place.

Is that my son is user [...] is chemically dependent, so I came up here to ask for support for all people and help my family, because we are also part of this big family. (F6)

I came to ask help from professionals and other family members that also suffer from this problem. We all sailed in the same boat, and I feel very well, I like it and I intend to continue (F2).

DISCUSSION

One study about the justification for the reduction use of drugs among adolescents was the family, as well as a fragile family relationship as aspects related to by users of drugs. The family constitutes an important source of support and balance, so it is considered strategic to the survival of individuals and for the protection and socialization of its members, as well as the transmission of social and cultural values.8,14

By establishing a therapeutic contract with users / family members, the therapist assumes its participation in the strategies available for the service. So, get to know them, being able to respect the culture experienced by them, identifying the need for additional care. The entire strategy implemented becomes part of the life of users and families constituting, thus, their social support network.14

The “CAPS ad”, in turn, would serve as the main articulator of mental health services in order to overcome the “hospital-centralized” model, focusing on family care, not just in the user of drugs. Indeed, it should develop activities that include prevention and promotion of mental health in order to deal with the social determinants of addiction, performing inter-sectoral practices and develop the exercise of citizenship and empowerment mechanisms.15

The family is the base where are incorporated patterns of behavior, moral values, social, ethical and spiritual, among many others values.16It participates in the formation of personality and contributes to the consolidation of character, adopting notions of ethics and solidarity and may be resigned to changes, needing, often, resize itself in its postures on the various realities and hardships which is submitted, in seeking to overcome and balance the troubles.17

The family plays an important role, encouraging their members in treatment or even participating in that process.16Thus, the
functioning of the family group was related to the compliance from user with treatment.\(^{19}\) Therefore, professionals that act in the CAPS should operationalize a work with families seeking to make them agents of modifying and transforming action in pursuit of a better quality of life through the deepening of themes that appoint for the care of the user of drugs.\(^{18}\)

Thus, to occur successful in the implementation and effectiveness of actions to promote mental health in the family, it becomes paramount to lead them according to the perceptions and skills of subjects for which the intervention is directed.\(^{20}\) From this perspective, the customer is an active being who brings his/her experiences from the other subsystems of health care.\(^{21}\)

These understandings reflect on adherence or not to treatment, and in the belief or not in the professional that accompanies the drugs dependents. The effectiveness of a work with the family depends on the significance of this factor has for its members, it has to be something for seeking and believed as an essential issue to their lives.\(^{21}\)

This study had one limitation: a small number of participants. Thus, we consider the need for further studies in other “CAPS ad” as a way of being able to evaluate the care delivered in these environments, both by users and by professionals working in the sector.

**CONCLUSION**

This study has helped understand the perception of users of drugs and their family members about the care received in a Psychosocial Care Center. It was found that for users, assistance in “CAPS ad” tends to find help to stop the use of drugs, get an improvement in family relationships, support network, medication and therapy. For family members, the assistance in CAPS presents itself as an alternative to admission to its addicted member in the psychiatric hospital, it helps to understand what chemical dependence is, and how to deal with addiction and the user of drugs, fortifying themselves for their care and enabling social reintegration to the addicted user.

The complexity of this theme, about the use of drugs, reveals the need for nursing care including consultations, individual activities, group therapy and various other therapeutic activities as pedagogical strategies to corroborate the work in the “CAPS ad” in order to promote the host and bonding in these services, as well as evaluation the user and its family.

In this sense, knowing the perception from users of drugs and their family members can help in assistance provided in the “CAPS ad”, it also facilitates for facing with psychological distress, including a contract of partnership that receives, integrates and takes care of these patients, before the real everyday problems; provides a plan of nursing care appropriate to the needs of this clientele, as well as forwarding to other professionals of the health team, preventing future health problems related to the association of reporting to problems with use of drugs.

Thus, the nurse must perform educational practices that address the user and the family in preventing use of drugs and help to health promotion. In addition, to providing opportunities for discussion and reflection allowing motivate change in behavior, prevention to relapse and get self-control. These practices are needed for treatment seeking recovery.

It is possible verifying the importance of assistance provided in the “CAPS ad”. It is believed that the reception performed by nurses and other health professionals to the users of drugs and their family members, in this service, becomes an important tool to support, giving them the opportunity to be understood and helped. To know and sympathize with the way like people deal with addiction, as well as implement strategies to improve their adherence to treatment become essential elements for a plan of nursing care, as the family and user are thereafter to be understood and supported to face the situations that arise in daily life. The assistance provided in the CAPS must be inherent to the needs of users and their family members treated at this sector.

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Corresponding Address
Daiani Modernel Xavier
Universidade Federal do Rio Grande
Escola de Enfermagem
General Osório, s/n, 4º piso — Centro
CEP: 96201-900 — Rio Grande (RS), Brazil