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# NURSE'S PERSPECTIVE ON THE RECEPTION AND COPING WITH MENTAL DISORDERS: AN INTEGRATIVE LITERATURE REVIEW

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### ABSTRACT

**INTRODUCTION:** The inclusion of Mental Health in primary care refers to actions in the Family Health Program (PSF), currently called Family Health Strategy (FHS), which has been consolidated as a strategy for reorganizing the health care system in Brazil. Its work is based on promotion, prevention and health education, working in a multidisciplinary and integrated approach to the community (2). **OBJECTIVE:** To identify what is the perspective that nurses have on welcoming and coping with mental disorders according to the literature. **METHODOLOGY:** This is a study that uses the integrative literature review as its method, which aims to contribute to the knowledge of Nursing in the area of Mental Health. **RESULTS:** A total of 7 articles were found, 3 of which were listed to compose this study. LILACS and BDEF were used as the basis for this study, as they were more feasible, as well as Brazilian technical-scientific references in nursing that include renowned journals in the health area. **CONCLUSION:** However, it can be identified that the nurse has a very important role in the care of these people with mental disorders who are treated in Primary Health Care. He also highlighted that there are still many professionals in their practices, which are based on welcoming, humanizing and dispensing medication. In addition, it is necessary for nurses to work together with the other professionals in order to exchange information in order to improve the patient.

**Keywords:** Nursing, Mental Disorders, Reception.

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## **INTRODUCTION**

The National Mental Health Policy is regulated by Law No. 10.216/2001, which guarantees the protection and rights of people who have mental disorders such as depression, anxiety, schizophrenia, bipolar affective disorder, among others and also includes the use of psychoactive substances. Proposing then a mental health care redirection, creating a Psychosocial Attention Network (RAPS) (1).

The inclusion of Mental Health in primary care refers to actions in the Family Health Program (PSF), currently called the Family Health Strategy (FHS), which has been consolidated as a strategy for reorganizing the health care system in Brazil. Its work is based on promotion, prevention and health education, working in a multidisciplinary and integrated approach to the community (2).

Some activities carried out at CAPS, such as assemblies, parties and groups, are actions that can enable the construction of bonds, in which the user and the family are listened to and welcomed (3). It is important to point out that family members are an important ally for the effective treatment of the patient (4).

It is necessary that there is a link between mental health practices and the FHS is based on the bond, co-responsibility, involvement and knowledge of the family group. For the articulation between the field of Mental Health and the Family Health Strategy, it is important that the professional is sensitized to understand the organization of the family model, respecting its values, beliefs, fears, desires and seek to act in a way that does not judge the family behavior but rather, offer subsidies for the family to make its final decision (5).

Ribeiro, et. al., (2010) (5) and Waidman and Paiano (2012) (6) point out in their studies, difficulties presented in relation to the development of mental health actions that involve the family of the FHS user, including the family's difficulty in dealing with the person with mental disorder, unpreparedness and overload

of health professionals and lack of more concrete activities performed within the FHS focused on Mental Health.

Thus, this study seeks to answer the following guiding question: what is the nurse's perspective on welcoming and coping with mental disorder?

## **OBJECTIVE**

To identify the perspective of the nurse in the embracement and coping with mental disorder according to the literature.

## **METHODOLOGY**

This is a study that uses the integrative literature review as its method, which aims to contribute to the knowledge of Nursing in the area of Mental Health.

After the elaboration of the guiding question, the data collection phase continued, which occurred in August and September 2019 in the databases: Nursing Database (BDENF), and Latin American and Caribbean Literature on Health Sciences (LILACS). The descriptors "Nursing", "Mental Disorder" and "Reception" were cross-linked from the Health Sciences Descriptors (DecS) database.

For the selection of articles, the following inclusion criteria were defined: being an article, having been published in the period 2015-2019, and being in the official Brazilian language (Portuguese). Exclusion criteria: theses, dissertations, monographs, and articles that did not answer the guiding question of the study were not considered.

From the exploratory reading of the abstracts, we selected 03 articles that fit the inclusion criteria and objective of the study, and answered the guiding question, as detailed in the flowchart of Figure 1.

## **RESULTS AND DISCUSSION**

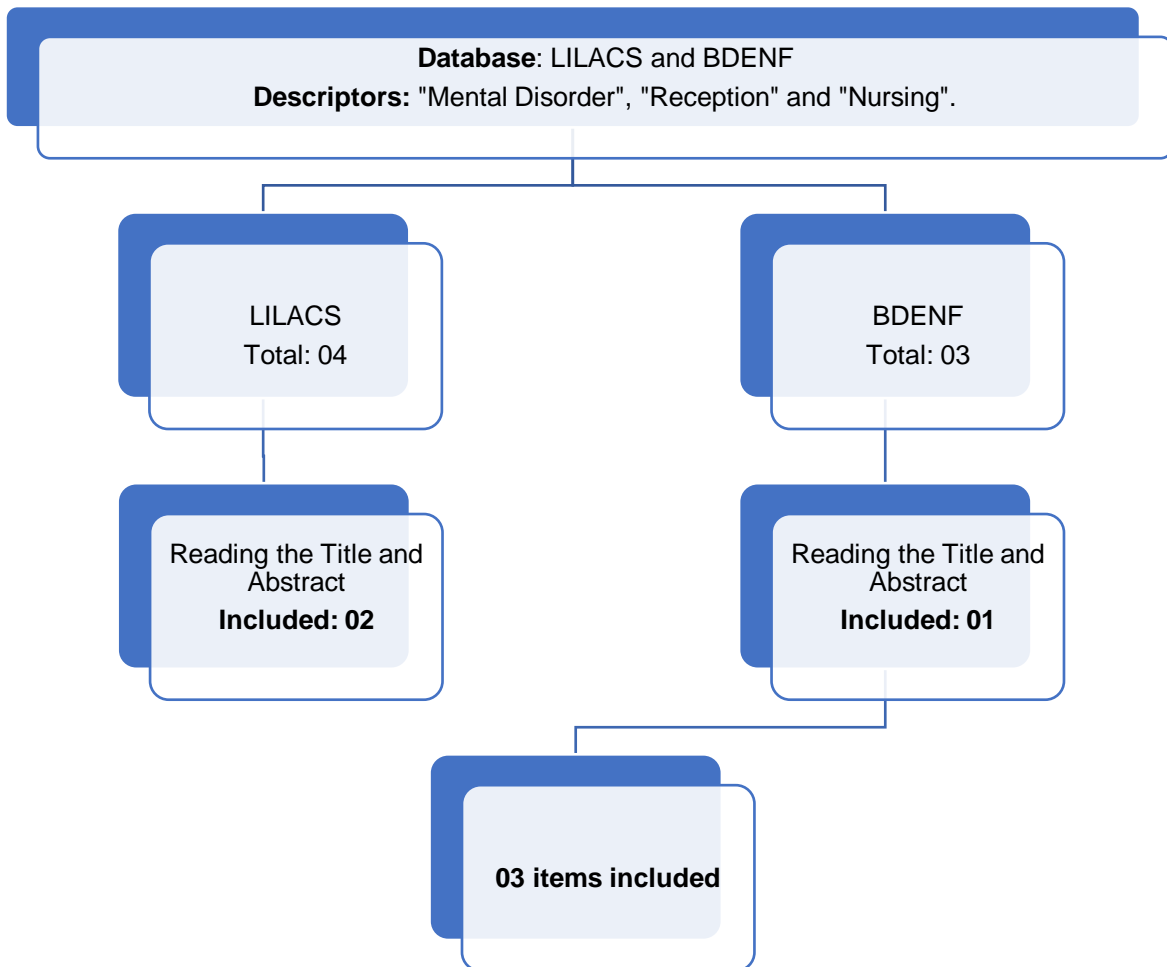
A total of 7 articles were found, 3 of which were listed to compose this study. LILACS and BDENF were used as the basis for this study, as they were more viable, as well as Brazilian technical-scientific references in nursing that include renowned journals in the health area.

The publications were then organized in chart 1, which presents the title, authors and year, as well as their objective and conclusion.

In primary care, the reception of patients who have mental disorders is primarily performed by the receptionists who enable care according to the corresponding demand. Next, the professionals who are responsible may be social workers, psychologists or nurses, depending on the needs of these people who seek the service. In this initial care it is necessary to build a link between the professional and the patient, so that they do not feel monitored, but welcomed and can continue attending the unit. In his studies, Moll could perceive that the professional nurse has an active participation in this path to hospitality, because it favors a humanized care, trust and commitment, helping the patient in clinical improvement and in coping with the disorder (7).

There is still resistance from nurses of the Family Health Strategy to follow the biological model that praises the medicalization and transcription of medications, leading to abuse. The study showed that this happens due to unpreparedness on the part of professionals. Another very important practice in the care of this audience is the welcoming, promoting the active listening of complaints and formulation of a care plan, as well as giving guidance and removing doubts that arise during consultations (8).

The nurse has a very important role for the care of this public, for being an articulating and integrating professional, it was noted the interest of these professionals in participating in training and updates on the subject, to enable a better reception and resoluteness in their consultations (9).



TITLE/ AUTHOR/ YEAR	OBJECTIVE	CONCLUSION
<p>Nursing care and the exercise of human rights: an analysis based on reality in Portugal Moll M.F., Mendes A.C., Ventura C. A. A., Mendes I.A.C. 2016</p>	<p>To describe the provision of nursing care in psychiatric services for adults in a city of Portugal, from the perspective of the exercise of human rights.</p>	<p>There are caring practices permeated with sensitivity for the person with mental disorder and their sick condition, which demonstrated respect for human dignity in all services.</p>
<p>Nursing practices in mental health in the family health strategy: integrative review Merces A. M. F., Souza B. M. L., Silva T. L., Silva T. T. M., Cavalcanti A. M. T. S. 2015</p>	<p>Integrative review that aimed to identify the practices of nurses in Mental Health in the Family Health Strategy</p>	<p>It was concluded that the nurses working in this scenario positioned their Mental Health practices based on welcoming, renewing prescriptions, dispensing medication and referral to specialized services. However, these attitudes are recognized as insufficient in mental health care.</p>
<p>Perception of nurses when dealing with people with borderline disorders Cassiano A. N. C., Silva D. A. 2016</p>	<p>The objective of this article is to assess the knowledge of primary care nurses about their preventive actions against Borderline Personality Disorder-related injuries.</p>	<p>It can be concluded from all the data collected that most of the interviewees presented themselves in a conscious and safe way about the care, demonstrating knowledge about the pathology, and the forms of diagnosis and treatment, however, an important part showed lack of knowledge about the subject, which can be translated into deficit of care by the nurse in primary care.</p>

## CONCLUSION

However, it can be identified that the nurse plays a very important role in the care of these people with mental disorders who are treated in Primary Health Care. He also highlighted that there are still many professionals in their practices, which are based on welcoming, humanizing and dispensing medication. In addition, it is necessary for nurses to work together with the other professionals in order to exchange information in order to improve the patient.

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