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RESEARCH

O trabalho da equipe orientado pelas motivações dos usuários no capsad: estudo fenomenológico

The team's work guided by motivation of users in capsad: a phenomenological study

El trabajo del equipo orientado por motivaciones de los usuarios en el capsad: un estudio fenomenológico

Cíntia Nasi ¹, Gustavo Costa de Oliveira ², Annie Jeannine Bisso Lacchini ³, Marcio Wagner Camatta ⁴, Eduardo Morais Everling ⁵, Jacó Fernando Schneider ⁶

ABSTRACT

Objective: understanding the teamwork of a Psychosocial Care Center Alcohol and other Drugs (CAPSad) driven by the motivations of users from the perspective of social phenomenology of Alfred Schutz. **Method:** this is a qualitative and phenomenological research conducted from September 2013 to February 2014, with health workers of a CAPSad in Porto Alegre, Rio Grande do Sul, Brazil. Data collection was performed by means of phenomenological interviews and analysis by comprehensive interpretation. **Results:** it identified the importance of CAPSad on consolidation actions, such as: care together with the user; expansion of lifeworld user; and promoting autonomy in these actions. **Conclusion:** the study showed that we can move forward in the consolidation of shares tied to the mental health needs of process users, allowing them to be protagonists of processes of its existence. **Descriptors:** Nursing, Mental health, Mental health services, Philosophy.

RESUMO

Objetivo: compreender o trabalho da equipe de um Centro de Atenção Psicossocial Álcool e outras Drogas (CAPSad) orientado pelas motivações dos usuários na perspectiva da fenomenologia social de Alfred Schutz. **Método:** trata-se de uma pesquisa qualitativa e fenomenológica realizada de setembro de 2013 a fevereiro de 2014, com trabalhadores de saúde de um CAPSad no município de Porto Alegre, Rio Grande do Sul, Brasil. A coleta das informações deu-se por meio de entrevista fenomenológica e a análise pela interpretação compreensiva. **Resultados:** identificou-se a importância do CAPSad na consolidação de ações como: o cuidado junto ao usuário; ampliação do mundo da vida do usuário; e promoção da autonomia nestas ações. **Conclusão:** o estudo evidenciou que se pode avançar no processo de consolidação de ações em saúde mental atreladas às necessidades dos usuários, permitindo que estes sejam protagonistas de processos de sua existência. **Descritores:** Enfermagem, Saúde mental, Serviços de saúde mental, Filosofia.

RESUMEN

Objetivo: comprender el trabajo en equipo de un Centro de Atención Psicossocial Alcohol y otras Drogas (CAPSad) impulsados por las motivaciones de los usuarios a la luz de la fenomenología social de Alfred Schutz. **Método:** es una investigación cualitativa y fenomenológica realizada de septiembre 2013 a febrero 2014, con los trabajadores de salud en Porto Alegre, Rio Grande do Sul, Brasil. La recolección de datos fue realizada por medio de entrevistas fenomenológicas y análisis por interpretación detallada. **Resultados:** identificó se la importancia del CAPSad en la consolidación de las acciones como: la atención junto al usuario; la expansión del mundo de la vida del usuario; y la promoción de la autonomía en estas acciones. **Conclusión:** el estudio mostró que podemos avanzar en la consolidación de las acciones en la salud mental vinculadas a las necesidades de los usuarios, que les permite ser protagonistas de los procesos de su existencia. **Descriptor:** Enfermería, Salud mental, Servicios de salud mental, Filosofía.

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INTRODUCTION

Throughout the history of psychiatry, psychiatric reform models are as frequent as old. Although there are distinctions of historical contexts and concepts between these models, it is observed as a common thread to all these revoking the asylum situation of the person in psychological distress and initiated the struggle in overcoming.¹

Thus, the current situation of mental health is characterized by the reorientation of the work, (re) thinking up health actions aiming at psychosocial care mode. Thus, the scope of work in mental health can be configured as privileged stage of social interaction, that is, during the care process is no possibility of social exchange among all actors, being the mediator work of construction, implementation and maintenance of social relations over mental health care.

In mental health, the Center for Psychosocial Care (CAPS) is configured as type of service that is the reorientation/change the care model in mental health.² In this new model, the psychosocial no focus shift from illness to the psychological distress of the subject, with the addition of other knowledge and practices to the field of psychiatry and mental health, and other new scenarios for the care.³

As for Psychosocial Alcohol and Other Drugs Care Center (CAPSad), aim of this study, it is emphasized that it is a service that is the primary strategy for treatment of alcohol and other drugs users and use of harm reduction strategies as tools in prevention and health promotion actions.⁴

From the perspective of the model of the change process, the activities that are held in CAPSad aimed at psychosocial care, since the therapeutic process is characterized by the daily care to service users; management of cases, with personalized care; conditions for rest and outpatient detoxification users who need; care to the families of service users and actions with users and family.⁴ Thus, investigating the work of CAPSad team guided by motivations of users was configured as a moment to highlight the user in the therapy and raise their mental health needs.

Thus, this research is justified by the importance of understanding the work of the staff of a CAPSad guided by motivations of users, giving visibility to these. Still, the survey results can contribute to the planning and execution of actions in mental health targeted to users.

In this study, aiming to look users broadly, showing up subjectivities, individual and social relations, it was used the theoretical framework of social phenomenology of Alfred Schutz. As this framework, the social realities emerge from the meanings, and are identified

for a profound meaningful language of social interaction, and language, actions and things inseparable.^{5,6}

This research becomes relevant as it may provide subsidies for nursing care and interdisciplinary mental health; so that health practices should take into account the diversity, welcoming users, without trial. Thus, one can recognize each user in their singularities, determining with it strategies that are directed to the defense of his life. Thus, the study aimed to understand the work of the staff of a Psychosocial Care Center Alcohol and Other Drugs (CAPSad) guided by motivations of users from the perspective of social phenomenology of Alfred Schutz.

METHOD

It is a qualitative research of a phenomenological approach, which used the theoretical framework of social phenomenology of Alfred Schutz.

The study subjects were constituted in 12 workers in the CAPS ad, the different professional categories and three shifts of service. The inclusion criteria of the staff workers were: 1) be part of the functional service framework; 2) be of age; 3) be acting in the service for at least three months. It is noteworthy that the number of subjects was not previously defined, being determined to be invited at least one active worker in the CAPS representative of each professional category in the existing service.

The setting of this study was CAPSad III connected to the Conceição Hospital Group (GHC) located in the North Zone of the city of Porto Alegre, Rio Grande do Sul, Brazil. The choice of this CAPS was done due to the insertion of UFCSPA in this service, in teaching activities, since it belongs to the teaching aid core of the North District/Axis Baltazar de Porto Alegre. This type of service was chosen because it has the potential to transform mental health care according to the principles of psychiatric reform.

Data collection was performed by means of phenomenological interviews with study participants, from September 2013 to February 2014. The interviews took place in the space of CAPS in the room that would guarantee the individual's privacy and date and time previously scheduled with each participant. The interviews had the following guiding questions: 1, "What is your conception of attention to drug users (policies and services)." 2. "Tell me what actions you develop in CAPS"; and 3. "What you have in mind with these actions?"

The information obtained was submitted to phenomenological analysis in line with the framework of social phenomenology of Alfred Schutz. To unveil the experiences expressed in workers' speeches about the meaning of mental health care, the lines were analyzed as indicated by researchers of social phenomenology, through the following steps:^{7,8} 1) perform reading and rereading the speeches of content aiming get the essence of the meaning of the actions of workers; 2) to identify parts of speech presenting the meaning of action to offer

assistance at the CAPS AD; 3) group the common features of the units of meaning, that is, the convergences that allow the emergence of categories specific about the actions established between workers in the CAPS.

From the convergences of the units of meaning emerged five specific categories related to the actions and intentions of CAPS workers: 1. Therapeutic Modalities; 2. Teamwork; 3. CAPS teaching activities; 4. Psychosocial rehabilitation; and 5. Work team guided by motivations of users. In this article, we presented the team work category guided by motivations of users.

After collecting the information with CAPSad workers, it was carried out analysis of the material obtained with the recording of interviews. For this, we sought the convergence of information provided in the interviews, submitting them to the phenomenological analysis, according to a social phenomenology of Alfred Schutz.

To ensure the anonymity of the subjects interviewed in the survey, the team's workers were identified in writing by the acronym and accompanied by the corresponding number on the order of interviews (E1 to E12).

For ethical aspects necessary to develop human research the development of research were followed, according to Resolution nº 466/2012 of the National Council of Health Ministry of Health.⁹ So it was previously distributed the Term of Free and Clear for participants of the survey, two-way, getting one in power and another participant of the researcher.

The research project was referred to the Platform Brazil and was approved by the Research Ethics Committee of UFCSPA, as Opinion No. 296.058; and of the Research Ethics Committee of GHC, as Opinion No. 371.804.

RESULTS AND DISCUSSION

From the analysis of the statements in light of the framework of social phenomenology of Alfred Schutz, it shows the concrete category: team work guided by motivations of users.

- Team work guided by motivations of users

In this category of the study, to understand the team work guided by motivations of users, there was a comprehensive analysis of the speeches of the interviewees. For this, it was taken based on the framework of social phenomenology of Alfred Schutz, besides the literature of use related to mental health, especially those that deal with the alternative services in mental health.

Understanding the human being is a complex task, since there are subjective, biological, psychological and social issues. However, for the phenomenological researcher understand the act of another it is necessary to know the reasons for his act, recognizing that a social action involves attitudes and actions of people, targeting the act of another.⁶

Thus, the reasons leading to the action of social actor may have a subjective meaning

(reasons *for*) and the other objective (reasons *because*),⁶ and the reasons outlined in this study, the intentions of the social actions of individuals in the social world.

This research was conducted as part of the social world, which, for Schutz is in the field of view of the social scientist.⁶ This social world has a particular meaning and significance structure for the beings who live, think and act within it.¹⁰ These pre-interpreted this world subject through a series of constructs of common sense about the everyday reality and thought of such objects determine their conduct, define the object of his action, in short help you orient yourself in the wild and sociocultural and to relate to him.

From the interviews, it was observed by the testimonies of workers outlining the health team working in CAPSad as it is perceived actions in mental health targeted to user adoption and/or family to therapy. Therefore, this space work in mental health is developed through awareness of users/family as their need for care, health practices being built next to the individuals, as express lines:

My interest [...] is to affect that user or who have close, certain concept and intention of care that's just putting the idea of harm reduction as essential. (E4)

So, I think it's a little of this, to try to help him to realize that even though this situation is bringing to his life. If he realizes he has loss, well, help him realize those losses and see what he can do with all. (E7)

The speeches let you see that health workers CAPSad, from their experiences, seek awareness among users of the health service on the importance of adherence to health interventions proposed for this service. Still, it is noted that these professionals also try to understand the subject of context, while the watch with the intention that this guy understand their life situation.

Every human being can only be understood from his biography, that is, his situation in terms of role in the social system as well as his moral and ideological position.⁶ In this perspective, allow users and families a place to verbalize feelings, fears, truths and doubts about them and family, it becomes opportune time for the team to approach the world of everyday life for these patients. This could enable a better understanding of the meanings attributed to them in mental health care.¹¹

Faced with this, we see the importance of actions in mental health that cut across treatment regarding the clinical user diagnosis, instituting practices in flexible health, to consider the context of each subject. Thus, the user requires mental health care institute up from their demands, and that provides an environment in which this individual can express themselves and be themselves, as is shown below:

So, I think we tried this work, maybe help this person what he wants to be helped at the time. And I think that sometimes it takes a long time until we can figure out. (E7)

Here, I think the idea is that people can be what they desire to be. (E4)

What I hope with my actions is being able to help people; I get it, to achieve the goals that they propose in their treatment. (E8)

The reports show that the health work in CAPSad should be based on the needs of users. Thus, it is observed that the health service should provide, along the treatment, a health care allows the user to express their feelings, so that the goals of treatment are drawn from the user.

Thus, in the psychosocial field, the health team does not control, host; does not promote submission but cooperation; It does not establish hierarchy, but reflection and collaboration in the generation of health product.¹² Thus, the mental health care can orient yourself by the motivations of users, produced and imposed by the experiences and lessons learned in the world of life.

The world of everyday life is the sphere of all experiences, experiences, guidelines and actions by which individuals pursue their interests from manipulating objects, interacting with people, the preparation of plans and the execution of these.⁶

Given the above, the strategies developed in CAPSad may allow (re) think the actions in mental health in the current scenario, since they are formed through social interaction between all actors in the process. In addition, the service, mental health practices can also expand the world of life of users, in that the professionals, social interaction with these users, help these people to experience and interpret the world, as expressed in speech:

I think I can convey some experience that comes here to learn with us [...]. Do they look a little more, because life is just there. And, in fact, I think it's very difficult to stop staring at it. But [...] they look at other places too. Then one dependency, but enlargement it understood a magnification of life [...], of spaces for life is operating. They have other things to talk about and to occupy not only the exclusive use of the drug. (E4)

From the speech, it is displayed that the provider realizes the need for exchange of experience with users, building up a health education environment in which all stakeholders learn from the experiences and expertise of the other. Thus, this space could promote the expansion of life of users, since the therapeutic process can also set how moment appreciates the context and the potential of each person.

In the present scenario, the mental health care seeks to enhance the subject, bringing with it many challenges in implementing this care mode. However, the valuation of biopsychosocial influences in the process of becoming ill became necessary against the perception of the patient as a human being and citizen.¹³ And since this individual endowed with potential, the team's work is guided by its motivations, rebuilding exercise citizenship and the rule life.¹⁴

Thus, in health care spaces, it is essential to understand the other. And to understand it, you need to consider your life contexts, giving them a voice, undressing trials, comprising the other from the other, that is, understanding how one interprets the world of everyday

life.⁶ Thus if one can highlight the needs of these individuals through a mental health care guided the people with a view to psychosocial care.

The proposed strategies intend to redefine the actions and health services, which are actions based on lightweight technologies such as user autonomy, observed in the following statement:

[...] there is another concept, thus, [...] for me of autonomy. [...] It is very expensive; so to my job which is to a concept that Tykanori (Roberto Tykanori) brings you "a person will be more autonomous and more dependent on more things it can be". I think here [...], and any mental health service, but especially here when we're talking about dependent relationships, and relationships are dependent on this person establishes, either with drugs or you start observing who is with other things in their lives. So, is to expand a little these dependency and make them look for other things. (E4)

Before the health professional testimony, it was noted in the staff of health practices the pursuit of autonomy by the user and can provide the mainstreaming of the psychosocial mode. This would allow the (re) construction of spaces for dialogue in the encounter between health workers and patients, promoting the participation of all stakeholders in the therapeutic process.

The construction of autonomy occurs in that both can handle its own premises networks, co-production itself and the context, avoiding everyday dissonances in the possibility to live and to work for any purpose. Thus, it emphasizes the importance of increasing the autonomy of users, that is, increase the ability to understand and act on themselves and the world of life.¹⁵

In the world of everyday life, they develop human actions that can only be understood through the motivations of social actors, and all human action a motivated behavior.¹⁶

So, caveat that the work of CAPSad staff are guided by motivations of users as it aims to build health care with the individual; to provide an environment in which this individual can express themselves and be himself; to extend the life of the user of the world; and promoting autonomy in health practices. Thus, this feature of the work may help the understanding of the user needs, through the seizure of each social context and the search for subsidies in the health system for mental health care directed to each person.

CONCLUSION

In this study, it was observed that the analysis team work in CAPSad reflects the importance of substitute service in the consolidation of health actions such as care by the user; building a cozy atmosphere; extension of the user's life world; and the promotion of autonomy in these actions. Still, it was identified that this care becomes basic development work in committed team to know and meet social needs and health of users, with health production from the other.

The results showed that in CAPSad everyday should provide value spaces of dialogue and social relations, which can enable, throughout therapy, a care in mental health drawn from the user. So when you approach the world of everyday life this user, you can broaden the understanding of the meanings attributed to them in mental health care, helping to improve health interventions in this scenario.

Still, the results of this research, in addition to answering the proposed objective, interlace the theoretical-methodological referential of social phenomenology that supports the design of this study. Thus, it is possible to overcome gaps in scientific knowledge, allowing a new look to the field of health and nursing.

Added to this perspective, the search on the part of health workers in a CAPSad, seizure of the social context of each user and subsidies in the health network to provide a mental health care addressed to each subject. Therefore, we can move forward in the consolidation of actions in mental health linked to the needs of users, allowing them to be protagonists of the processes of their existence.

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