### Appendix K

#### Emergent Themes (chronological with line & page no.s)

<table>
<thead>
<tr>
<th>Original Script to Exploratory comments</th>
<th>(right) Descriptive, Linguistic, Conceptual comments</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Voice 33</strong> Pholile; Form 3 (9); Diagnosed: 1995; 10 miles away</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Family support: knowledgeable and a Christian (1:5,6)</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Illness: horrible, terrible, tortured, horrifying experience (1:10-12)</td>
<td></td>
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<tr>
<td>First encounter: came from church (1:10)</td>
<td></td>
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<tr>
<td>Seeing being attacked (1:11)</td>
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<tr>
<td>Insomnia (1:15)</td>
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<tr>
<td>Solicit help at church, benefited 10/12</td>
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</tbody>
</table>

**Researcher:** R  **Participant:** P

R: May you please tell me your journey of the mental illness since it started.

P: It means… I can say that… since the illness started in 1995 they brought me to the psychiatry hospital. I found that my small grandmother is educated and is used to hospital and is a Christian. This really helped. They took me to Nazarene hospital, and there they transferred me there. I found that it was very good; I realized that I became better immediately.

R: How did the illness start?

P: Oh! I was terrified. I was terrified. This was when I returned from church. I saw that there were people coming towards me, these people were fighting. Ye… t, yet what really scared me was that one of the princes wanted me, and I did not want to......, I was terrified through him. I then could not sleep, not sleep properly; when trying to sleep I could see him. I was pregnant at that time, I could not sleep properly, I was terrified (demonstrated terror on her face) I even went to church to request for prayers. The illness was a little better after the prayers, for about 10 months. After delivery I stayed for about a year, or maybe ten months. Then the illness started again. Then my brain was confused, really, really confused, this was when I came from church, I was just walking alone. I then felt like my mind was confused, usually in the morning, this thing of getting terrified, this is how the prince did it, he made it in such a way that he made me breath like the spirit was going to come out, I was so terrified, you see. I could see him at times (raised her voice) this was when he was still alive he is dead now, and I was so terrified, you see, this is when my mind would be confused, yet I

**Comment [S1]:** Family support, one who is knowledgeable, and a Christian

**Comment [S2]:** Other’s knowledge

**Comment [S3]:** Others’ religious believe

**Comment [S4]:** Support from educated religious significant others and prompt hospital attendance (early diagnosis), leading to quick recovery. In her story first significant comment in relation to her experience is the role played by her small grandmother in enhancing recovery.

**Comment [S5]:** Experience of illness: horrible, terrible, scared, tortured, horrifying. Use of exclamation word to further indicate horrible experience

**Comment [S6]:** I wonder why it was on her return from church

**Comment [S7]:** Being attacked? Persecutory delusion

**Comment [S8]:** In real life? the prince wanted her for a wife, or was she raped and reliving her experience? In order to understand this, there is need...

**Comment [S9]:** Life experience led to mental instability. Having nightmare as a result of past...

**Comment [S10]:** Insomnia. Did this actually happened or it was a dream, or maybe a delusion, ...

**Comment [S11]:** Whose child was this?

**Comment [S12]:** Insomnia, repeated, emphases Relived the experience.

**Comment [S13]:** Seeking help at church illness became better

**Comment [S14]:** Prayer: benefits, ten months symptom free

**Comment [S15]:** Extreme confusion, after church, walking alone. Same trigger as during the...

**Comment [S16]:** MI: trigger-unknown

**Comment [S17]:** Other’s influence to control one’s body

**Comment [S18]:** The terrible experience heard in her voice, suddenly spoke loudly
was not very confused. I told the girls I was sleeping with, because I went very early to work at nyandza, because we were praying together with these girls at princes Polile, at the bishop Nash, then I went to have a sleep over with these girls, my child was with me at that time. I then went back to tell them, they then called the pastor to ask him to pray for me. He did pray for me, but they still brought me to the hospital. They then brought me here; I was not able to sleep. I could see, like I could see you standing here, I could see a lot of people’s pictures, I could see people that were not there, and I could smell none existing strong smells, unusual smells. I felt like a lot of things were coming out, things like demons. Then they took me to hospital. The body had been walking for a long time, I could be walking for the whole night, I could not stop, I could also talk right through, I walked none stop, my body was weak, it was very weak.

R: What happened when you came to hospital?

P: Oh! When I arrived in hospital they admitted me, they gave me an injection, then I slept. I am not sure whether it was for 5 minutes, I don’t know, what I know is that I managed to sleep. It felt like I was drugged, they just drugged me, the injection just drugged me. Oh my first admission I think I stayed here for about three months, or four, I don’t remember very well, some where there, them I became better.

R: What do you think promoted your recovery when you were at the hospital?

P: I could say….it helped me that……that I got the injection, and that I listened to what the nurses were saying, because after you get the injection you want to eat, you were able to eat. And also it tells you what to eat, the food is available, there is no problem. The nurse had love with you, especially when you listen. You find that some are really sick, and some time they did not listen. That is not good.

R: Other talked about seclusion. Have you ever been in seclusion?

P: Oh seclusion! Seclusion is a place where you stay alone. When you get the injection, it seems like, yes the spirits go...
<table>
<thead>
<tr>
<th>Demons coming out</th>
<th>Out, you see. I did feel a certain spirit going out of me. Yes seclusion is a good place, it is helpful to go to seclusion.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncontrollable behaviour: walking, insomnia, became weak</td>
<td>R: Did you like it in the seclusion?</td>
</tr>
<tr>
<td>Injection: helped to sleep</td>
<td>P: Ah!!! Seclusion is not nice, nobody likes seclusion, sometimes you wanted to come out (she laughed the researcher joined in and laughed) You see, even though I think it helps, but you see, it makes you feel like you are in prison. You know, they post your food through the window, even your medication they post through the window, the nurse can see that...ayi...she is okay now to come out and be others. Otherwise you stay in seclusion.</td>
</tr>
<tr>
<td>Rough experience of the medication: ‘dragging’ me</td>
<td>R: Have you ever been sent to seclusion?</td>
</tr>
<tr>
<td>Benefits of the injection</td>
<td>P: Yes I did, I had just arrived isn’t it, I was admitted. I was not well. I was given an injection, I stayed in seclusion. You could stay there for three days, but if you don’t want to take your medication you will stay there in seclusion until you listen.</td>
</tr>
<tr>
<td>Listening to nurses</td>
<td>R: Oh! Does it mean that those who don’t listen are sent to seclusion?</td>
</tr>
<tr>
<td>Nurses’ conditional love: listen/obedient</td>
<td>P: No, no! Yes...yes even when you don’t listen indeed, but also when you first come to the hospital, you are first sent to seclusion, because you are not well then. You stay there until you can listen and are able to drink the medication. The medication is good, it help you a lot, if you drink it well you become well.</td>
</tr>
<tr>
<td>Seclusion: Lonely</td>
<td>R: What else do you think promoted your recovery when you were in hospital?</td>
</tr>
<tr>
<td>Seclusion prescription for first admission</td>
<td>P: (brief silence) There is so much love, the nurse have love. The nurses have love.</td>
</tr>
<tr>
<td>Seclusion prescription for first admission promotes recovery</td>
<td>R: How did they show you this love?</td>
</tr>
<tr>
<td>Seclusion prescription for first admission promotes recovery</td>
<td>P: First of all they bring your parent in, they let her come to visit. They allow your mother to visit you, they take good care, they take you well. They take you like a person who is well. As you could do to a normal person, if you do anything good, you should be glad.</td>
</tr>
</tbody>
</table>

**Comment [S36]:** One way seclusion therapeutic, where spirits go away

**Comment [S37]:** Seclusion a good place? Even though felt alone, its still a good place: spirit goes out

**Comment [S38]:** She appeared to have suppressed feelings about seclusion, did not want to comment on this issue, hence depicting it as a good place. She later wanted to say it as it is: ‘nobody likes seclusion,’ wanted to leave seclusion. Seclusion is like a prison, where you are locked up, restricted area. Sense of possible restrictions and limitations. Exclamation language used to indicate intensity of feelings, not a good place.

**Comment [S39]:** Food and medication given through a window. Use of a figurative speech to convey feelings of being treated differently, in an abnormal fashion. Although she does not elaborate on the posting of the food and medication, regarding...

**Comment [S40]:** Professionals decide on your wellness

**Comment [S41]:** Seclusion promotes listening what sort of listening? Possibly compliance????

**Comment [S42]:** (not sure of indication for seclusion, professional explanation???)

**Comment [S43]:** Seclusion prescription for first admission, promotes recovery?

**Comment [S44]:** Recovery: will to adhere to others/professional & medication compliance

**Comment [S45]:** Being better is influenced by how one drinks his medication.

**Comment [S46]:** Affection from professional (significant, repetition)

**Comment [S47]:** Evidence of nurses’ love: allows parents’ visits (could they normally stay il)

**Comment [S48]:** Caring professional

**Comment [S49]:** Professionals’ acceptance & understanding. Being treated like a normal person.

**Comment [S50]:** No stigmatisation, being valued

**Comment [S51]:** Equal, fair treatment
wrong they will **shout** at you, just like you would to a normal person. They do need to **shout** at you sometimes, because
the mind seem like it will gets lost. You go back to become like a child, you just think like a child. **There you go back to be normal. You lead, I was leading at the firm**. I could hit the score, I was leader at the score.

R: Which score, what do you mean?

P: I mean at the firm where I use to work, we had to saw and we had **competition amongst ourselves, we compete in lines**, the line that produced more clothes. You go back to being well, you really become well with this medication, you become well. You get [**home and sleep**, you **feel pressured, you sleep**] you sleep, and then you become better like the others, you become better like the others.

R: You mentioned that you felt better because nurses allowed your mother to visit you in hospital. How did you feel you about when she visited?

P: It made me feel much better, because when [**the others have visitors and you don’t**, you end up becoming ill, you become ill, even though you are in hospital, you become unwell. They **try giving you medication**, but you become unwell, you still become unwell. You heart needs its own things……yes the body also needs what belongs to it, I can just say God’s spirit needs it own thing. The body needs its own thing, it needs love, and when your relatives visit, it really feels good. Even the food, the **nurses gave us food**, there is a lot of food. Because when you go home you get hungry you will be eating sour porridge, you get tired of eating [**such sour porridge all the time**]. When my grandmother gives it to me, I tell her that I want to go back to hospital; she asks me, do you really want to go to hospital. I tell her yes, I am tired of eating this sour porridge. Grand mother would take me to hospital, she sent me to the mental hospital. **The doctor would ask my grandmother, how is Polile, does she eat well, hayi! I could tell the doctor no, no, I want to stay here!** (**she laughed, the researcher joined in**). You see we eat well here, the food makes us well. You really become better. They re-admitted me some time back. They made a false accusation that I was becoming unwell.

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**Comment [S52]:** Reprimanded in a common acceptable way. There is an acceptable, well tolerated level of shouting, to enforce boundaries, encourages mature behaviour. Because when we one thinks like a child, She associates reasoning that of a child so that nurse’ shouting is a form of guide and an attempt to encourage adult reasoning, an indication of being well.

**Comment [S53]:** Hospitalisation promotes return to normal, and once discharged, one becomes an expert at her work, being more productive.

**Comment [S54]:** Work productivity

**Comment [S55]:** Productivity while having family.

**Comment [S56]:** Rest after discharge life after hospital discharge. Feel pressured: possibility pressured to keep to previous standard of normality.

**Comment [S57]:** (Ability to persevere, rest, adjust to community living through difficult times)

**Comment [S58]:** Universality, get visits like others. Having no visitors from family makes one ill.

**Comment [S59]:** Repetition to emphasise the importance of having significant others visit you.

**Comment [S60]:** Family visit meet emotional need, recovery more than physical needs.

**Comment [S61]:** Fair enough, at the hospital we had adequate nutrition, and when we go home.

**Comment [S62]:** An irony: suddenly talks about her unfair admission to hospital, asserts that she was...

**Comment [S63]:** DISCUSS IN NEXT SUPERVISION
### Table of Contents

- **Nurses:** Reprimand to guide you, as one does to a child (3:85)
- **Hospitalisation:** return to normal, become productive, excel (3:87)
- **Recovery with medication, identify with others, back at work (4:89-91)**
- **Recovery: perseverance (4:92)**
- **Fulfilment of a unique need: visits from significant others and universality (4:97-103)**
- **Fulfilment of need for visitors emphasised, medication, food not a substitute (4:97-103)**
- **Home food boring, no variety, self**

### R: Who made the false accusation?

**P:** It is my mother’s uncle. I attended a church service; he is not a Christian himself you see. He is a polygamous man, he then told people that I did not sleep. In the morning I drank my medication, but I confused the medication, then I became very sleepy, I was sleepy. I had put my laundry, then I woke up, I told myself that I needed to buy sunlight, ah! I then saw a car. The people in the car said we want Polile, I only came to look for sunlight and Vaseline, I had to travel to Mbabane. I thought I should buy a few things for my child, and I would go to Mbabane a bit later, I wanted to rest for a bit. I want to stay and attend some services, then go to Mbabane. Awu! They said I am not well I was said to be mad, they told lies about me, stating that I was not sleeping well. They took me to the doctor and told him all this. The doctor did not speak much, all he knows is that this is a patient, she is mad. This is why I am so fat, yet I was getting ready to go to Nazarene bible college at Siteki where I was going to study as a pastors. This happened three years ago, yes this is the third year. Then they gave me an injection, I was not ill at all. Now this injection makes you feel sleepy, you feel sleepy until it wears off from your body.

### R: Please tell me more about the false accusation, that you were not well, while you knew that you were well.

**P:** I was very well. I was only excited that I was going to Manzini to refill my medication, that’s all. Yet that is a polygamy family. Even though my father had many wives, I did not live amongst a polygamous family, my grandmother brought me up, I only visited my father on a few occasions. But in this area one of the people did not like me, she tortured me and made me to quarrel in this family. I had my house within the home stead, not far from the others. This lady would leave her house to come to mine, and caused trouble; she caused trouble and mocked me. That….at home I lived with my mother before she died, and my two children. We did not have any problem. It was not until one of my half brothers started causing trouble. He smokes weed, he is rude. This weed cause him to be confused, things were not going well, we ended up leaving the homestead. He chased us out of the homestead, stating that we should go out because that was his mother’s property. We went and lived with my uncle at Lobamba. When we got there it was war again. Oh no,
we found another war. You know there was this lady at the homestead; she just wanted to fight all the time. You know one day I was sorting my children’s clothes; I burnt the ones that were ripped. She started telling everyone, she is mad, she is mad. Even my child, a little boy, I would think that my child had gone to school, but no, she would force my child to stay at home and do chores for her. I realized that she did not go to school and I asked her why she missed school, she told me she was being sent by this lady. This lady would come to my house and insult me, she would insult me and insult me...she would shout on the other side, saying “this mad lady, this mad lady.” I was then called a mad person. She does have a brother who is also mad; but he was working at the research centre. I really did not understand this lady; she would provoke me, and provoke me for no reason. I could ask myself “what have I done to this lady to be provoked like this?” She never stopped; she provoked me and provoked me. One day I answered back, I was going to fetch water, she did the same thing, calling me a mad person, this made me so upset, I was also disturbed in my mind and I had no peace in my spirit. I then left this place; I went to live at Lobamba.

R: Tell me more about what happened when you told the doctor that you were not ill.

P: I did tell the doctor [spoke with a soft voice, with emphases] told the doctor that I was not ill. But they continued to hold me and injected me, I told them that I was okay. I was just going to buy a washing soap to do my laundry, this lady told the people that I was not well, and they took me in a car and brought me to hospital. When I came to the hospital, I felt I should phoned my pastor and reported that they took me to hospital even though I was not ill. I felt that what they were doing to me was not right. I phoned the pastor. The pastor came to see me in hospital. They continued to inject me, even though I told them that I was not ill, they still gave me the injection. Now this injection has made me gain weight, yet my weight was okay.

R: When did they force you to be admitted in hospital?

P: This was in 2012, my second admission to hospital. I us to suffer from headaches because this lady would talk a lot,
Misunderstood:
excitement or illness (5:134)

Labelled with mental
illness because of
hatred (5:138)

Ridiculed and
mocked by a
neighbour (5:140,
141)

Half brother causing
conflicts, influenced
by weed (5:143)

Chased from home
by half brother, lived
with uncle (6:145)

Conflicts/stigmatised
at uncle: sorting and
burning old cloths:
labelled mad (6:150)

Her children abused
by lady, stopped
from attending
school (6:152)

Stressful life: being
bullied, emotional
abuse (6:155-158)

and she would insult me a lot. She would provoke me early in the morning, or she could accuse me of doing something I never did. Then I could feel my head aching, it feels like it would split, it was hurting. I started having pains everywhere; I could feel that I was getting hurt through this girl.

R: Do I understand you well that you become unwell if or when you have conflicts with others?

P: Ahaaaa….. hu…..m…..yes, you are not supposed to be provoked by anyone. You must not be tortured or shaken; you must be at peace at all times. For example, I don’t work, I don’t wake up to go to the boss, I still have my various needs. I have a step mother, she has my money, she does not want to give it to me. I….I….when I have had an injection, I must listen to the injection, I feel like sleeping, you find that you sleep a bit, you sleep a bit, you sleep and sleep a little, instead of resting properly, the step mother does not support you, she tortures you, and does not understand you. Unlike your parents, she also torturers your children, she tortures them. You find that she will take your child, she will take your child and pretend that she loves your child, not that she loves the child, she wants to use your child in her home, her girls sit on beds, you see, her children sleep on the bed, they just roll on the bed, and your child will be working and serving them. They get angry at my children and torturer them. I then stopped my children from going to the step mother. I told the step mother to stop, and I asked her not to touch the child. My life is so difficult now, I have no money, yet my money is being withheld by the step mother. There is not getting up to go to a boss to be, I don’t have that strength within me, it is difficult for me.

R: What have you done about the money that is being held by your step mother?

P: There, regarding that, I have asked God’s servant, and the church to pray for me. I have been asking from others to help me, asking for offering. They encourage me that I will be better, and they support me with money. When I first came to this place, Lobamba, my body was painful everywhere. I then slept. Concerning money for I go out to town to ask for support. (Moment of silence).
Labelled: mad women spreading to the whole neighbourhood (6:156)
Continually infuriate, disturbed mind, no peace within: defended herself (6:160-163)
Spoke with the doctor, not heard, restrained and injected (6:166-168)
Stigmatised: coerced, mistreated, misinterpreted, misunderstood, misjudged (6:168-170)
Mistreated, helpless: fighting back by calling pastor (6:170)
Coerced treatment, side effect weight gain (7:174,175)

R: How do you find staying at Lobamba?

P: E……..mm, I have been living there for…….. this is my second year. We…….ll, we…ll, living there is okay, but I have a problem with the tenants. The tenants are rude. You find that they don’t talk well with children, they torturer and intimidate children. They are rude, they are so rude. The tenants are a problem. The princes and princes are okay, they just sit, and they cause no problems.

R: Do you live with your children?

P: No I don’t live with them. They live with their father. They usually visit me during school holiday. It makes me feel good to see them, I am happy when they visit me.

R: What makes you feel better at Lobamba where you live?

P: It’s just a rest, I don’t rest much, but the little rest I have makes me feel better. I just sit and rest at the moment, I am useless, but I ask for support so that I can pay rent. I spoke with the prince (who is also the landlord), he was connected with my mother. He is aware of my situation, that my step mother, a Mozambiquan by origin, sold our property at Zakhele, she took the money, we have nowhere to live now, we are stranded. Imagine you have children, you just live……you now live by God’s grace. You just hung up to the cross, I am looking unto the King to fight for me. My father separated with this step mother, he told her to go away, my father chased her. When the house was sold she was the first one to buy it, when the money was supposed to come out she with held it, we are now struggling.

R: Is there anything that was done in court about this?

P: I did go to the court…at the magistrate….c..hh!! at the master’s court. They told me that there was no file. I said let me go to the Provident Fund to check, I found that there was no money. But God helped me there, because that is where they told me where all the accounts books were which my father had. They told me that this booklet is with this one, this is...
Exasperated by lady’s emotional abuse, developed physical symptoms (7:178-180)

Recovery associated with emotionally stable (7:186)

Not employed advantageous, less stress, can sleep, misunderstood by step mother (7:187)

Step mother: not supportive responsible for financial abuse (7:188)

Step-mother tortured and abused my children (7:191-197)

Financial difficult, step mother’s financial abuse a contribution (7:199-200)

No strength/

with this one, and this was with that other one. My father had three of us from different mothers, I am the only from my mother. My other two half siblings are giving me a problem, they don’t make my life pleasant, I am struggling now because of them. The other step mother is a big problem. Even when you are sited in town, you find that their children start gossiping about us, they laugh at us, you can actually see that she is gossiping about you to her friend. She gossips and gossips and gossips, even the insults, they insult you. They are bad, really bad. Even when she passes next to you. You feel a lot of pain, she has spirits that this girl spread to you, she spreads some of them to you. The other one, you find that you are sat next to her, you will feel a sharp pain pricking you on the chest (she pointed to her chest where the pain is felt). My child also, once I was her, and she told me mum I am dying on the chest. Then, God had showed me that this lady is evil, she put something here (pointed to her chest).

R: How are you coping with this situation?

P: Hayi!! It is bad, the situation is bad. It is so bad, just like now. I have been called to marriage, it is so very bad now.

R: Please explain what you mean when you say you are called to marriage.

P: I me……an. I me…..an God has given me the gift of marriage and preaching. This means that I have to get married, and preach. I need money for my wedding; the money is not coming out! There is so much conflict now, they don’t agree, they are now insulting me, they insult me, they torture my children. We are always fighting with my half siblings. You are preparing for a wedding, people fight. It is difficult. Because this demon was moving around, causing confusion everywhere. What was happening there would happen there, it would happen here, and there, and there, just like that. It is so locked now, it is only grace.

R: What does your partner say about this?

P: That you are given by God. God will give me. He is not here yet, but God will give me when the time comes. God is still preparing me, so that I will be ready when the time comes. God is still sorting this money issue where Satan had

Comment [S118]: Perpetual distress as a result of family conflicts, surrounding finances. Could be better of looking for alternative means of generating income, rather than depend on the money that she might not even get. Also, it’s release is likely to bring temporal relieve, what will happen when it all need up.

Comment [S119]: Stigmatisation: insults, made fun of by step mother’s children, causing friction discomfort, even when in the community. Repetition of ‘gossips, insults.’

Comment [S120]: Non invisible torture

Comment [S121]: God’s help. Felt reassured and comforted by insight into the lady’s heart, shown by God.

Comment [S122]: Going through difficult times

Comment [S123]: Financial constraint, restricts social progress. Does not seem to have an alternative to what she says is important to her

Comment [S124]: Repetition appears to be more of a defence mechanism or maybe a self pity. Appears needy, probably us to asking for support from people around, as she says.

Comment [S125]: Family conflict hinder progress. Use if a metaphor ‘locked’ to mean the intensity of the problem. Does not seem to have a solution or a suggested way forward.
<table>
<thead>
<tr>
<th>motivation to work</th>
<th>blocked me, because there is nothing impossible with Him. You just need to focus on him. He will open away, he is faithful to do this, you have to be quiet and wait, and do whatever she wants you to do</th>
</tr>
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<tbody>
<tr>
<td>contribute to financial difficult</td>
<td>R: From what I gather, you seem to benefit from your religious values.</td>
</tr>
<tr>
<td>Spirituality: trust in the supernatural to help (8:203)</td>
<td>P: Oh yes! I get a lot of help through God. You know, just like me, I get a lot of help at church. You mean, just like me, I don’t wake up at the moment, but I get a lot of support from the church, like the church I go to, at pastor Janu. You don’t have uniforms you have a child, just like me, you can get your child’s uniform, you get that sort of help. You just abide with the King; God helps you and meet you at your point of need. You find people helping you; you only have to hold on to him</td>
</tr>
<tr>
<td>Finical support received through offering from others (8:205, 208)</td>
<td>R: Thanks a lot for sharing with me such sensitive issues. You appear to be positive women, with determination to succeed, which is good.</td>
</tr>
<tr>
<td>The pain of seeing one’s children being abused (8:213,214)</td>
<td>P: Yes if you trust God, he open for your big opportunities, it is amazing to rely on him. This is what keeps me going</td>
</tr>
<tr>
<td>Rest not helpful, appears to feel worthless, not industrious/energetic (8:223)</td>
<td>R: What are some of the things that you think could be done either at home or in the hospital that could promote your recovery from the illness of the brain?</td>
</tr>
<tr>
<td>Step mother: financial abuser, non empathetic (8:226-228)</td>
<td>P: Eh!........Eh……..I am looking at this thing that happened to me, it really hurt me (her voice became loud). That I was given an injection when I was well, I was not ill. This injection hurts your life, you find yourself being dragged on the floor. That I was given an injection when I was not ill, this has really hurt me. All along I had no problem, but now I was given this injection, this hurt me.</td>
</tr>
<tr>
<td>Surrendered problems to God: (8:229)</td>
<td>R: Do you still get the injection?</td>
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<tr>
<td>Looked for solution, prove fruitless, files</td>
<td>P: No, it was only for that time.</td>
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</table>
R: Thank you for mentioning this. It was my concern as well. From what I gather you feel like nobody listen to you. 

P: Oh yes, this really hurt me, it hurt me a lot.

R: What have you done about this or what would you like to do about it?

P: Well I didn’t do anything. I did tell the nurse who was giving me an injection that I was not ill. But because I was talking to much trying to defend myself, I think she said, she is shouting, she is ill indeed, she needs the injection. Yet I did not need the injection. The only problem I had was at home, yet because I believe in God, I do pray, he helps you when you are in need. Just like where I live now, there problems are there, there is a lot of noise at times, but God helps me and removes the things that cause trouble. But the injection just kills you. You know I use to come to the hospital and tell them that I am not okay, I am not okay, I am hungry, and they gave me food and I went back home. This injection made me to swell, I became fat. I don’t take that injection any more, I just take the tablets, what is it, Oh! I take olanzapine and artane. These are good, I am happy with my medication. The only thing is that I do feel tire, and I think I will sleep when I get home, I feel sleepy.

R: What would you like to be done about this issue of being given an injection when you we not ill?

P: I want the staff at the hospital to listen to patients, not to just inject them without listening. You know I met a pastor when I was admitted here, he was in seclusion. I was shocked that he was here, he said to me hey! I was stood at the bus rank, holding my bible, the police came to me, they said, we are told by this person that you are not okay, you are mad, you are not well, get in here. He said this is how I am here. The pastor said he does not wish this to happen to anyone else, and even to happen to him again. This is my wish as well, that this will never happen again. That I will be given an injection when I a not sick, I felt that I was not sick, because I know myself. I know my illness. I know the importance of taking my medication, and I don’t want to died because I have my children. So I don’t know why they forced me to get that injection. I take my medication properly. This injection wasted my time because it made me feel like I was being mistreated receive in the past. Distress from mistreatment. Preoccupied with traumatic experience, observed desire to talk about this, and possibly have it rectified.

Comment [S135]: Emphasizes how hurt she was following the incident of being treated earlier that desired.

Comment [S136]: Professionals: Miss diagnoses, not being listened to, talked to the nurse but was not listening.

Comment [S137]: Professionals: assumption, and misjudgement. Shouting for help, she says she was defending herself, misunderstood of being unwell.

Comment [S138]: Religious believe

Comment [S139]: Continuous referral to the mistreatment received in the past. Distress from mistreatment. Preoccupied with traumatic experience, observed desire to talk about this, and possibly have it rectified.

Comment [S140]: In the past, approached staff to ask for food, and they gave it. This sentence is introduced in the middle of her conversation about her bad experience, possibly trying to understand why staff did not listen to her this time, as they had done in the past when she had come to ask for food. But why did they not recognise me and or listen to me this time when I was forcefully brought to hospital again.

Comment [S141]: SE from medication

Comment [S142]: Professionals must listen to clients

Comment [S143]: During admission, also met others who said they were unfairly admitted

Comment [S144]: Others not to go through the same bad experience

Comment [S145]: Desire to comply with treatment, something worth living for
conflicts, no progress (9:258; 10:260-264)

Trust in God brings home, coping strategy, helps to persevere (10:267-269)

Hopes that things will be sorted at the right time (10:270,271)

Have confidence in God and church due to previous provision (10:275-279)

Strongly belief in God for future success (10:282)

A desire for change: reiterated back treatment when not ill (10:287-288)

Chemical restrained: injected (10:288)

dragged on the floor. I felt like I was locked in, yet life was moving, this was a waste of time.

R: Even though I will not mention your name, I will inform the management of the hospital about the experience you went through, and will inform them that your want staff to listen to patients and discuss the best alternative treatment, rather than to impose treatment to them. Thanks a lot for you time. Do you have any questions or anything else you would like to tell me?

P: No I don’t have any questions. In the past though they said we should bring our PIN number so that they could give us money every month. We did this but it did not succeed, we did not get the money (she laughed). They told us money was coming, we were very happy, but no money came. They promised to give us money, we never got any!

R: I am not sure about that. Maybe the nurses at the OPD might know if you ask.

P: Ah!! I would ask another time when I return for my month refill.

R: Thanks very much for your time.

**Reflection:**

- This participant encouraged me because she was open and chatty about her story.
- She presented as a strong believer in God, and seemed to receive comfort and encouragement from her belief and the church
- At one point I felt angry about the step mother who took the money from the sale of the property, and the fact that the documents were missing at the magistrate court. I felt sorry for this lady
- I wondered what happened to the initiation of benefits for patient living with mental illness. I would like to explore this further, at a later date.

Comment [S146]: Mistreatment retards progress, low esteem

Comment [S147]: Financial support did not go through
<table>
<thead>
<tr>
<th>Irreversible effects: dragged on the floor, life time pain, was normal before (11:289)</th>
<th>I some time questioned Pinkie’s wellness when taken to hospital by force. She seems to have a lot of flight of ideas, and there is a lot of incoherence and contradiction in her narration.</th>
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<tbody>
<tr>
<td>Talked to nurse, not heard (11:298)</td>
<td>Reflection: Researcher being judgemental Not a clear narration, presents like one with flight of ideas, with some incoherence: (5:118-125)</td>
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<tr>
<td>Self defence, being assertive, labelled as abnormal behaviour (11:299)</td>
<td>Reflection: There is a discrepancy in her story, initially told of going to church, and to Mbabane, now she was going to Manzini to refill her medication? (5:124-138)</td>
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<tr>
<td>Trust in God for help (11:302)</td>
<td>OR she means</td>
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<tr>
<td>Coerced treatment: the pain that never dies (11:304)</td>
<td>Do they not recognise that I am the same lady who use to ask for food and went back home (11:305, 306)</td>
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<tr>
<td>Staff listened to me in the past when I had come to ask for food. Why did they not listen to me this time (11:305, 306)</td>
<td>Body disfigured by injection, loss of self confidence, esteem (11:307)</td>
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<tr>
<td>OR</td>
<td>A plea for staff to pause and listen to patients at all times (11:313)</td>
</tr>
<tr>
<td>Found others in hospital who were wrongly admitted: pastor (11:314-316)</td>
<td>A wish that other would not go through the same experience, its damaging (12:318, 319)</td>
</tr>
<tr>
<td>A wish that other would not go through the same experience, its damaging (12:318, 319)</td>
<td>Injection a hindrance: physically, emotional and life progress (12:324,325)</td>
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<tr>
<td>Promised financial support at the hospital, did not materialise (12:334-336)</td>
<td></td>
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