**Abstract**

This talk will explore ways of improving services for people diagnosable with personality disorder from an inpatient perspective. It will look at current guidelines, the UK inpatient system, and the culture in which mental health inpatient services operate. It will use the author’s experience at Springbank Ward, specialist personality disorder unit in Cambridgeshire, to demonstrate service change and its benefits. Suggestions on how to improve services and manage people with complex care needs will be made using clinical and research data.