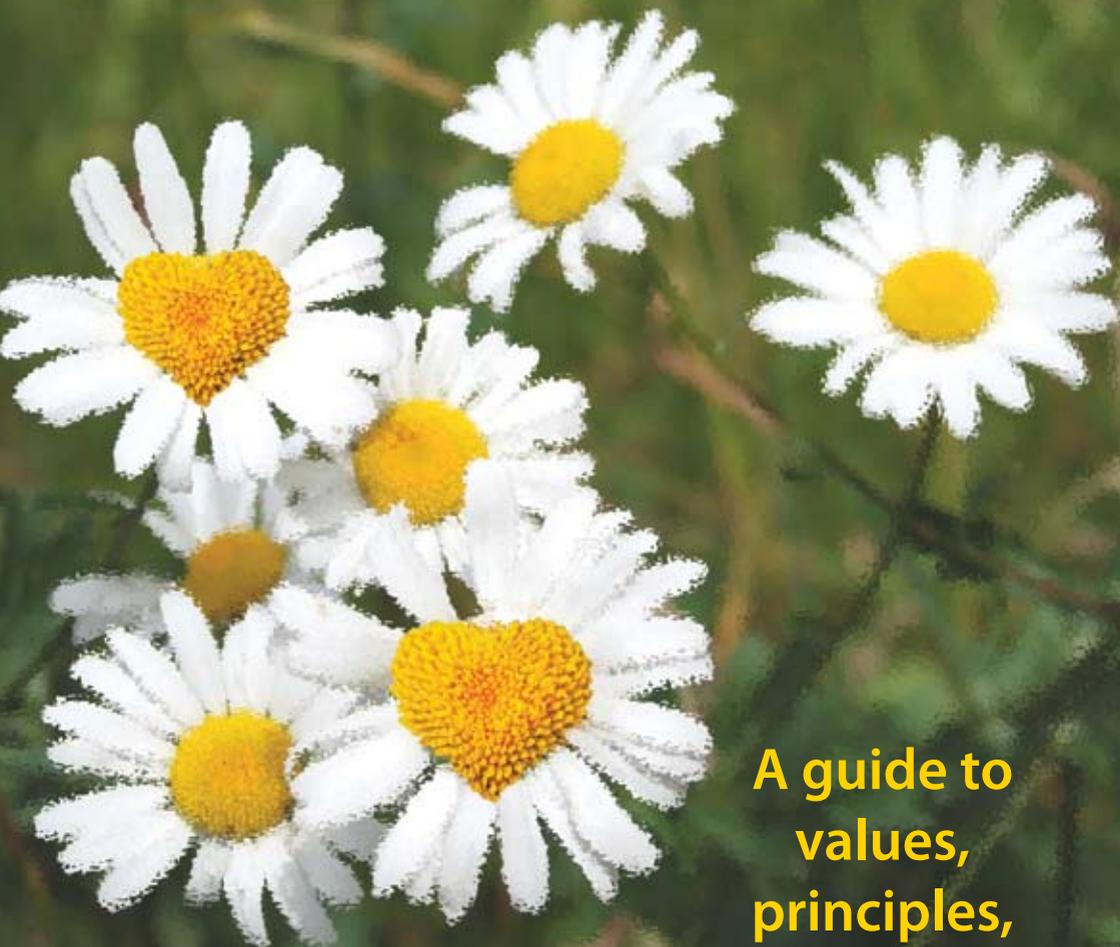


Putting recovery at the heart of all we do

What does this mean in practice?



A guide to
values,
principles,
practices
and standards

Recovery in practice means:

Working to *values* which support recovery such as:

- Hope
- Diversity
- Choice
- Meaningfulness
- Acceptance
- Inclusion
- Citizenship
- Partnership working
- Mutual respect
- Empowerment
- Person-centred
- Believing in people

Working with *principles* which support recovery such as:

- Recovery is about building a meaningful and satisfying life, as defined by the person themselves, whether or not there are ongoing symptoms or problems.
- Recovery represents a movement away from focusing solely on pathology, illness and symptoms to health, strengths and wellness.
- Hope is central to recovery and can be enhanced by people discovering how they can have more active control over their lives and by seeing how others have found a way forward.
- People are encouraged to develop their skills in self care and self management in whatever way works for them. There is no 'one size fits all'.
- The helping relationship between clinicians and patients moves away from being expert/patient to mentoring, coaching or partnership on a journey of personal discovery. Clinicians are there to be 'on tap, not on top'.
- Recovery is about discovering and often re-discovering a sense of personal identity, separate from illness or disability.
- People do not often recover in isolation. Recovery is closely associated with being able to take on meaningful and satisfying social roles and participating in local communities on a basis of equality.
- Words are important. The language we use and the stories we tell have great significance to all involved. They can carry a sense of hope and possibility, or be associated with a sense of pessimism and low expectations, both of which can influence personal outcomes.
- The development of recovery-based services emphasises the personal qualities of staff as much as their formal qualifications or professional skills. Training support and supervision aim to cultivate their capacity for hope, creativity, compassion, realism and resilience.
- Family and other supporters are often crucial to recovery and they should be included as partners wherever possible. However, peer support is central for many people in their recovery.
- There will be no more 'them and us', only 'us' - sharing struggles and challenges as part of being human.

Practices which support recovery

After each interaction with someone, reflect on whether or not you were supporting their recovery and ask yourself:

Did I...

- actively listen to help the person to make sense of their mental health problems?
- help the person identify and prioritise their personal goals for recovery (not professional goals)?
- demonstrate a belief in the person's existing strengths and resources in relation to the pursuit of these goals?
- identify examples from my own 'lived experience', or that of other service users, which inspires and validates their hopes?
- pay particular attention to the importance of goals which take the person out of the 'sick role' and enable them actively to contribute to the lives of others?
- identify non mental health resources – friends, contacts, organisations – relevant to the achievement of their goals?
- encourage the person's self-management of their mental health problems?
- discuss what the person wants in terms of therapeutic interventions, for example psychological treatments, alternative therapies, joint crisis planning, respecting their wishes wherever possible?
- behave at all times so as to convey an attitude of respect for the person and a desire for an equal partnership in working together, indicating a willingness to 'go the extra mile'?
- while accepting that the future is uncertain and setbacks will happen, continue to express support for the possibility of achieving these self-defined goals – maintaining hope and positive expectations?

"People are as fully human when they experience distress and madness as when they are fully well." Mary O'Hagan

Recovery in practice means working together to fulfil the ten Network Core Standards for recovery-based services which are:

1 The recovery approach

All staff have a knowledge of the recovery approach and the significance of social inclusion and are competent in using recovery skills and qualities appropriate to their work role.

2 Recovery outcome evaluation

All services have a regular cycle of measuring recovery outcomes embedded into routine practice, which is used to inform progressive practice and service improvement.

3 Coherent and effective service configuration

Services are constructed on recovery principles and delivered by teams that are managed and led to be coherent and effective contributors to the overall network.

4 Network partnership relationships

Network partnership relationships are characterised by good communication, clarity, consistency and respect.

5 Staff and service performance

All practitioners, teams and services are subject to regular performance reviews to ensure that staff are safe, appropriately qualified and equipped, and that they are supervised and supported in the requirement to deliver recovery-based practice.

6 The experience of networks

There is excellent customer care such that services are experienced as being supportive of individual recovery as well as receptive to personal preferences and diverse needs.

7 Satisfaction

There is a high level of satisfaction from those who use the services to support their recovery, their families and other supporters, and providers of related services. The general public have confidence in the services provided to their communities.

8 Social inclusion

All services demonstrate socially inclusive practice which is supportive of people living ordinary lives in ordinary settings and considers, in particular, peoples' needs for accommodation, occupation, education, personal relationships, money and participation in community life.

9 Building mental wellbeing

All service users are supported to develop skills and strategies to achieve and maintain wellbeing and develop resilience to stressful life experiences. Service providers and practitioners are similarly encouraged and supported to develop their health and wellbeing.

10 Challenging stigma and discrimination

All services are able to engage with, and effectively respond to, issues of prejudice, stigma and discrimination.

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The whole of this guide is endorsed by the Devon and Torbay Local Implementation Team, Devon Partnership NHS Trust and the joint commissioners for Devon and Torbay 2008