Devon Partnership NHS Trust

Putting recovery at the heart of all we do

What does this mean in practice?

A guide to values, principles, practices and standards

Supporting mental health and social care networks in Devon and Torbay

Recovery in practice means:

Working to *values* which support recovery such as:

- Hope
- Diversity
- Choice
- Meaningfulness
- Compassion
- 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 challenges.
- Recovery represents a movement away from focusing mainly 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.
- Friends, family and other supporters are often crucial to recovery and they should be included as partners wherever possible.
- There will be no more 'them and us', only us - sharing struggles and challenges as part of being human.

Adapted from *Recovery - Concepts and Application* by Laurie Davidson, the Devon Recovery Group, 2008

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 make sense of and develop compassion for their struggle with mental health problems?
- help each 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 people with lived experience, which inspires and validates their hopes?
- pay particular attention to the importance of goals, which enable the person to focus on living well and engaging in activities that are important to them?
- identify and highlight supportive resources beyond mental health services, for example friends, creative activities, outdoor pursuits and education classes, relevant to the achievement of their goals?
- encourage the person to develop resilience and understanding through opportunities for learning, education and personal recovery planning?
- 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

Adapted from *Making Recovery a Reality - Sainsbury Centre for Mental Health 2008*

Recovery in practice means working together to ensure all our services are recovery-focused and offer an effective contribution towards 'Supporting people to live well'. This includes:

1 The recovery approach

All staff have an understanding of the broad principles of the recovery approach and are able to incorporate them into every aspect of their work in support of the Trust's strategic aims.

2 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.

3 Choice and opportunity

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

4 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 has confidence in the services provided to their communities.

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 to deliver recovery-focused practice.

6 Building mental wellbeing

People with mental health difficulties 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.

7 Challenging stigma and discrimination

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

8 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.

9 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.

10 Partnership relationships

Relationships between service providers working in partnership are characterised by good communication, clarity, consistency and mutual respect.

Further copies and enquiries to: PALS on 0800 0730741

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This guide was originally endorsed by the whole mental health and social care community in Devon in 2008 and revised by DRRIG following wide consultation in 2013