

# The Big Recovery Vision and Pledge



The  
Big  
Recovery



## Trust Commitment

Worcestershire Health and Care NHS Trust is committed to ensuring that people who receive our mental health services have good experiences, feel empowered and work in partnership with staff about their treatment, care and support.

To this aim the Trust has developed a programme around Recovery called the Big Recovery. This document is the Trusts vision and pledge; to people who receive services, their families and friends and our staff. We feel it is important to be held accountable for the services we provide, for the way we provide them and to act on feedback that we receive to improve what we do. The values and principles behind Recovery are what the Trust will implement. The vision sets out what we want to achieve and the pledge gives you- service users and carers permission to hold us to account.

## What is Recovery?

Recovery in Mental Health services is more a concept, a set of values and principles rather than a traditional model of treatment, care and support.

This is because every person who has mental health issues will face things in a different way, their needs, life experiences, and aspirations will all be unique.

“Recovery is about building a meaningful and satisfying life, as defined by the person themselves, whether or not there are ongoing symptoms or problems”  
(Laurie Davidson, Devon Recovery)

However mental health staff that facilitate, encourage and treat in partnership with the individual, need a set of Recovery focused skills and attitudes in order to work in a Recovery focused way. We will work **together** to support each individual’s own unique recovery journey, wherever it starts and finishes. There is a strong emphasis on shared decision making and “No decisions about me, without me”<sup>1</sup>

## Values and Principles of Recovery

Recovery is not something mental health services do; we cannot tick a box and say we have done recovery; instead we will facilitate our staff to work with each individual to support their unique recovery journey. Recovery is owned by the individual, not services providing what they believe to be necessary to ‘fix it’. Indeed Individuals may never ‘fix’ their mental health issues but through their recovery journey learn to accept, modify and live a fulfilling life, alongside their mental health issues.

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<sup>1</sup> ‘Equity and Excellence: Liberating the NHS’, Department of Health, 2010

The values we need to embrace working in a more Recovery orientated practice are:

### **Choice**

without meaningful choices individuals are bound by what service's already provide. Choice gives people control.

### **Hope**

without hope individuals may accept a more limiting way of being; they may feel they have little to reach for, hope gives people goals, aspirations and ultimately vision of what can be.

### **Inclusion**

without being part of local communities the individual can feel isolated and apart from the rest of society. Inclusion supports people to maintain their links and forge new ones.

### **Partnership**

without working in true partnership people's own recovery journey could be a pretty lonely, slower and more emotionally painful process. Most people need people they can trust and confide in, who are honest and confident in their abilities and skills.

### **Empowerment**

without empowerment people can become dependent on services and staff and less able to take control of their lives. Empowerment gives people that sense of self.

In order to translate this into practice the Trust has adopted the principles for Recovery from the Sainsbury's Centre for Mental Health<sup>2</sup>, these are:

1. Recovery represents a movement away from pathology, illness and symptoms to health, strengths and wellness.
2. Hope is central to recovery and can be enhanced by each person seeing how they can have more active control over their lives ('agency') and by seeing how others have found a way forward.
3. Self-management is encouraged and facilitated. The processes of self-management are similar, but what works may be very different for each individual. No 'one size fits all'.
4. The helping relationship between clinicians and patients moves away from being expert / patient to being 'coaches' or 'partners' on a journey of discovery. Clinicians are there to be "on tap, not on top".
5. People do not recover in isolation. Recovery is closely associated with social inclusion and being able to take on meaningful and satisfying social roles within local communities, rather than in segregated services.

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<sup>2</sup> 'Making Recovery a Reality', Sainsbury's Centre for Mental Health, 2008

6. Recovery is about discovering – or re-discovering – a sense of personal identity, separate from illness or disability.
7. The language used and the stories and meanings that are constructed have great significance as mediators of the recovery process. These shared meanings either support a sense of hope and possibility, or invite pessimism and chronicity.
8. The development of recovery-based services emphasises the personal qualities of staff as much as their formal qualifications. It seeks to cultivate their capacity for hope, creativity, care, compassion, realism and resilience.
9. 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.

Experts by experience who have used mental health services have written about recovery. In the 2011 paper 'NHS Strategy and Culture 'Defining Recovery' Tony Devaney highlights the value of personal narrative and personalised care and support in helping sufferers of long term physical and mental illness to move towards social recovery.

'A central tenet of recovery is that it does not necessarily mean cure ('clinical recovery'). Instead it emphasises the unique journey of the individual living with mental health problems to build a life for themselves beyond illness (social recovery). Thus a person can recover their life, without necessarily 'recovering from' their illness'.<sup>2</sup>

He talks about:

**Finding and maintaining hope**

believing in oneself; having a sense of personal agency; optimistic about the future;

**Re-establishment of a positive identity**

finding a new identity which incorporates illness, but retains a core, positive sense of self;

**Building a meaningful life**

making sense of illness; finding a meaning in life, despite illness; engage in life;

**Taking responsibility and control**

feeling in control of illness and in control of life.  
(after Andresen, Oades and Caputi, 2003)

Tracey Holley looks at the mnemonic of the word recovery as follows:

## The Big Recovery

**R = Respect**  
**E = Empathy**  
**C = Choice**  
**O = Optimism**  
**V = Values**  
**E = Equality**  
**R = Responsiveness**  
**Y = Your story**

### Culture of the Trust

#### What Worcestershire Health and Care Trust stands for

For the values and principles of Recovery to flourish in any environment it will be important to ensure the culture of the Trust is one that embraces the same values and principles.

The trust is a new mental health, learning disability, substance misuse and community trust. The vision for the trust is:

"A leading organisation that works effectively in partnership with our stakeholders to deliver high quality integrated health and care services."

Our values demonstrate what we believe in and how we will behave:

<b>Courageous</b>	Displaying integrity, loyalty and the courage to always do what is right
<b>Ambitious</b>	Striving to innovate and to improve through effective teamwork
<b>Empowering</b>	Empowering people to take control of their own health & wellbeing
<b>Responsive</b>	Focusing on the needs and expectations of people using our services
<b>Supportive</b>	Enabling our staff to achieve their full potential and take pride in the services that they deliver

Put more succinctly, staff, users and family carers felt the trust should work towards the following aims:

- Listen to
- Can Do
- Will Do
- Think family
- Keep promises
- Strive for better
- Respect diversity

### **What this means for mental health staff, services users, families and carers**

To fulfil their different roles in creating a recovery focused culture staff will work in partnership to:

- be mindful in their actions
- actively listen
- engage in making meaning
- identify personal recovery focused goals
- promote existing strengths, resources and achievements
- promote inclusion in local community activities and wider society
- staff will use their own life experience, including that gained from working with people to inspire and support hope
- value each other and themselves as whole people, not just defined by roles and diagnoses
- be respectful and hold boundaries.

We will create opportunities for shared training experiences, materials, and discussion forums to support us in achieving these goals.

## **The Trust working in a Recovery focused way**

If we (the trust) were working in a Recovery focused way at all times how would it feel? What could you expect to see and how would staff know they were doing it? In order to answer these important questions we have developed a Recovery pledge with experts by experience users and carers. This pledge will be the basis in which we will be held to account by people receiving and engaging with our mental health services.

### **Our Pledge to people who receive our services**

#### **We pledge that Our Staff will:**

- See you as a whole person and not define you by your diagnosis
- Actively listen to you to help you make sense of your mental health issues
- Behave at all times with respect for you and a desire for an equal partnership in working together
- Ensure you are involved in your care plan with staff supporting you to move towards your recovery goals
- Acknowledge and focus on your existing strengths and inner resources drawing on your past and present achievements
- Where appropriate be willing to share their own lived experience which inspires and validates your hopes
- Encourage you to thrive and have a sense of purpose
- Identify non-mental health resources and support – friends, contacts, organisations –relevant to the achievement of your goals
- Assess and discuss therapeutic interventions and resources that are available to you e.g. talking therapies, alternative therapies
- Ensure that all your spiritual and cultural needs are taken into account
- While accepting that the future maybe uncertain and setbacks may happen, continue to help you to maintain hope and positive expectations - being the temporary custodians of hope when needed
- Discuss with you, your risks and work with you alongside other professionals to develop positive risk taking in your Recovery
- Work with you to ensure that you understand what medication is being offered, the possible side effects and enable you to make an informed choice. The lowest therapeutic dose will then be offered

- Work with you to identify your Early Warning Signs, encourage you to develop your own Crisis Plan and Advance Statement
- Ensure sign posts packs are available and discussed with you
- Sign post you to local carer advocacy services and support groups
- Involve and engage your family and carers with consent to enable them to support you in their caring role
- Listen to your feedback to us about what went well and how we might improve services and tell you what we have done about it

### **Our pledge to family and friends who support someone's recovery**

#### **We pledge that Our Staff will:**

- Treat you with dignity and respect and value your input
- In the event of an acute episode, speak to you as soon as possible- your caring role will be recognised
- Support you to continue in your caring role within the hospital if appropriate
- Communicate clearly and consistently with you
- Involve you in care planning where there is consent
- Sign post you to local carer advocacy services and support groups
- Ensure psychological therapies are offered to you if relevant
- Ensure you are offered a carers assessment if you meet the criteria
- Listen and act upon your feedback about services and support offered
- Give you relevant and timely information on support available after discharge
- Tell you the name of the member of staff responsible for liaising with you
- Ensure sign post packs are available and discussed with you.

#### **How will we do this:**

- ✓ We will work with people who use our mental health services and family carers in a collaborative way in all aspects of care

- ✓ We will monitor that we are progressing our Big Recovery programme through a set of task and finish groups and an over arching steering group
- ✓ We will make sure we ask people how we are doing.
- ✓ We will make sure we communicate what we are doing, how we are doing and when we are doing it.

We will ask the overarching steering group to review the pledges every year.

November 2011