



For better  
mental health

## Telford Mind: The Recovery Model

In February 2006, the Department of Health published, '*From segregation to inclusion: Commissioning guidance on day services for people with mental health problems*'. In this guidance it gives 'Promote Recovery' as a key principle, with this definition of what we should promote:

- o Enable people to maintain and/or rebuild meaningful, valued and satisfying lives even in the face of ongoing mental health problems.

There is no one definition of the term acceptable to all parties involved. In the emerging NIMHE statement on recovery, recovery is defined to include the following meanings:

1. A return to a state of wellness (e.g. following an episode of depression);
2. Achievement of a quality of life acceptable to the person (e.g. following an episode of psychosis)
3. A process or period of recovering (e.g. following trauma);
4. A process of gaining or restoring something (e.g. one's sobriety);
5. An act of obtaining usable resources from apparently unusable sources (e.g. in prolonged psychosis);
6. Recovering an optimum quality and satisfaction with life in disconnected circumstances (e.g. dementia).

As a basis for the development of this model and emerging best practices, recovery is defined as: "a personal process of overcoming the negative impact of diagnosed mental illness/distress despite its continued presence."

Recovery is what people experience themselves as they become empowered to manage their lives in a manner that allows them to achieve a meaningful life and a positive sense of belonging in their community as defined by the person in recovery.

Telford Mind operates its services within the framework of the 'Recovery Model'. This means that it views service users as people who are genuinely capable of progress and growth, rather than simply seeing them as passive recipients of care, often with little hope for the future. Recovery means being committed to the user's right to privacy, dignity, choice, fulfilment and independence.

Within the recovery model service users are encouraged to find their own ways of dealing with their own individual mental health experiences. They are encouraged to work out their own strategies for taking control of their own lives. Recovery means working out ways to encourage people to help themselves, to take back responsibility and to have some positive hope for the future.

For the recovery model to be effective the service user needs to believe that they do genuinely have the potential to attain a better quality of life. Just as importantly, this belief and commitment needs to be shared by the people helping them. Recovery therefore challenges us to rethink the way people are supported and cared for. People affected by mental illness, together with those who want to help them in their recovery, must find a way to work collaboratively. We put the service user at the centre of the process rather than simply deciding what is best for them. We have to accept the individual's

understanding of their own distress, and ensure that any plan of support takes full account of the service user's own experiences and aspirations.

The role of staff should be to listen carefully and to support each person on their own individual journey of recovery. It is important to recognise that an element of risk is often an inherent part of this process. Whilst we have a duty of care to recognise risk and to ensure that the work we do with service users is as safe as possible for all parties, we also have to recognise that moving forward in life usually involves some form of uncertainty. Whilst we work hard to seek positive strategies with service users and work collaboratively to identify, find and support ways forward we also accept that there are people who will choose not to change and we respect their right to that choice.

As an organisation we try to ensure that service users are actively supported to acquire the skills, knowledge and strength they need to deal with their own mental health difficulties, and to move forwards. Some people have a clear and obvious potential for progress, whilst other service users may have the most enduring and disabling conditions. The challenge is to ensure that we apply the Recovery Model in all instances. We should be aiming to develop an increased sense of independence in the people who use our services, to lessen social exclusion and to enable them to move beyond life in close contact with 'the system'.

The journey toward recovery is not always straightforward and this journey may have many stops and starts. The important thing is to retain the belief that everyone can move forward given time and good support: the services operated by Telford Mind are built on this basic cornerstone.

Signed;

Date:     /     / 08