

# Realising Recovery

A National Framework for Learning and Training in  
Recovery Focused Practice

## **Acknowledgement**

NHS Education for Scotland and the Scottish Recovery Network would like to sincerely thank everyone from across Scotland, the UK and further afield who contributed to the development of this Framework.

NHS Education for Scotland and Scottish Recovery Network 2007

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This Framework has been developed as one of the actions identified in Rights, Relationships and Recovery: the report of the national review of mental health nursing in Scotland (SEHD 2006). The Framework outlines the knowledge, skills and values mental health nurses require to work in a recovery focused way with people who use mental health services and their friends, family and carers.

This Framework should be seen as part of a process in supporting the development of rights, values and recovery focused practice. For example, the 10 Essential Shared Capabilities Learning Materials (Scotland) were published in April 2007 and will act as the 'building blocks' for many of the knowledge, skills and values outlined in this Framework. These materials address key learning necessary for recovery focused practice including service user and carer involvement, challenging inequalities and social inclusion. For further information see:

[www.nes.scot.nhs.uk/mentalhealth/work/#values](http://www.nes.scot.nhs.uk/mentalhealth/work/#values)

This Framework takes the development of recovery focused practice a stage further and signposts the further learning experiences that will assist workers' development towards recovery focused practice. At the end of this document we also outline the 'next stages' and further work NHS Education for Scotland (NES) and the Scottish Recovery Network (SRN) will be taking forward.

Although written for nurses the content of the Framework is equally applicable to other staff working in mental health in a variety of sectors and settings, therefore the term 'mental health workers' has been used in this document.

## Background to the Framework

This Framework is published as a result of a joint project between NES and the SRN.

**NHS Education for Scotland (NES)** helps to improve care by providing educational solutions for workforce development. It does this by designing, commissioning, quality assuring and where appropriate, providing education for NHS Scotland staff.

For further information about NES see:

<http://www.nes.scot.nhs.uk>

**The Scottish Recovery Network (SRN)** was formally launched in late 2004 as part of the National Programme for Improving Mental Health and Wellbeing. The Network aims to raise awareness that people can and do recover from long term and serious mental health problems and to build an understanding of what helps people recover. It is also working to encourage local and national action around recovery with a range of different groups.

The Network has undertaken a major narrative research project focussing on the lived experience of service users in recovery. Indeed, it is the lived experience of service users that underpins all of the work of the Network.

In order to achieve recovery focused practice it is that lived experience that becomes the legitimate evidence base for practice.

For further information about SRN:

<http://www.scottishrecovery.net>

### **Rights, Relationships and Recovery: the report of the National Review of Mental Health Nursing in Scotland (SEHD 2006)**

The review report sets out a new vision for the future development of mental health nursing in Scotland driven by our unique rights based and principled legislation and new mental health policy. Central to the review was recognition of the need to continue to develop rights-based and person-centred mental health care by promoting values and principles-based practice in mental health nursing.

The review stated that recovery focused approaches should be adopted for mental health nursing care and intervention, particularly in supporting people with long-standing mental health problems, building on the vision and activities of the Scottish Recovery Network.

Rights, Relationships and Recovery – the report of the national review of mental health nursing in Scotland can be accessed from:

<http://www.scotland.gov.uk/Publications/2006/04/18164814/0>

The concept of recovery has also featured in subsequent Scottish Executive policy. *Delivering for Mental Health* was published in December 2006 and sets out a range of targets and commitments including:

*'We will develop a tool to assess the degree to which organisations and programmes meet our expectations in respect of equality, social inclusion, recovery and rights. The tool will be piloted in 2007 and be in general use by 2010.'*

This commitment echoes that contained within the Rights, Relationships and Recovery report to encourage the use of recovery environmental audit tools to aid practice development.

As a result of these various initiatives there has been a growing interest and commitment to recovery focused practice from individuals and organisations across Scotland. For example, training has already been undertaken in various areas of

Scotland involving mental health nurses, other practitioners from statutory and non-statutory sectors, service users and carers. This Framework aims to reflect and build on the work that has already been done.

It is worth noting that this dynamic and positive agenda in mental health takes place against a backdrop of a number of years of considerable dissatisfaction with mental health services from those who use them and those who work in them.

“When you have a purpose you have hope. Light at the end of the tunnel. There is always hope if you look hard enough.”

Paul Reed, A Light in the Dark, SRN website

## The purpose of the Framework

The purpose of this Framework is to:

- identify the knowledge skills and values mental health workers need to practice in a recovery focused way with people who use mental health services and their friends, families and carers
- identify the variety of learning that will support workers in their development of recovery focused practice. This includes a range of available learning opportunities in addition to traditional, formal training programmes
- assist mental health workers and their supervisors/managers in personal development planning – to highlight developmental needs and plan the learning experiences, training and education needed to assist development
- communicate to people who use mental health services and their friends, families and carers what they should expect from mental health workers in terms of recovery focused practice

In the future it should:

- assist educationalists to develop training and educational programmes to support the development of recovery focused practice
- assist NES and the SRN to identify any training that needs to be developed and the support needed to disseminate the training

- inform the design of the national Framework for pre-registration mental health nursing in Scotland that is currently being developed
- inform other areas of work that NES is progressing in supporting workforce development in acute mental health care and older peoples' mental health

## The Values underpinning the Framework

“If Recovery is a journey then the role of nurses (mental health workers) is to provide some guidance and sign posts on that journey without taking control away from the service user they travel alongside.”

NES/SRN Recovery Project Working Definition

The starting point for this Framework is that recovery is possible and that service users and their families, friends and carers have a right to expect individualised mental health services that promote and foster recovery.

Recovery, however, is not just about mental health services and there is a need for mental health workers to recognise the role of a whole range of services, resources and people that may contribute to an individual's recovery journey.

Historically mental health nurses (and other mental health workers) have been perceived as 'doing to' people who use services, more recently this has shifted to a desire to 'do with' people who use services. Within recovery focused practice the challenge is to 'be alongside' as service users take the lead in creating their own recovery journey. The role of mental health workers therefore becomes that of 'facilitator', a resource person able to provide information and support to enable service users to identify their own goals and to take the steps to achieve them, recognising that at times this may be more difficult than at others.

The development of this Framework has been underpinned by the lived experience of mental health service users. As well as discussions with service users during its development, particular attention has been paid to literature that provides service user accounts of the recovery process. It is from listening to service users' experiences that we can enhance our understanding of what is essentially a unique and personal process. In particular the narrative research conducted by the Scottish Recovery Network has informed this Framework and provided our primary evidence base.

## Understanding recovery

It is important to acknowledge that the use of the term 'recovery' in relation to mental health has attracted some debate.

Within Scotland no one definition of recovery has been adopted. What has been promoted is the idea that just as people are unique, so are peoples' experiences of recovery. Recovery has been described as a journey rather than a linear process. It is perhaps this recognition that distinguishes mental health recovery from the more familiar common usage of the word. Recovery as it applies to mental health is about people living a full and satisfying life in the presence or absence of symptoms or distress.

Although very much an individual process, there is an increasing awareness of the factors that are more likely to enable or hinder recovery and it is these factors that the Framework draws on.

“What matters in recovery is not whether we're using services or not using services; using medications or not using medications. What matters in terms of a recovery orientation is, are we living the life we want to be living? Are we achieving our personal goals? Do we have friends? Do we have connections with the community? Are we contributing or giving back in some way?”

Attributed to Pat Deegan, Scottish Recovery Network Website

The Framework presented here is **not** a 'recovery model'. Attempting to introduce recovery as a model would be in direct conflict with the need for service users to embark on their own individual recovery journey and for mental health workers to provide truly person-centred support during that process.

“Recovery is being able to live a meaningful and satisfying life, as defined by each person, in the presence or absence of symptoms. It is about having control over and input into your own life. Each individual's recovery, like his or her experience of the mental health problems or illness, is a unique and deeply personal process. It is important to be clear that there is no right or wrong way to recover.”

Scottish Recovery Network 'Journeys of Recovery'



## How the Framework was developed

A consultative approach has been taken throughout the production of the Framework in order to reflect and build on the considerable work already being undertaken in Scotland and to ensure that the work was underpinned by the lived experience of people who use services.

In particular the following activities have informed the development of the Framework:

- meetings were held with service user groups, practitioners and organisations (including the NHS, local authority and voluntary sectors)
- existing recovery training courses were observed and a range of training materials reviewed
- the Recovery Competencies for New Zealand Mental Health Workers (Mental Health Commission 2001) were reviewed
- findings of a research project 'Towards Recovery Competencies in Scotland: The Views of Key Stakeholder Groups' (Schinkel and Dorrer 2007) were examined
- a literature review/documentary analysis was commissioned. The report produced by AskClyde (a social firm offering volunteer and work opportunities to people with lived experience of mental health problems) provided useful information about the availability and content of training courses in Scotland, the UK and internationally
- all Higher Education Institutes who provide mental health nurse education were surveyed and asked about current teaching and learning activity in relation to recovery. They were also given an opportunity to identify areas they thought should be included in the Framework
- a report of a 'Making Recovery Happen' event, facilitated by Working to Recovery, was commissioned. This event was held to explore the experiences of people who had undertaken recovery training and the challenges they had encountered in implementing this training in practice
- a Virtual Expert Reference Group (VERG) was formed to support and guide the work of the Project Leader. The membership of this group included key figures from the international recovery movement
- regular reports were submitted to NHS Education for Scotland Stakeholder Steering Group, the Management Group of the Scottish Recovery Network and the Scottish Executive Health Department Rights, Relationships and Recovery National Implementation Group

## Recovery focused Practice – not just about education and training

Before introducing the framework, it is important to note that training and education alone will not create recovery focused practice.

In order for workers to be able to put their learning into practice there is a need for services to give consideration as to how recovery focused practice may be implemented within teams and across services. This raises many challenges, for example the provision of and engagement with supervision that will enable workers to reflect on their practice and support their learning and development in relation to truly person centred, recovery focused practice.

Additionally, there is a need to review services to ensure that they are able to provide flexible, individualised support that forges links with local communities built on strong and hopeful relationships between service users and workers.

There is particular need to reflect on and review approaches to the identification and 'management' of risk. It is generally accepted that recovery focused practice requires a more creative and positive approach to risk management that should actively and meaningfully involve service users.

There is also urgent need to raise awareness amongst service users and to ensure that they are fully aware of the shift to recovery focused working and what this will mean.

“It was amazing when the new service put me at the centre and asked what I wanted. I am offered unobtrusive, flexible support when and if I need it, that doesn't interfere with my life.”

SRN Narrative Research Participants

# Realising Recovery

## The Framework

**The knowledge, skills and values mental health workers require to work in a recovery focused way**

The following pages identify the knowledge, skills and values workers need to practice in a recovery focused way.

Appendix 1 contains some learning activities that workers might undertake in order to begin to develop aspects of recovery focused practice. This is followed by a list of some resources to support learning (Appendix 2).

### Knowledge

To work in a recovery focused way mental health workers need to have knowledge of:

- factors that enable recovery and an understanding of the recovery process (e.g. the fact that recovery is not a linear process and may involve setbacks as well as successes)
- service users' personal accounts of recovery and factors identified by them as helping or hindering their recovery process
- an understanding of the importance of self determination and ownership of the recovery journey
- the central role of hope in recovery
- the significance of identity in the recovery journey
- a range of person centred planning methods and tools
- methods of involvement including the distinction between 'tokenistic' and 'meaningful' involvement
- the rights of service users and named persons and relevant safeguards in relation to all aspects of compulsory care and treatment
- self help approaches for managing mental health
- the role of self directed care and mechanisms to access support for this, for example, direct payments
- the role, skills and specific contribution of peer specialist support workers
- the impact of stigma, discrimination and social exclusion on peoples' recovery
- good practice in relation to supporting people who want to to access education and employment (paid and unpaid) opportunities
- the impact of inequalities on mental health and recovery
- anti-discrimination legislation and how service users can legally challenge discrimination
- local community resources available (beyond traditional mental health services)

- the role of independent advocacy (individual and collective) in enabling service users to have a say
- recovery audit tools (e.g. Scottish Recovery Indicator) and their role in developing recovery focused practice
- the relationship between traumatic experiences and mental health problems
- the role of strengths in creating resilience in times of adversity
- the role of balance and timing in promoting the recovery of others (knowing when to hold hope and when to encourage action)
- the central role of supportive and therapeutic relationships for promoting recovery
- the potential impact of negative or overly pessimistic messages
- the factors that can influence and support the positive management of risk
- innovative and creative ways of working to support people on their recovery journey

## Skills

To work in a recovery focused way mental health workers need to be able to:

- actively and meaningfully involve people in all aspects of their care including shared responsibility for assessment of risk and risk taking
- maximise opportunities for all service users including those subject to compulsory powers, to make choices about how they live their lives and have these choices respected and acted upon wherever possible
- work alongside people to look at the options and potential outcomes of choices
- build positive relationships with individual service users and negotiate the parameters within each relationship
- discuss recovery with services service users and their friends, families and carers and enable them to access resources that will help them learn about recovery
- listen to what service users are actually saying and respect their views
- listen to and support service users when they speak about experiences of trauma e.g. childhood sexual abuse
- work alongside service users to enable them to make sense of their experiences of mental distress and using mental health services
- enable service users to discuss how the use of compulsory powers (past and present) has impacted on them
- support service users to complete an advance statement
- convey hope sensitively at times of distress
- assess strengths and explore service users' skills and interests in order to develop self defined goals
- utilise person-centred planning tools
- enable service users to take a lead in planning care
- provide information in accessible formats as a continuous process rather than a one-off event

- develop links with local community resources beyond traditional mental health services
- support service users to identify and make use of community resources
- explore with service users the options for maximising 'purpose and meaning', for example volunteering, creative projects or expressing spirituality
- negotiate with service users the nature of involvement of independent advocates, friends, family members and carers
- enable service users to envisage and plan for the future (as well as crisis planning there needs also to be planning for success)
- reflect on their own and others practice and interactions with people to examine whether hopeful or pessimistic messages are being conveyed
- use supervision to reflect and explore issues around recovery focused practice

## Values

To work in a recovery focused way mental health workers need to reflect:

- a belief that recovery is possible
- awareness that recovery is a uniquely personal journey
- an appreciation of service users' experiences of distress and perspectives as valid
- a commitment to actively listen to what people say and not make assumptions about what they need
- the use of respectful language that is recovery focused
- an awareness of their own values and ability to recognise when these might impact on relationships with others
- an awareness of their own mental health and well-being
- a willingness to share aspects of their own lives to inspire hope and recovery in others
- a hopeful approach when working with service users that conveys positive messages in relation to recovery
- respect for the expertise and unique knowledge gained as a result of having experienced mental health problems
- an appreciation of the benefits of informal and formal peer support
- appreciation of the role of independent advocacy and service user activism as a valuable source of feedback and a significant aspect of the recovery journey for some service users
- the maintenance of professional and personal integrity
- a recognition and appreciation of the potential impact of the power imbalance between mental health workers and service users particularly in situations involving compulsory powers
- a commitment to anti-discriminatory practice, respect for diversity and the need to challenge inequalities



- an appreciation that social and economic factors may impact recovery
- a recognition and appreciation of the role of non-mental health resources in relation to recovery
- resilience and an ability to hold hope, recognising that recovery can be a long process
- a recognition that many factors impact on recovery and each has a unique role, e.g. role of the individual, friends, family and carers, mental health and other services and the community
- an appreciation of the importance of exercising personal responsibility to promote recovery focused practice demonstrated by a willingness to challenge and shape institutional systems and procedures

## Future NES/SRN project developments

The joint project between NES and SRN will continue and will focus on raising awareness of the Framework and supporting the implementation of some aspects of the Framework. In particular this work will focus on:

- identifying in partnership with stakeholders areas of the Framework that require the development of national training resources
- commissioning/developing training materials
- expanding the existing national values based practice training preparation initiative to incorporate a recovery focused training course
- further exploration and development of additional training for managers of services in order for services to develop in a recovery focused way

These further actions and the publication of this Framework build on work currently being undertaken in relation to recovery across mental health services in Scotland and provide a foundation for the development of recovery focused practice.

We hope that mental health workers, service users, their friends, families and carers welcome this cultural shift and embrace the opportunities that recovery focused mental health practice offers.

AskClyde (2007) **A Literature Review and Documentary Analysis on Recovery Training in Mental Health Practice** Edinburgh NHS Education for Scotland

Mental Health Commission **Recovery Competencies for New Zealand Mental Health Workers** available from:

[www.mhc.govt.nz/publications/2001/Recovery\\_Competencies.pdf](http://www.mhc.govt.nz/publications/2001/Recovery_Competencies.pdf)

Schinkel M and Dorrer N (2007) **Towards Recovery Competencies in Scotland: The Views of Key Stakeholder Groups** Edinburgh Scottish Executive

Available from [www.scottishrecovery.net](http://www.scottishrecovery.net)

SEHD (2006) **Rights Relationships and Recovery- Report of the National Review of Mental Health Nursing in Scotland** Edinburgh SEHD

<http://www.scotland.gov.uk/Publications/2006/04/18164814/0>

SEHD (2006) **Delivering for Mental Health, the mental health delivery plan for Scotland** Edinburgh SEHD

<http://www.scotland.gov.uk/Publications/2006/11/30164829/0>

### Learning activities to support the development of recovery focused practice

In this section of the Framework we suggest some of the learning activities workers can undertake to develop their understanding and ability to practice in a recovery focused way. Many of these activities are aimed at workers beginning to think about recovery. At first glance they may seem to cover familiar areas but the potential implementation of learning in practice is much more complex and challenging than would first appear.

Some workers may already have many of the knowledge, skills and values listed in which case they might want to think about sharing their understanding with others and how to continue to develop as recovery focused practitioners.

#### **Learning activities that individuals and teams can undertake:**

- reading service user accounts/narratives of recovery
- joining a local recovery network
- visiting community resources
- completion of the 10 Essential Shared Capabilities (Scotland) learning materials
- undertaking existing recovery awareness sessions and training programmes
- finding out about and making links with local service user and carer groups and advocacy organisations and groups
- reflecting on practice and identifying how current practice fits with recovery focused practice
- beginning to speak with service users about recovery
- speaking with other team members about recovery

#### **Learning activities that services can facilitate:**

- providing a forum for discussions between service user and carer organisations and service staff
- enabling information exchanges with other organisations
- developing a programme for staff secondments and/or exchanges with other services

“The things that you say and think make a difference to other people’s recovery. Pessimistic messages tend to be remembered. Whether you use services or work in them, a positive belief that people can and do recover is crucial.”

Scottish Recovery Network

Listed below are **some** resources to support learning in relation to recovery focused practice (this list is not exhaustive but provides a useful starting point).

### Published Work

Gray P Ed (2006) **The Madness of Our Lives: Experiences of Mental Breakdown and Recovery** London Jessica Kingsley Publishers

Repper J and Perkins R (2003) **Social Inclusion and Recovery, A Model for Mental Health Practice** London Bailliere Tindall

Coleman R (2004) **Recovery: an Alien Concept (2nd Edition)** Fife P&P Press Ltd.  
Available from: [www.workingtorecovery.co.uk](http://www.workingtorecovery.co.uk)

Reed P (2006) **Elemental: The Universal Art of Mental Health** Edinburgh Mercat Press

### Websites

[www.nes.scot.nhs.uk/mentalhealth](http://www.nes.scot.nhs.uk/mentalhealth)

The mental health section of the website provides information about work being undertaken by the mental health team.

[www.nes.scot.nhs.uk/mentalhealth/work/#values](http://www.nes.scot.nhs.uk/mentalhealth/work/#values)

The 10 Essential Shared Capabilities (Scotland) learning materials can be accessed here.

[www.scottishrecovery.net](http://www.scottishrecovery.net)

The Scottish Recovery Network provides a large amount of information in relation to recovery including the narrative research, information about local recovery networks and a range of publications.

[www.mentalhealthrecovery.com](http://www.mentalhealthrecovery.com)

This site was developed by Mary Ellen Copeland and provides information about WRAP (Wellness Recovery Action Planning).

[www.siaa.org.uk](http://www.siaa.org.uk)

The Scottish Independent Advocacy Alliance provide information about the role of independent advocacy as well as a guide to the availability of advocacy across Scotland.

[www.cehr.org.uk](http://www.cehr.org.uk)

The Commission for Equality and Human Rights is the body that will be responsible for ensuring compliance with anti-discrimination legislation including the Disability Discrimination Act.

[www.voxscotland.org.uk](http://www.voxscotland.org.uk)

Voices of Experience is the national service user organisation







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