

Life can, at times, be a struggle and there may be times when we experience emotional distress or mental ill health. There are a number of sources of support. These may be from a friend, a family member or a variety of organisations and may also be from Devon Partnership NHS Trust. We are here to help.

What can you expect?

Your first port of call may be your GP. Your GP practice can offer you information, advice or suggest other support services including, if needed, a referral to mental health services provided by Devon Partnership NHS Trust.

What happens next?

If that is the case, you will be offered an assessment, which will be arranged with you. As part of this assessment, choices and decisions will be jointly arrived at and agreed with you about how best to meet your needs. Our role may be to inform you of local and national sources of support, sometimes this is called 'signposting' and sometimes there is a role for the input of our specialist mental health services.

How are our services organised?

There is a range of services offered by Devon Partnership NHS Trust. For the most part, our services are organised into 'functions':

Mental Wellbeing and Access: This may include time-limited specialist advice and support and/or therapy helping you to devise a personal plan to enable you to work through your current difficulties. This will be reviewed over time as your needs may change.

Recovery and Independent Living: This may include, for example, support with more complex needs, as a result of recurring symptoms of mental illness or fluctuating mental wellbeing.

Urgent and Inpatient Care: This may include support for people whose needs are severe and distressing at any one time. Every effort is made to provide the support in the person's home although, at times, it may be helpful for the person to have a brief stay in hospital.

How will this work for you?

We have a duty to plan with you what support will best meet your needs. We also have a responsibility to make sure this is reliably available at the time you need it and to the standard you would expect.

We do this through a process called Recovery Coordination which can take different forms.

Recovery Coordination by a named practitioner:

Where your recovery journey is starting out and if your needs are complex, a person who knows you well may work with you to find out what is available to get your life back on track.

Recovery Coordination by active review: As you become more confident in knowing the resources you need to support your wellbeing the mental health practitioner is available to support and encourage you, until you agree this is no longer necessary.

Recovery Coordination by responsive review: This is largely an administrative role as some people may receive support from other services to promote their wellbeing and sometimes these can be paid for by the local authorities (such as Direct Payments). It is important that this is reviewed so that the agreement in place meets your needs.

Recovery Coordination by CPA: This includes the Care Programme Approach and Recovery Coordination in a formal way, which often coordinates responses and support from more than one agency and/or worker. Where someone may be at risk to themselves, the *Mental Health Act* may be used to ensure people receive an assessment and/or treatment. In exceptional circumstances Devon Partnership NHS Trust has responsibility to ensure people's safety, which is defined by law or national policy.

Reference number: 188/02/10

Devon Partnership NHS Trust aspires to improve services and believes that its services should be 'good enough for my family' and me. We positively welcome feedback and would like to hear from you. Please contact **PALS** on **0800 0730 741** or access our website www.devonpartnership.nhs.uk.

For a guaranteed response you can also contact us on **01392 823172**, available 8am-6pm Monday-Friday (excluding public holidays).

A guide to mental and emotional wellbeing

Putting recovery at the heart of who we are



Recovery in practice means all network partners working together

Looking after our wellbeing

- Recognise that overcoming difficulties is part of life's journey
- Remember that I am much more than any symptom or illness
- Share my feelings with people I can trust
- I can eat well
- I will find ways to enable me to sleep well
- I will work on keeping active
- I can drink sensibly
- I will write down my troubles
- Allow myself to make mistakes and not judge myself too harshly
- I can ask for help
- Relax, or find ways of relaxing
- Do something I enjoy and try something new
- Identify, unlearn unhelpful choices
- Identify, build upon helpful choices
- Recognise that I can change
- Recognise what I can't change
- Remember my good points and strengthen them
- Show and receive love and care for others
- Learn from my negative and positive experiences, they are useful
- Plan things and try to plan ahead
- Take tiny steps
- Believe that I know myself well, but at times I may need support from others
- Build my own knowledge about wellness and learn from people that I can trust who may have had similar difficulties (peer support)
- Visit the *'Looking after yourself'* section on the Devon Partnership NHS Trust website – www.devonpartnership.nhs.uk

"The goal is not to become normal, the goal is to become a unique, awesome, never to be repeated human being that we are called to be." Pat Deegan

What do we mean by the word 'recovery'?

The word recovery is often used in mental health services. We believe it is at the heart of all we do; we don't just mean getting better. Personal recovery is about overcoming problems and learning how to live and live well with whatever difficulties remain.

It means working to values which support recovery, such as:

- Building hope
- Seeking meaning
- Finding belonging
- Believing in myself
- Working with others
- Making choices
- Accepting myself
- Having mutual respect
- Forming relationships
- Feeling empowered
- Taking responsibility
- Seeking inclusion
- Loving
- Having a voice
- Celebrating success

We can describe the ideas which support recovery as:

- Building a meaningful and satisfying life, according to our own values, whether or not there are ongoing difficulties.
- Enhancing hope by discovering how we can have more active control over our lives and by seeing how others have moved forward.
- Discovering and finding out a sense of who we are, separate from illness or disability.
- Developing our skills in looking after our mental and emotional wellbeing in whatever way works for us. 'There is no one size fits all'.
- Having a sense of belonging and being meaningfully included within our communities.
- Moving towards health, strengths and wellness.
- Linking with people with similar and shared experiences as being central to how we understand ourselves and may offer support, information, knowledge, skills and hope in our recovery.
- Family and other supports who can be crucial to our recovery, and may be included if we choose to do so.
- Not living our lives in fear of what may happen to us, but in hope of who we can become.
- Having no more *'them and us'*, only *'us'* - sharing struggles and challenges as part of being human.
- The helping relationship - moving away from being a traditional professional- patient relationship, to one of mentoring, coaching and partnership on a shared journey of personal discovery.
- The language we use and the stories we tell have great significance to everyone. The words we use are important.