

Putting recovery and wellbeing at the heart of all we do

What does all this mean in practice?



A guide to
values,
principles,
practices
and standards

VISION

Kent and Medway Partnership Trust is committed to providing a service that is recovery-focused – supporting recovery and wellbeing.

We aim to ensure that services are developed, provided and maintained so that those who access our service receive support and assistance at the right time and in the right place, by staff committed to making recovery a reality for all.

Recovery is about regarding oneself not as an illness/label but as an individual with strengths and gifts – past, present and future – who just happens to be experiencing some mental distress.

This may at times be a painful process but it can also be a process of self-discovery, self-renewal and transformation.

We value the uniqueness of each individual and should, therefore, be mindful that, while these values and principles are now core to everything we as a Trust plan and deliver, there will, of course, be variations in how they are interpreted and put into everyday practice in order to meet the needs of those individuals.

This means working to values that support recovery such as:

Hope
Acceptance
Mutual Respect
Diversity
Inclusion
Empowerment
Choice
Citizenship
Person-centred
Meaningfulness
Working together
Believing in people

“It’s not about believing a cure is just around the corner. Rather, it’s the ability to see that small things can make a difference and a real difference at that. It’s about recognising the look of pleasure when a person is offered their favourite food, or hears their favourite music; it’s about realising the person may be able to be independent if we laid the clothes out in the right order; it’s about recognising that the person is able to take in new information and can speak for him/herself ... Perhaps above all, it’s recognising that what makes life meaningful for one person may not be of interest to the next and that abilities change and fluctuate from day to day, so we need to be flexible in our response.”

(Bob Woods, 2007)



This means working with principles/beliefs that support recovery and wellbeing:

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 made a way forward.

Regardless of age the aim is for an individual to take/feel a sense of control, make choices, develop a sense of self-worth and hope.

It is a unique process because every individual is unique — it's a personal journey.

It involves a person building resilience to life's difficulties.

It is about engagement and inclusion, participating in one's community, engaging in vocational, educational, leisure interests, and enjoying life.

It requires an holistic approach that addresses an individual's psychological, social, environment, spiritual and physical needs.

A definition of Recovery by Anthony, 1993

"A deeply personal, unique process of changing one's attitudes, values, feelings, goals and roles. It's a way of living a satisfactory, hopeful and contributing life even within the limitations caused by illness. Recovery involves the development of new meaning and purpose in one's life as one grows beyond the catastrophic effects of mental illness."

There will be no more 'them and us' only 'us' sharing struggles and challenges as part of being human.

Recovery represents a movement away from focusing solely on pathology, illness and symptoms to health, strengths and wellness.

It's not about cure but quality of life.





After each contact with someone, reflect on the following questions to help you decide if it was supporting your Recovery and wellbeing.

Did they ...

- Actively listen to make sense of my mental health problems?
- Help identify and prioritize my personal goals for recovery (not professional)?
- Demonstrate a belief in my existing strengths and resources in relation to the pursuit of these goals?
- Identify non-mental health resources – friends, contacts, organizations – relevant to the achievement of my goals?
- Encourage self-management of my mental health problems?
- Discuss what I want in terms of therapeutic interventions, for example psychological treatments, alternative therapies, joint crisis planning, respecting my wishes wherever possible?
- 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?



PATIENT ADVICE AND LIAISON SERVICE (PALS)

You may have some concern about your care and treatment, but feel unable to speak to our staff providing your care. You may just want some information about local health services. You can contact the confidential Patient Advice and Liaison Service (PALS). The PALS Team is available to help you with any health difficulties you may have. The PALS Team can be contacted by calling free:

0800 587 6757 (West Kent and Medway)

0800 783 9972 (East Kent)

You can also e-mail: pals@kmpt.nhs.uk

COMPLAINTS AND COMPLIMENTS

If you are pleased with our service, or unhappy, please talk to our staff – we welcome your feedback. If you wish to see your compliments officially recorded or you wish to make a formal complaint, you can write to our Chief Executive. All complaints will be carefully listened to and thoroughly investigated. You can write to:

Chief Executive
Trust HQ, 35 Kings Hill Avenue
Kings Hill, West Malling
Kent ME19 4AX

A further leaflet entitled 'Your Right to Complain' is also available to help explain this process.

www.kmpt.nhs.uk/recovery

Comments on this leaflet

If you wish to comment on this leaflet call 01732 520441 or e-mail communications@kmpt.nhs.uk

If you require any information about the Trust, its services or your care, please ask our staff to arrange for some information to be provided in your preferred language.

Bengali

ট্রাস্ট, এর সার্ভিসসমূহ, বা আপনার কেয়ারের (যত্নের) ব্যাপারে আপনি কোন তথ্য চাইলে, অনুগ্রহ করে আপনার পছন্দসই ভাষায় কিছু তথ্য সরবরাহের আয়োজন করার জন্য আমাদের কর্মীদের বলুন।

Chinese

如果你需要什麼訊息有關這個基金信託會、它為你提供的服務或你得到的照料，請向我們的工作職員要求將一些相關訊息翻譯成你能閱讀的語言。

Polish

Jeśli potrzebujesz informacji na temat Trustu, zakresu naszych usług lub otrzymywanej opieki, poproś kogoś z personelu o udostępnienie informacji w Twoim języku.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਟ੍ਰਸਟ ਬਾਰੇ, ਇਸ ਦੀਆਂ ਸੇਵਾਵਾਂ ਬਾਰੇ ਜਾਂ ਤੁਹਾਡੀ ਕੀਤੀ ਜਾਂਦੀ ਦੇਖ-ਭਾਲ ਬਾਰੇ ਕਿਸੇ ਵੀ ਪ੍ਰਕਾਰ ਦੀ ਜਾਣਕਾਰੀ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਤੁਹਾਡੀ ਪਸੰਦ ਦੀ ਬੋਲੀ ਵਿੱਚ ਜਾਣਕਾਰੀ ਪ੍ਰਦਾਨ ਕਰਨ ਦਾ ਪ੍ਰਬੰਧ ਕਰਨ ਲਈ ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਕਰਮਚਾਰੀਆਂ ਨੂੰ ਪੁੱਛੋ।

Turkish

Trust (Vakıf), sunduğu hizmetler veya size verilen bakım hakkında bilgi edinmek istiyorsanız, lütfen personelimizden size tercih ettiğiniz dilde bilgi sağlanması için istekte bulunun.

If you would like this leaflet in another language please telephone 01732 520441