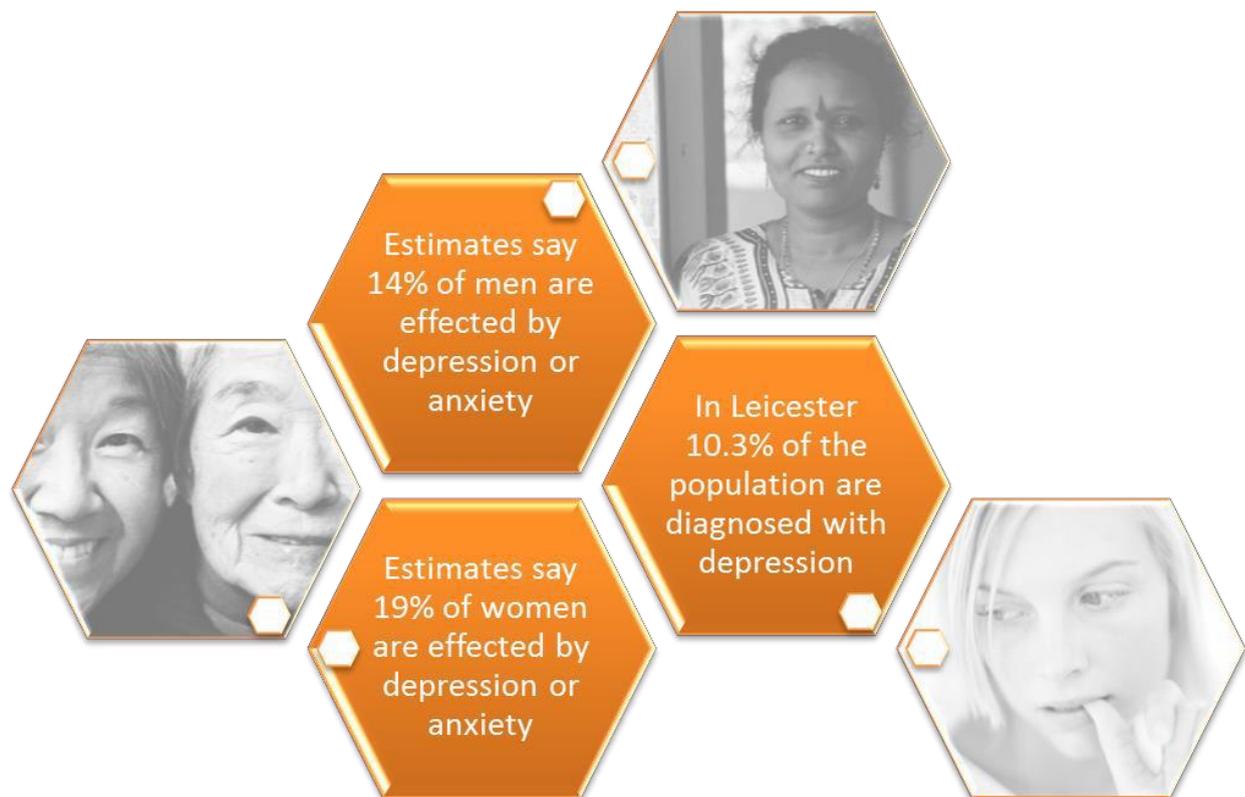


Contents

Page

3	Introduction
4	The Charter for Mental Health
5	The Charter for Mental Health – Easy Read version
6	Recovery: What We Mean
9	Person Centred Approach
12	What the Charter Means for Individual Workers
18	Additional Resources List



Introduction

Reviewed and updated 2014

The Charter was originally endorsed in 2008 having been developed by people who have used mental health services, in partnership with organisations that provide and commission services.

The Charter brings together already existing values, statements and principles for our services to produce thirteen specific statements reflecting our core principles. Therefore it defines a common, shared value base, regardless of the variety of different perspectives on mental health.

The Charter is a clear set of statements for service users and carers about what they can expect from services. For staff it provides one set of consistent values, making clear what is expected of them and what they can expect from their organisations.

Implementation of the Charter by local providers and commissioners will ensure better services that more effectively support people's recovery from mental distress. Services provided in accordance with the statements contained in the Charter will be person-centred and will support recovery. This means that the actions of staff and organisations are based upon what is important to service users and carers from their own perspectives.

The Charter was first launched on Tuesday 4th March 2008, and reviewed and updated March 2014

The Charter has been translated into the following languages:

- Urdu
- Polish
- Somali
- Bengali
- Gujarati
- Chinese
- Hindi
- Punjabi

The translated versions are available on the LAMP website www.lampdirect.org.uk.

This guide to the Charter contains supporting information and tools for individuals working in services, organisations providing services and commissioners of services.

MENTAL HEALTH CHARTER

In Leicester, Leicestershire and Rutland

**Every person has the right to
Mental Health services that:**

- 1. Work together with respect, dignity and compassion**
- 2. Make a positive difference to each person's recovery and quality of life.**
- 3. Are guided by the individual's views about what they need and what helps them.**
- 4. Treat everyone as a capable citizen who can make choices and take control of their own life.**
- 5. Give people the appropriate information they need to make their own decisions and choices about their recovery**
- 6. Recognise that mental health services are only part of a person's recovery.**
- 7. Communicate with each person in the way that is right for them.**
- 8. Understand that each person has a unique culture, life experiences and values.**
- 9. Recognise, respect and support the role of carers.**
- 10. Support their workers to do their jobs well.**
- 11. Challenge stigma, fear and discrimination both within mental health services and in the wider society.**
- 12. Put mental health on a par with physical health**
- 13. Are culturally competent and can meet the diverse needs of local people.**

Charter for Mental health in Leicester

Every person has a right to mental health services that

	<p>Respect you and work with you</p>		<p>Makes things better for you</p>
	<p>Let you say what you want to say</p>		<p>Let you make your own decisions</p>
	<p>Gives you the right information</p>		<p>Knows that there are lots of different things that work</p>
	<p>Gives you information in a way that suits you</p>		<p>Know that you are important and different.</p>
	<p>Know that carers are important</p>		<p>Have good supported staff</p>
	<p>Say no to hate crime, mate crime, and things that make you feel bad</p>		<p>Say that mental health is as important as physical health</p>

Recovery: what we mean

In mental health, recovery does not always refer to the process of complete recovery from a mental health problem in the way that we may recover from a physical health problem.

What is recovery?

For many people, the concept of recovery is about staying in control of their life despite experiencing a mental health problem. Professionals in the mental health sector often refer to the 'recovery model' to describe this way of thinking.

Putting recovery into action means focusing care on supporting recovery and building the resilience of people with mental health problems, not just on treating or managing their symptoms.

The recovery process:

- provides a holistic view of mental illness that focuses on the person, not just their symptoms
- believes recovery from severe mental illness is possible
- is a journey rather than a destination
- does not necessarily mean getting back to where you were before
- happens in 'fits and starts' and, like life, has many ups and downs
- calls for optimism and commitment from all concerned
- is profoundly influenced by people's expectations and attitudes
- requires a well organised system of support from family, friends or professionals
- requires services to embrace new and innovative ways of working.

What supports recovery?

Research has found that important factors on the road to recovery include:

- Good relationships
- Financial security
- satisfying work
- personal growth
- the right living environment
- developing one's own cultural or spiritual perspectives
- developing resilience to possible adversity or stress in the future.

Further factors highlighted by people as supporting them on their recovery journey include:

- being believed in
- being listened to and understood
- getting explanations for problems or experiences
- having the opportunity to temporarily resign responsibility during periods of crisis.

In addition, it is important that anyone who is supporting someone during the recovery process encourages them to develop their skills and supports them to achieve their goals.

"Recovery is not the same thing as being cured. Recovery is a process not an endpoint or a destination. Recovery is an attitude, a way of approaching the day and facing the challenges." (P E Deegan)

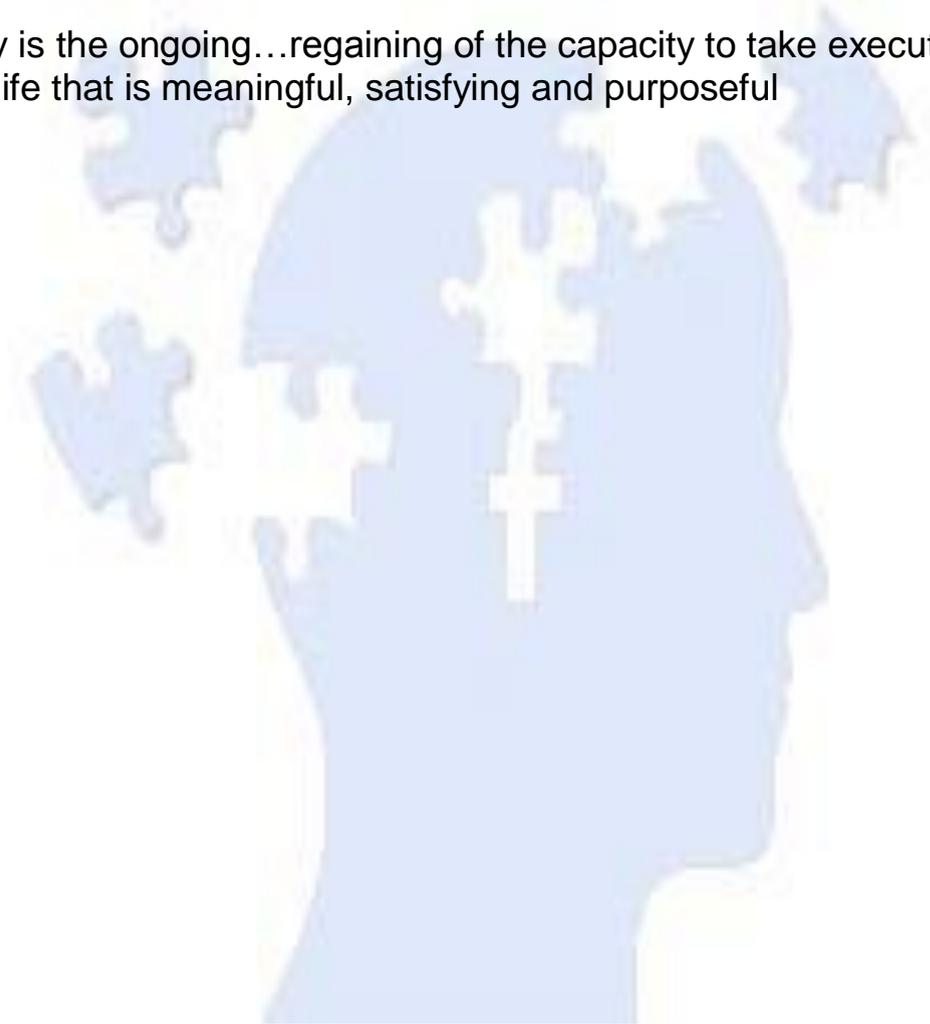
"Having some hope is crucial to recovery; none of us would strive if we believed it a futile effort." (Leete, 1989)

"Recovery...is about what was lost: rights, roles, responsibilities, decisions, potential and support. It is not about symptom elimination, but about what an individual wants, how s/he can get there and how others can support them to get there. It is about rekindling hope for a productive present and a rewarding future and believing that one deserves it." (Curtis, 1998)

We see the term 'recovery' as explaining a complex process for each person of adapting to and becoming able to actively participate in managing your own mental health and life. It recognises many of the following features to describe this process:

- Recovery is a process not an endpoint or destination
- Recovery is an attitude...a way of approaching the day and facing the challenges
- Recovery is not a linear process marked by successive achievements
- Professionals cannot manufacture the spirit of recovery and give it to people
- Recovery is a deeply personal, unique process
- Recovery does not necessarily mean cure or returning to where the person was before they became unwell. It is a re-adaptation to the illness that allows life to go forward in a meaningful way

- Having hope is crucial to recovery...none of us would strive if we believed it a futile effort
- Recovery is the ongoing...regaining of the capacity to take executive control of one's life that is meaningful, satisfying and purposeful



“services of the future will talk as much about recovery as they do about symptoms and illness ... we need to create an optimistic, positive approach to all people who use mental health services, driven by the right values and attitudes ... The mental health system must support people in settings of their own choosing, enable access to community resources including housing, education, work, friendships etc – or whatever they think is critical to their recovery”

The Journey to Recovery, DOH 2001

Person Centred Approach

What is a Person Centred Approach?

A person centred approach is a fundamentally different way of seeing and working with people. Being 'person centred' or using a 'person centred approach' means ensuring that everything we do is based upon what is important to a person from their own perspective. A person centred approach discovers and acts on what is important to a person.

A person centred approach gives us a structure to help us continually listen and learn about what is important to a person now and in the future and to act on this in alliance with friends and family. It requires a fundamental shift of thinking from a 'power over' relationship to a 'power with' relationship.

The Five Key Features of a Person Centred Approach

1. The person is at the centre: a Person Centred Approach is rooted in the principles of rights, independence and choice. It requires careful listening to the person and results in informed choice about how a person wants to live and the various supports that best suit the individual.
2. Family members and friends are full partners: a Person Centred Approach recognises and values the contributions made by families, friends and communities and gives a forum for creatively negotiating conflicts about what is safe, possible or desirable to improve a person's life.
3. A Person Centred Approach reflects each individual's capacities, what is important to that individual now and for the future, and specifies the support they require to make a valued contribution to their community. Services are delivered in the context of the life each individual chooses and are not about slotting people into 'gaps'.
4. A Person Centred Approach builds a shared commitment to action that recognises each individual's rights. It is an ongoing process of working together to make changes that the individual and those close to them agree will improve the person's quality of life.
5. A Person Centred Approach leads to continual listening, learning and action and helps the person get what they want out of life. Learning from planning can not only inform individuals, but can affect service delivery as a whole and inform and inspire others to achieve greater things.

A Person Centred Approach is not...

- the same as assessment and care planning: it is not concerned with eligibility for resources or other predetermined criteria.
- only for people who are 'easy to work with': it is applicable and useful for anyone regardless of ability, cultural background, or the challenges they present to services.
- an end in itself: A Person Centred Approach can be a powerful tool in enabling someone to change their lives; however there are serious risks in focusing on achieving large numbers of plans rather than people getting the lives they want.
- a replacement for other necessary forms of planning. For example, services may need to plan in ways that help them ensure services are competent and reliable. However it is important that other forms of planning reflect and respond to a Person Centred Approach.

Why is it Important?

If a Person Centred Approach is to be effective it must result in real change for people. The purpose of a Person Centred Approach is to enable people to live the lives they want in their communities.

People who have used a person centred approach are finding that it can:

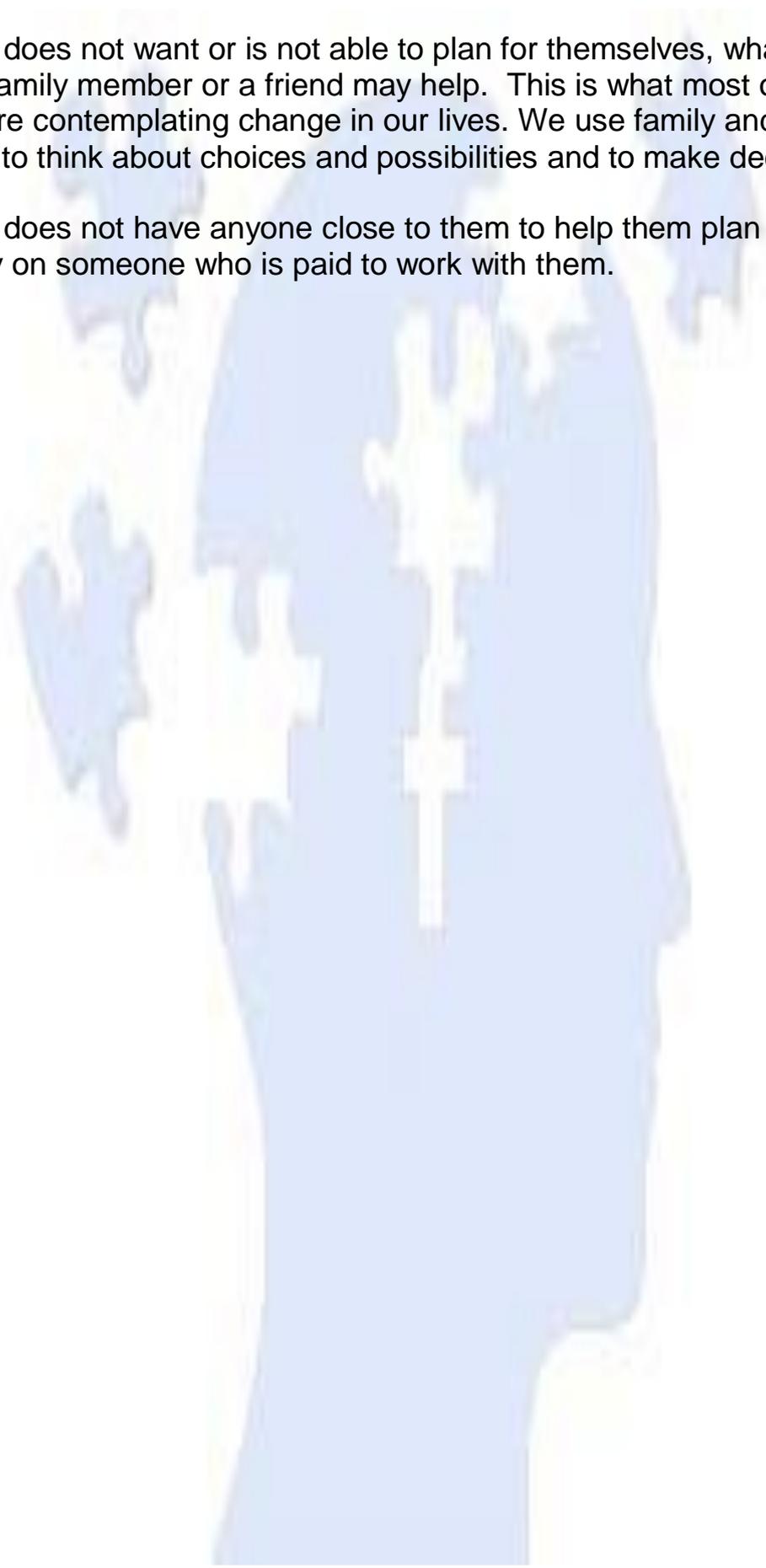
- help people work out what they want in their lives and make them feel stronger and more confident
- clarify what support people need to pursue their aspirations
- bring people together to support people in joint problem solving and to energise and motivate people, based upon better understanding of and commitment to the person.
- help direct and shape the contributions made from service agencies, to ensure they are based upon what is important to a person from their own perspective.

Who is Involved in a Person Centred Approach?

Individuals, families, friends and people paid to provide services may all be involved in a Person Centred Approach. There are booklets to help people who want to plan for themselves and have the energy and commitment to make changes, sometimes with the help of others

If a person does not want or is not able to plan for themselves, whatever the reason, a family member or a friend may help. This is what most of us do when we are contemplating change in our lives. We use family and friends to support us to think about choices and possibilities and to make decisions.

If a person does not have anyone close to them to help them plan they will usually rely on someone who is paid to work with them.



What this Means for Individual Workers

Every person in Leicester, Leicestershire and Rutland has the right to mental health services that:

Work together with respect, dignity and compassion

This means that you:

- Address each person by their preferred name/mode of address
- Are respectful of people cultural and individual needs
- Avoid diagnostic labels as a means of describing a person
- Encourage and support the person you are working with to feel hopeful about the future even through hard times.
- Write notes or talk about a person as if they were sitting next to you.
- Seek a person's permission before you access their records.
- Develop a trusting relationship with each person so they are able to express their fear, anxieties, feelings and concerns without worry of ridicule, rejection or retribution.
- Acknowledge people's skills, coping strategies and the fact that they have survived, often through very difficult circumstances.
- Ask everyone involved in a person's support to contribute to planning, including reviews.
- Recognise that workers who are not professionally qualified often play the most significant part in people's recovery.

Make a positive difference to each person's recovery and quality of life

This means that you:

- Identify what would make a positive difference to each person you work with.
- Use this information to inform the support that the person receives.
- Check regularly with the person your work is making a positive difference.
- Give priority to promoting each person's recovery.
- Make sure that each person you work with feels listened to

Are guided by the individual's views about what they need and what helps them

This means that you:

- Explore possibilities for advance directives with each person you work with.
- Ask simple, yet powerful questions such as: What happened? What do think would be helpful? What are your goals in life? What has worked for you previously?
- Find out about the person's whole life and what is most important to them.
- Record the individual's responses in their own words wherever possible, rather than translating the information into professional language.
- Try to give each person control over where and when meetings/appointments happen and who is invited.
- Always ask the person what are they ready to do.
- Explore with each person different ways of providing support (for example through using Direct Payments).
- Think about what each person can do for themselves, what their support networks can do, and what others within and outside of your organisation can contribute.
- Check out regularly what the person feels about their progress.

Treat everyone as a capable and intelligent citizen who can take control of their own life

This means that you:

- Explore all the barriers or obstacles to care and do not assume a person is "unmotivated" or "non-compliant".
- Ask the person what has worked for them in the past and use this in planning support.
- Are mindful of the power of language and careful to avoid the negative messages that professional language can convey.
- Avoid using diagnostic labels as a means of describing a person.
- Identify people's skill, strengths and abilities.
- Acknowledge the person's right to make mistakes.
- Explore self-directed funding opportunities e.g. Direct Payments.
- Recognise that people are in charge of their own lives and respect people's rights to take risks.

Give people the appropriate information they need to make their own decisions and choices

This means that you:

- Ensure the information you are giving is easy to understand.
- Check out that the information you have given is understood.
- Give people information about:
 - Ways of complaining
 - Rights and responsibilities
 - Treatment options
 - Medication they are on
 - Ways of helping themselves
 - Where else they can get information
 - Who to contact in a crisis
- Ensure that information is given in a way that is right for the person.
- Check out regularly with the person that they have the information they need.

Recognise that mental health services are only part of a person's recovery, it can involve a wide range of different options

This means that you:

- Take action to prevent them losing important things in their life, for example their job, housing, income, and relationships, if they have to be admitted to hospital.
- Learn about what resources, services or support there is in the local community.
- Encourage and support people to access these resources.
- Find out about the whole of the person's life and what is important to them and support them to achieve their goals.
- Find out if the person you are working with has any worries about issues which might include physical health, housing, employment, income, relationships, sleep etc
- Link people into the right advice and support
- Think about what each person can do for themselves, what their support networks can do and what others within and outside your organisation can contribute.

Communicate with each person in the way that is right for them

This means that you:

- Get an interpreter or translated information, if the person you are working with needs it.
- Understand that people have different communication styles.
- Work with the person to help clarify any misunderstandings.
- Give people enough time to understand and to respond to you, and check their understanding.
- Learn about how you address specific communication needs, for example for people who have sensory impairment.
- Identify any barriers to communication and address them.
- Seek appropriate support if you are having difficulty communicating with somebody.
- Consider the impact on the person of what you intend to say
- Use plain and clear language.

Understand that each person has a unique culture, life experiences and values

This means that you:

- Understand your own culture, values and life experiences and the possible assumptions this may lead you to make.
- Think about the impact of this on the people you support.
- Use supervision, peer support etc, to explore how your culture, values and life experiences may impact on your practice.
- Are sensitive to the way in which you explore a person's culture, values and experiences.
- Develop your awareness of issues of inequalities and power.
- Check out with the person you are working with your understanding of their culture, values and life experiences and what that means to them individually.

The Transforming Care report identifies outcomes for individuals with mental health conditions or behaviours described as challenging, who live in specialist hospital and residential settings.

- Being safe.
- Being treated with compassion, dignity and respect.
- Being involved in decisions about their care.
- Knowing those around them and looking after them are well supported.
- Making choices in their daily life.

- Receiving good quality general health care.
There must be improvements to quality and safety standards within care services before better outcomes for individuals will be achieved.

Recognise, respect and support the role of carers, family and friends

This means that you:

- Always refer to the Carers Charter

<http://www.leicester.gov.uk/your-council-services/social-care-health/adults/carers/the-carers-charter/>

- Make sure carers know who the person's care co-ordinator is and who to contact in a crisis.
- Ask the person you are working with who they get support from and how they should be involved.
- Know what support and information is available for carers, family and friends and support them to access this.
- Listen to carers, family and friends and take seriously what they say and act on the concerns they raise.
- Know what rights carers have and offer a carer's assessment.
- Recognise that there may be tensions between the rights of a service user and the rights of carers and communities and try to resolve these where possible.

Support their workers to do their jobs well

This means that the organisation you work for provides:

- Jobs that are designed to be fit for purpose.
- Induction into new roles and changing roles within the organisation.
- Induction geared to the individual and their role.
- Good regular supervision.
- Learning and development opportunities:
 - Values
 - Knowledge
 - Competency
 - Self reflective practiceAll of which should support service user and carer involvement
- Regular team meetings, which would include:
 - Opportunities for reflective practice
 - Team building

- Access to resources, for example the internet.
- Safe and healthy working conditions:
 - Management of workload
 - Flexible work practices
 - Responsiveness to the needs of employees
 - Tackling bullying and harassment

Challenge stigma, fear and discrimination both within mental health services and in the wider society

This means that you:

- Learn about and use effective ways of challenging prejudice and discrimination.
- Develop your awareness of issues of inequalities and power.
- Develop your awareness and challenge your own “us and them” attitudes, prejudices and discriminatory behaviour.
- Are welcoming of people with lived experience and people from other backgrounds as colleagues.
- Challenge the stigma and prejudice associated with “mental illness” in the wider society.
- Avoid diagnostic labels

Put mental health on a par with physical health

This means that you

- Refer to the government strategy

No health without mental health

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213761/dh_124058.pdf

[Additional Resources List](#)

<http://www.leicester.gov.uk/your-council-services/health-and-wellbeing/health-and-wellbeing-board/joint-health-and-wellbeing-strategy/>

Leicester's Joint Health and Wellbeing Strategy

<http://www.time-to-change.org.uk/>

England's biggest programme to challenge mental health stigma and discrimination.

www.lampdirect.org.uk

Local mental health information, including searchable service directories

<http://www.lampdirect.org.uk/information/publications/here-recovery>

Excellent resource on recovery:

<http://www.publications.parliament.uk/pa/cm201011/cmbills/132/11132.pdf>

The Social Care bill

<http://www.legislation.gov.uk/ukpga/2007/12/contents>

The Mental Health Act

http://data.gov.uk/sib_knowledge_box/social-value-act

The Social Impact Act

<http://www.supportforcarers.org/images/uploads/charter.pdf>

The Carers Charter

<http://www.lampdirect.org.uk/sites/default/files/llr-advocacy-code-of-practice.pdf>

Advocacy Code of practice

<http://www.rcpsych.ac.uk/files/pdfversion/OP71.pdf>

Independent Mental Health Advocates

<http://www.leicspart.nhs.uk/Library/leaflet2.pdf>

Improving In-patient Mental Health Services for Black and Minority Ethnic Patients



