

STATEMENT OF PURPOSE

INTRODUCTION

The Community Care Trust is a third sector provider of services to adults recovering from mental health problems. These services have been established in response to the expressed needs of the people who use our services. They will continue to develop in response to changes in those needs. The services provided fall into four categories but work closely together. People may use a combination of services and the Trust strives to ensure that these are consistent in the standard of delivery, are based upon a shared understanding of human need and on the recovery coaching relationship.

SERVICES PROVIDED

Residential recovery and community support services	- Cypress Independent Hospital - Granvue and St Maur residential care homes - 'No. 56' supported housing project
STR and community networks:	- Daybreak social and education centre - Abbey Road resource centre - The Haven day centre - The DART Project
Mutual Support and Self Help Networks:	- Torbay and Teignbridge Women's Network - Torbay men's network

All services are delivered by appropriately qualified and experienced staff and the Trust is committed to employing people who have gained such experience through personal experience of mental health problems and their own journey of recovery .

UNDERPINNING PHILOSOPHY

Although the nature of our individual services varies, they are all based on a shared understanding of humanity and human need. This is more effectively expressed in the theory of human givens.

THE HUMAN GIVENS:

We are born into a material world where we need air to breathe, water, nutritious food and sleep enough to dream. These are the paramount physical needs. Without them we quickly die ... These physical needs are intimately bound up with our emotional needs – the human givens.

The Human Givens include the need for:

- Security – safe territory and an environment which allows us to develop fully
- Attention – to give and to receive it
- A sense of autonomy and control
- Being emotionally connected with others

- Being part of the wider community
- Friendship and intimacy
- A sense of status with social groupings
- A sense of competence and achievement
- Meaning and purpose – which come from being stretched in what we do and think.

The resources nature gave us to help meet these needs include:

- The ability to develop complex long term memory which enables us to add to our innate knowledge and learn
- The ability to build rapport, empathise and connect with others
- Imagination, which enables us to focus our attention away from our emotions and problem solve more creatively and objectively
- A conscious rational mind that can check our emotions, question, analyse and plan
- The ability to 'know' – understand the world unconsciously through metaphorical pattern matching
- An observing self – that part of us which can step back, be more objective and recognise itself as a unique centre of awareness, apart from intellect, emotion and conditioning
- A dreaming brain that preserves the integrity of our genetic inheritance every night by metaphorically defusing emotionally arousing expectations not acted out the previous day.

Mental health is the capacity to think, feel and act in ways that lead to fulfilling relationships and a sense of well-being. It means being able to adapt to change and cope with adversity and is vital for the achievement of individual and collective goals.

RECOVERY

The role of all our services is to support people to use their innate resources to meet their basic human needs and recover their mental health and wellbeing. To fulfil this role we have adopted the Recovery Approach. Recovery is a process of enabling people to manage their own mental health problems to the best of their capacity so that they can lead a meaningful life and have a sense of belonging to their local community.

This will include supporting people to:

- Have hope and enjoy life
- Find a purpose in life
- Take control over major life decisions
- Develop an understanding and acceptance of life experiences
- Develop a forward thinking approach to life
- Be proactive in promoting personal wellness
- Make a contribution (give as well as receive)
- Retain control over how they live life in the midst of psychiatric symptoms and major struggles
- Use available services in an active rather than passive way.

DELIVERING RECOVERY SUPPORTIVE SERVICES

Each service has a different role to play in promoting recovery but the following are key to all:

- Active and meaningful engagement with people who use services. All services strive to get to know each person as an individual and to understand their hopes, fears and aspirations.
- Negotiating and planning ways of supporting people to build on their strengths to achieve their personal goals. This may be through the use of established 'tools' such as Wellness Recovery Action Planning (WRAP) or through any other process that the person finds useful.
- Providing or facilitating access to those things which people have identified as helpful to recovery. This will vary from person to person and could include some or all of the following:

Formal treatment or therapy (including the use of medication).
Training in self management skills and techniques.
Appropriate accommodation ranging from high support (inpatient and residential care) and supported housing to independent accommodation.
Complementary therapies.
Opportunities to regain life skills.
Crisis or respite support.
Opportunities to develop creativity.
Opportunities to meet spiritual needs.
Social networks and support.

This list is not exhaustive. Our approach is always to support the individual to identify and get access to the things they want and need, using 'mainstream' opportunities wherever possible.

The mental health and wellbeing networks in Devon and Torbay

Our services are commissioned as part of the overall mental health and wellbeing networks in Devon and Torbay. We will therefore strive at all times to meet the standards which have been set for those networks and will evaluate our progress towards them at regular intervals. The standards are described on the following page.

**MENTAL HEALTH AND WELLBEING NETWORKS
10 CORE STANDARDS**

The Recovery Approach

All staff have a knowledge of the recovery approach and the significance of social inclusion and are competent in using recovery skills and qualities appropriate to their work role.

Recovery Outcome Evaluation

All services have a regular cycle of measuring recovery outcomes embedded into routine practice which is used to inform progressive practice and service improvement.

Coherent and Effective Service Configuration

Services are constructed on recovery principles and delivered by teams that are managed and led so as to be coherent and effective contributors to the overall network.

Network Partnership Relationships

Network partnership relations are characterised by good communication, clarity, consistency and respect.

Staff and Service Performance

All practitioners, teams and services are subject to regular performance review to ensure that staff are safe, appropriately qualified and equipped, and that they are supervised and supported in the requirement to deliver recovery based practice.

The experience of networks

There is excellent 'customer care' such that services are experienced as supportive of individual recovery as well as receptive to personal preferences and diverse need.

Satisfaction

There is a high level of satisfaction from those who use the services to support their recovery, their families and other supporters, and providers of related services. The general public have confidence in the services provided to their communities.

Social Inclusion

All services demonstrate socially inclusive practice which is supportive of people living ordinary lives in ordinary settings and considers in particular people's needs for accommodation, occupation, education, personal relationships, money and participation in community life.

Building mental wellbeing

All service users are supported to develop skills and strategies to achieve and maintain wellbeing and develop resilience to stressful life experiences. Service providers and practitioners are similarly encouraged and supported to develop their health and wellbeing.

Challenging stigma and discrimination

All services are able to engage with and effectively respond to issues of prejudice, stigma and discrimination.

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Signature