

What happens next?

In 2018, each service will make a plan as to how they will make sure that the actions listed in the framework will happen in their service. This is called an implementation plan.

How can I find out more about the framework and recovery?

You can find out more about this framework and recovery by asking your mental health team or by contacting your local mental health service.

What helps your recovery?

The framework lists three things that help your recovery

1. The first one of these is to have **hope** in your life. Hope means believing that your life can get better and that you can have a good life, even if you still have mental health problems sometimes.
2. The second thing that has been found to help is called **empowerment**. This means giving you the choice to make decisions about your own life about your care and recovery. You can get support to help you do this, either from your team, your family or your carers. If you need help telling the services of your choices, you can also get help from somebody called an 'advocate' – someone to support you and help you speak up for yourself.
3. The third thing that helps people in their recovery is called **self-determination**. This means that you should decide what the important goals for your life are, and how you would like to achieve them. These decisions should be included in your care plan, and the mental health service and staff will help you achieve them.

A National Framework for Recovery in Mental Health 2018-2020

A national framework for mental health service providers, to support the delivery of a quality, person-centred service.



What do we mean by recovery?

Recovery is the most important part of mental health for service users. Recovery is about the whole person – not just their mental health problems.

Having somewhere to live, something to do and someone to love, is an important part of recovery. Controlling or stopping symptoms, with the help of mental health staff, is also very important in helping people to recover and work on the goals that are important to them.

What is the National Framework for Recovery in Mental Health 2018-2020?

The National Framework for Recovery is a document which sets out how the HSE mental health services will work over the next 2 years. This way of working will mean we will be better able to help service users recover from mental health problems.

We worked with service users, voluntary groups and service providers to develop this framework, and the HSE mental health services has taken responsibility for publishing it and making it happen.

The framework document explains what we mean by recovery. It outlines four important ways of working, called the four recovery principles. These principles will guide what mental health services need to do to support the service user in their recovery.

Why is the recovery framework important?

The HSE knows that the recovery of the whole person is very important to service users. To help this happen, we have been working since 2006 to give service users a broader range of recovery services.

You may have heard of ways the HSE are trying to help people recover, such as ARI, EOLAS, Peer Support working and Recovery Colleges. These are services that include service users, their families and communities in their approach to recovery.

The HSE now wants to make sure that every service user in Ireland has the opportunity to recover in the way that best meets their needs.



Principle 1: The importance of the service user's experience of living with mental health problems.

The experiences of those who have mental health problems are important in two ways:

1. Your experience allows you to decide what the important goals in your life are, and how recovery can help you achieve them.
2. Services can learn from your experience how best to help you and others to recover.

There are three elements of a service user's experience that are helpful to services:

1. Lived experience – what it **feels like** to have and live with a mental health problem, and what it feels like to use mental health services.
2. Recovery experience – what helps you as you begin to recover from mental health problems.
3. Expert by experience – when people use their experience of having and recovering from a mental health problem to help other service users. This can also be used to help services improve.

Actions to make this happen:

- **Identify** the service user's own wishes – especially when making decisions about their recovery and care
- **Include** the decisions and choices of the service user in care plans.
- **Provide** any extra supports a service user may need to help in their recovery.
- **Enable** service users to work with and talk with others who are in recovery. This is called '**Peer Support**'.



Principle 2: The service will work with people and groups involved to try to provide the best possible service to service users.

Recovery takes place in many areas of your life – it is not just a medical improvement. It can also mean finding a place to live, getting a job and having a better social life. This means that a lot of groups need to work with you and the mental health services to help you have the recovery you want. When all of these work together with you and your family, it is called 'co-production'. Everybody's opinion is valued equally.

The framework lists three ways of working in this co-production way:

Co-production between the service user and 1) their medical team; 2) their family, carers, friends, and other groups; and 3) the mental health service and other organisations that can help people recover.

Actions to make this happen:

- **Include** service users in decision-making and co-production about their recovery.
- **Train** service users and family members in working with the mental health service and their team.
- **Work** with service users and families to help improve services.
- **Work** more closely with other organisations to help people recover.



Principle 3: The HSE mental health services must make the recovery of people using its service their most important work.

The service does this by having a clear plan for all staff on how the service will help with people's recovery.

This plan lists three ways that the mental health service will work towards recovery:

1. The service will make sure that all staff work with the values of recovery listed in this framework – hope, empowerment and self-determination. (Read more about these on the back page.)
2. They will make sure that everyone involved in recovery, especially service users and family members, know what recovery is and how the service works to support recovery.
3. The service will make sure that the service it provides is helping service users to recover in the ways that are important to them. It will do this by regularly asking a) service users and families if they are getting the help they need; and b) staff and other groups what they need to help service users.

Actions to make this happen:

- **Plan** - the HSE will make a plan to make sure that recovery is the most important goal of its service.
- **Inform** - the HSE will make sure that everyone gets the chance to know what the framework says, and what recovery services are available to service users.
- **Check** - the HSE will check with service users, family members and staff to make sure it is providing a good service.



Principle 4: The mental health service will make sure that everybody is given a chance to learn and understand about recovery and what it means for them, and how it works in practice.

This learning is open to service users, their family members and mental health staff. It will also make sure that staff use 'recovery values' in their everyday work.

The framework lists two important ways this can happen:

1. Recovery education. This is where you are given a chance to learn about recovery, and have time to think about what kind of a recovery you would like to have. You use your own experience to help you learn. Other service users often give the training on their own, or with mental health staff.
2. Recovery-promoting clinical practice. Mental health staff will work with others to help service users have the best possible recovery. They will use the recovery principles in this framework, their training and reflect on their own work.

Actions to make this happen:

- **Give** all service users the chance to learn about recovery through recovery education.
- **Train** all mental health staff in how to work in a recovery way with service users and their families.