

Framework for recovery-oriented rehabilitation in mental health care 2012

Mental health services in many parts of the world are undergoing significant reform in relation to structure, services and approaches to service delivery. South Australia's current reform agenda is no exception and change is occurring at a rapid pace. The reform agenda is multifaceted, the core of which is a shift to the development of seamless service provision that is accessible, flexible and responsive to the needs of consumers and their carers. It is reform to ensure consumers get 'the right service, at the right time, in the right place'.

The Framework for recovery-oriented rehabilitation in mental health care 2012 provides a foundation of shared understanding about rehabilitation and recovery and how partnership between all stakeholders will enable the further development of mental health services in South Australia that are person-centred with power shared between the person and the practitioner.

South Australian context

The Stepping Up report, which has been a pivotal platform for South Australia's current reform agenda, is the starting point; however, it does not describe all rehabilitation services available to consumers of mental health services in SA.

The non-government (NGO) sector has grown substantially and will continue to grow. This will increase the rehabilitation services available to consumers.

SA government mental health services are reforming their systems and services to better meet the needs of consumers. It is vital that recovery-orientated rehabilitation services also continue to be available and grow in the government sector.

What is recovery?

- > Recovery is personal, individual and unique.
- > People can and do recover from mental illness
- > 'Recovery' and 'cure' do not mean the same thing. People can and do live well in the presence of symptoms of mental illness.
- > Recovery is supported by collaborative partnerships in which key partners develop facilitative relationships to meet the individual's needs.
- > There is no time frame set for an individual's recovery journey. Everyone's recovery journey is unique.

- > Recovery is not an intervention and professionals cannot 'do' recovery 'to' people.

What is rehabilitation?

- > Best practice rehabilitation is recovery-oriented.
- > Rehabilitation should be available in all settings and begin as soon as possible.
- > Rehabilitation techniques provide a range of tools that can be used to assist an individual to gain/regain his or her independence and strive towards his or her recovery.
- > Rehabilitation programmes should be planned, implemented, documented, evaluated and modified in collaboration with the consumer and his or her carers.
- > Rehabilitation services that are shaped by goals of promoting hope, healing and empowerment ensure mental health services foster an underlying attitude that experience of recovery is possible, offer opportunities for consumers to maximise his or her experience of recovery, and create a service environment that is flexible, responsive and accessible.

Meeting everyone's needs

- > Different populations have different needs.
- > Particular consideration needs to be given to how best to meet everyone's needs.
- > No one service or person can cater to everyone's needs all of the time, however mental health services must be culturally inclusive and responsive.
- > Services must work in partnership to meet the needs of individuals, carers and families.
- > Country health services provide services to approximately thirty percent of the population in South Australia.
- > Communication is imperative – communication between services, consumers and carers will need to take place by a variety of means to meet everyone's needs (face to face, with interpreters, written communication, teleconferences, telephone).

Partnerships

- > The consumer is the most important person in the partnership. Consumers must be considered first.
- > Sharing information is essential – the rights of each individual need to be considered when sharing information.
- > It is important that the role of each partner involved in care is clearly defined and understood.
- > All partners need to assume responsibility for ensuring smooth coordination of care and everyone needs to be able to contribute.
- > Carers are an important part of partnerships and need to be considered and included whenever appropriate.
- > The process of establishing a partnership is as important as the outcome.
- > Partnerships should exist to empower consumers, create enabling opportunities and promote the consumer's dignity of risk.
- > The partners are determined based on the needs of the consumer.

Safety and quality

- > The National Standards for Mental Health Services 2010 are applicable to all mental health services throughout Australia.

- > Recovery-orientation is expected as National Standard 10.3. and applies to all services.
- > Best practice is about how to continuously improve services.
- > Feedback from partners, particularly consumers and carers, is vital in assisting to improve services.
- > Supervision and reflective practice underpin recovery-oriented rehabilitation services.
- > Every worker should have access to regular supervision.
- > Quality and safety are everyone's responsibility.
- > Additional research is required to ensure best practice around recovery-oriented rehabilitation remains up to date.

In summary

Representatives from mental health services throughout the different sectors and regions of SA, consumers, carers and the NGO sector have joined together to form the Core Planning Group for Rehabilitation and Recovery (CPGRR) and has driven the process of formulating the Framework. Wide consultation around this document has been undertaken by the CPGRR through workshops, individual and group consultation and surveys.

This Framework builds on the work that has been done to transform mental health services in SA and brings together, in one place, this work, current research and thinking, and looks holistically at mental health services in SA.

The implementation of this Framework will be supported by the development of more detailed strategies, plans and workshops aimed at promoting positive mental health and consistent and effective recovery-oriented rehabilitation practices.

A copy of the Framework is available on the SA Health website at www.sahealth.sa.gov.au

For more information

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