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# **Recovery Planning Policy and Procedures**

Lead responsibility for this document is  
**Chief Executive Officer Dudley Mind**

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## **This document is used in correspondence with the following Policies and Procedures;**

1. Confidentiality
2. Equal Opportunities
3. Complaints, Comments and Compliments
4. Working Alone and Violence at Work
5. Referrals and Allocations Policy
6. Risk Assessments Policy
7. Incident Reporting
8. Protection from Abuse Policy

## **This document also relates to the following Legislation and Guidance;**

1. Data Protection Act 1998
2. Supporting People Programme
3. Health and Safety

## **Appendix;**

1. Referral Form
2. Confidentiality Waiver
3. Contact Sheets
4. Recovery Plan
5. Recovery Agreements

# 1. Assessment and Recovery Planning Policy Statement

## Scope

Dudley Mind is committed to ensuring that all service users are provided with high quality recovery plans and assessments.

Assessments will be carried out by floating support workers, Community Support Workers, Team Manager, Assessment and Review Coordinator.

## Purpose

- To support service users in evaluating their own skills and competencies
- To make best use of motivational interviewing and how it may be used to promote change with Service Users.
- To Ensure recovery plans and Assessments are more outcomes focused

Dudley Mind is committed to providing good quality assessment and recovery planning to all service users experiencing mental ill health.

The core functions of Assessment and Recovery Planning include:

- 1.1 An individualised assessment of how someone wants to live today taking into consideration their needs and aspirations of the service users which addresses personal, social, educational and vocational needs.
- 1.2 A way of organising and communicating what is important to an individual in user friendly way.
- 1.3 A way of identifying how they are going to achieve their individual goals and checking progress towards these goals
- 1.4 A way of ensuring that all service users are heard regardless of any complex needs
- 1.5 Identifying a service users eligibility for the service
- 1.6 Regular reviewing and updating of the recovery plan will be done every 3 months by support workers and a full review will be conducted every 6 months with two members of staff (Team Manager, Operations Manger, Assessment and review Coordinator) , the service user will be encouraged fully participate in their recovery plan. However a service user can initiate a review at any time. If a service user refuses to sign the recovery plan this needs to be documented on their file.

- 1.7 Ensure all clients are offered a copy of their recovery plan.
- 1.8 Empowering service users to solve problems and have confidence to live independently
- 1.9 Informing the service user of feedback on goals achieved and making plans to achieve further goals and aspirations
- 1.10 Acting as an advocate for the service user.
- 1.11 Clients may be encouraged to do a WRAP plan to support the Recovery Planning process.

## **2. Recovery Planning and Support sessions Procedures**

In order for Recovery planning to be effective the service user should have a Sense of ownership. This sense of ownership should be promoted by their full Involvement in identifying their needs and measures required to address these Needs. It could also be promoted by features like the service user writing and / Or holding there own recovery plan in some instances cares and family members will be involved.

- 2.1 A recovery Plan is a series of goals based on an assessment of need. The first stage of all Recovery Plans shall be the initial and Risk and Needs Assessment following a referral from agencies
- 2.2 A Key working session is a one to one meeting with a named worker and a service user. Key working Sessions should be offered to service user's daily/weekly or monthly basis according to need, but the regularity can increase or decrease depending on the need of the service user. Support Workers will inform the Team Manager who will look at capacity within the team. The purpose of this session is to update the goals identified/agreed in the recovery plan
- 2.3 Recovery Contract will be reviewed and updated every 6 months, or a record will be made if there has been no change to the contract.
- 2.4 Sufficient time should be allocated for key working sessions. One and a half hours is appropriate. However there may be instances where this will change and be demonstrated in the recovery contract and recovery plan.
- 2.5 Service Users should be given the opportunity to change their named worker if they wish. Good reason should be given for this.

- 2.6 When allocating workers sensitivity will be given to issues such as gender, language needs as well as challenging cultural stereotypes around matching workers with similar backgrounds.
- 2.7 Ideally Key working Sessions should take place in a quiet place where there are no interruptions. There will be contact notes following each key working session. The notes will be in a legible and presented in a factual way. All key working sheets will be signed and dated by both service users and staff. All key working notes have to relate to the person's goals identified in their recovery plan. For example, a contact note should say how a service user has improved with regards to personal hygiene if this is one of the goals.
- 2.8 Agreed support sessions should be re-arranged immediately if one party has to cancel. If a service user fails to attend, a further meeting should be offered. If the named worker unable to attend the line manager should attempt to make alternative arrangements for another named worker to attend. If a worker is absent from work the line manager will make the necessary arrangements with another worker to attend the key working meeting in agreement with the service user.
- 2.9 Each session should be seen as a chance to progress towards achievement goals. Attention should be paid to making the session informal, authentic, good humoured and socially normal while at the same working towards goals. The session should end agreeing goals for next time.
- 2.10 Outcomes of support sessions must be recorded. The service user should sign the record and a copy should be made available to the service user. We will not send out recovery plans as a routine however there may be incidences where we will have to send out recovery plan if there are concerns regarding the service user and the support offered.
- 2.11 In order to ensure good communication and support for the named worker and service user, outcomes of support sessions must be shared and discussed with appropriate staff members within Dudley Mind confidentiality will be paramount through the process.
- 2.12 Support sessions may be concluded where it is mutually agreed by the team and the service user is no longer in need of support. At this point Dudley Mind will disengage the service user and the Disengagement procedure should be followed.
- 2.13 If a service user does not comply with their recovery contract the service user could be disengaged from the service incidences include violence or aggression and moving out the service area, however staff will ensure that the service user is referred to a more appropriate service wherever possible. As a result of risk assessments it may be decided that a client needs to be disengaged and all relevant professionals will be informed.
- 2.14 All support sessions. Reviews and recovery plan meetings will involve service users at all times.

### **3. Continuous Renewal Clause**

**Dudley Mind reserves the right to change the provision of the Support Plan Policy by amendment, addition, deletion or substitution of new procedures from time to time at its discretion. Service Users and Employees will be notified of any changes by appropriate means.**