



includes your own recovery plan to fill in



my recovery

*a step-by-step plan
for people with
serious mental illness*





► Welcome to your recovery plan!

This plan is for people who would like to take control of their lives and recover from mental illness. It has been developed by Hafal, Wales' principal charity for people with serious mental illness, and is based on the experiences and insights of hundreds of service users and carers. It provides you with the tools you need to:

- be in control of your illness
- look at all areas of your life, take stock and set goals
- be positive, move forward, and achieve maximum recovery.

The plan is very simple to follow, yet it has proved very successful in helping people to achieve goals they previously thought impossible. The plan has empowered

people with serious mental illness to look ahead and take a step-by-step approach to achieving their aims. This has enabled them to achieve things such as getting a job, finding the right medication, gaining qualifications, moving home, getting fit... the list goes on!

Next we talk about how recovery works and what actions we know are necessary to achieve recovery. Then we provide you with your own recovery plan to fill in and update. The plan includes space to set goals in all areas of your life, to set deadlines and to record who can help you.

► What does 'recovery' mean?

Recovery means regaining mental health and achieving a better quality of life.

Many people with serious mental illness can make a full recovery; others can make far greater progress than has traditionally been thought possible. Too often mental health services have confined their objectives to looking after people or alleviating some symptoms. Recovery is different. It is focused on enabling people to improve their lives in all areas rather than just maintaining an adequate existence.

Recovery is not just about medication or other therapies which deal directly with symptoms. These can be very important, especially for those who have experienced serious mental illness, but mental health is built on much broader foundations. For any one individual the biggest step to recovery of mental health may be finding a great place to live, getting a job, establishing a good relationship with their family, meeting new friends or identifying a professional who can help them work through their problems. Usually there are a set of different things which are important to an individual's recovery.

Many people achieve good mental health without formal plans but rather by looking after themselves and meeting their own broad needs. But when people experience serious mental illness it can be helpful to be much more methodical in looking at how to improve their lives. This plan offers that methodical approach to recovery.

► Who is recovery for?

Recovery is for everybody. Everyone can make significant steps to regain or enhance mental health and achieve a better way of living. It is the right of those who experience mental illness – and a duty which they owe to themselves – to make improvements in all areas of their lives which together contribute to mental health. People with serious mental illness will usually need support in order to make progress towards recovery. Some people have a higher level of need and require a lot of support – for example, people who have lived in hospital for some time – but this does not exclude them from achieving recovery.



► what makes recovery happen?

There are three components essential to recovery. These are:



Recovery **depends on** these three components being in place: this poses a real challenge but the good news is that all three components are realistic and achievable. Next we talk about each component in more detail.

1 Commitment to progress

A **Commitment to Progress** is the first component essential to recovery. Recovery depends on actively taking steps to improve life. It is vital to agree and act upon a step-by-step, goal-focused plan.

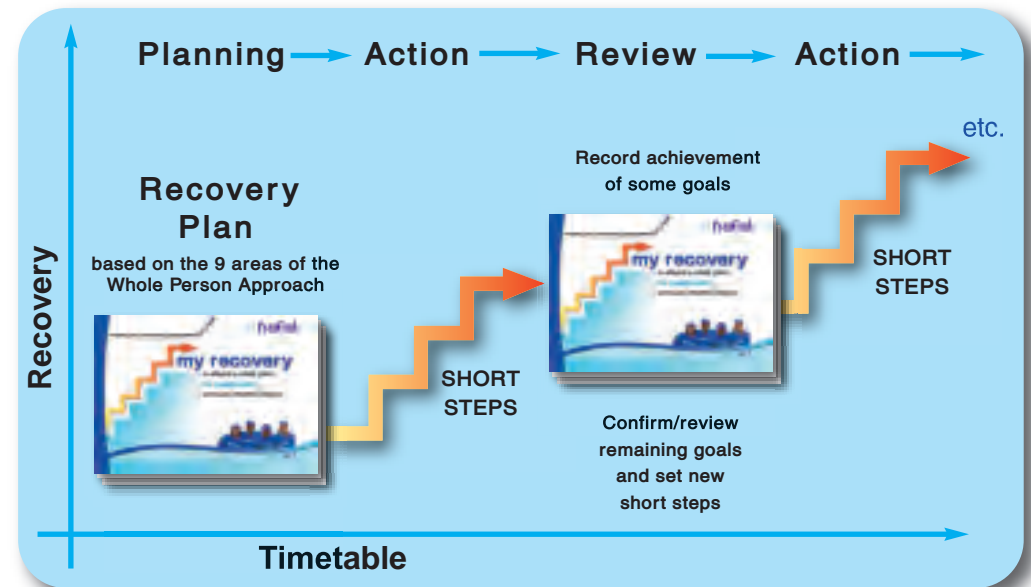
Too often planning concentrates on assessment: in other words it says a lot about where the individual is at a particular point but not about where they want to go. Alternatively plans may include long-term goals but not the simple, short-term steps that need to be taken to achieve them. A good plan needs to hold its focus on long-term goals but include the intermediary, less intimidating steps which allow a person to take action.

To be effective, a plan must:

1. **Assess current circumstances** – analyse and recognise where the individual is starting from at the planning stage
2. **Identify needs** – practical and personal challenges faced by an individual
3. **Identify long-term goals** – strategic targets which the individual aims to achieve
4. **Identify short-term steps** – simple, manageable actions required to achieve the goals
5. **Identify supporters** – specific people or agencies whose help is needed with the short-term steps
6. **Create a timetable** – target dates to take short-term steps and achieve long-term goals
7. **Timetable regular reviews** – to recognise progress, and confirm or revise short-term steps and long-term goals

Planning for recovery needs to be fully incorporated into conventional or formal planning processes. For example people should plan their recovery through the Care Programme Approach which is a standard requirement for NHS/Social Services clients with serious mental illness (you may find it useful to find out more about this by reading Hafal's publication *CPA: A User's Guide*). And there are other formal processes such as referral and hospital discharge which offer important opportunities to plan for recovery. People can also use **this** plan at meetings with doctors, psychiatrists, social workers and other professionals.

The process of recovery based on effective planning can be illustrated as follows:



2 Empowerment and self-management

Empowerment and self-management together form the second essential component for recovery. **Empowerment** means exercising rights and responsibilities in making choices about life. **Self-management** means taking the actions required to lead a life based on those choices.

Most people with a serious mental illness already exercise a significant amount of choice about their lives and take much of the action required to achieve recovery. For example, many people manage the administration of their medication.

The following are different ways in which people can demonstrate empowerment and self-management:

A person is empowered when they:

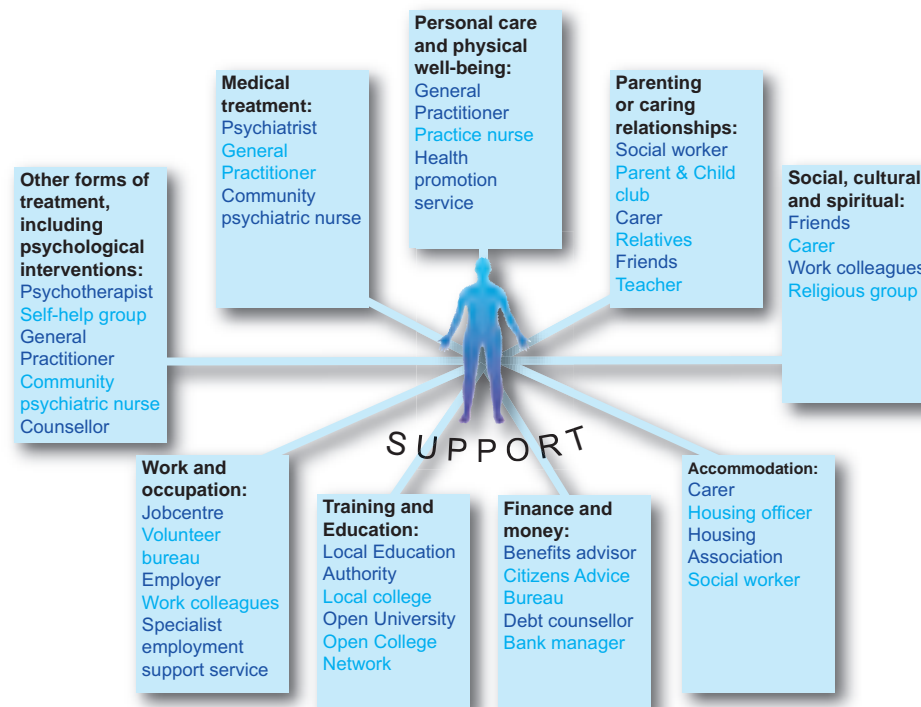
- recognise that they have the same rights and responsibilities as others
- feel a strong sense of autonomy
- are at the centre of decision-making processes concerning their life
- are able to access information necessary to make choices
- are able to choose from a range of options
- see their right to choice respected
- have the first **and** last word in any discussion about them
- feel equal to others and are treated equally by others
- make “advance directives” – telling people how they want to be treated when they are unwell.

A person is self-managing when they:

- make plans in their own language and using their own words
- make phone calls, write letters and fill in forms themselves to address their needs
- sort out their own problems
- negotiate with people to get their needs met
- accept the support of others on their own terms and without resigning responsibility
- look after themselves, maintaining physical health and addressing mental health problems
- administer their own medication
- exercise self-awareness and act on this – including anticipating the onset of a crisis.

Of course some people, for example people in hospital and possibly detained under the Mental Health Act, have more limited opportunities to exercise choice and manage their life. But there are still important areas where they can make choices and take action – for example in developing social contact, looking after their health, and acquiring skills. Empowerment and self-management are the key to progress for everybody.

Achieving empowerment and self-management does not mean having to make choices and take action alone and without support. When a person takes the lead in making plans and taking action they still often need the help and support of other people. These supporters can be chosen according to their specialist skills and knowledge or because they are friends and family willing to help. The key challenge is to develop the **right relationship** with supporters, taking care to ensure that they do not take over responsibility. There are exceptions to this: in times of crisis or great need it may be appropriate that supporters intervene and take a degree of control. But this should be exceptional and care should be taken that this does not become routine. **Some examples of supporters are:**



...and some supporters, such as carers and key workers, may provide general support across all nine areas.

3 Whole Person Approach

Third, recovery requires a "Whole Person Approach" (sometimes called a 'holistic' approach). This means addressing all key aspects of life which together contribute to well-being. By setting goals in all areas of life people can approach recovery more comprehensively. What the Whole Person Approach offers is a methodical way of doing this.

When looking at a person's care and treatment there has been a tendency in the past to focus only on areas such as medication. However, Hafal clients know from experience that making progress in all areas of the Whole Person Approach leads to far greater progress towards recovery. For example, some symptoms such as negative thoughts and passivity are not only addressed by looking at direct medical or psychological treatments – they can be relieved by focusing on areas such as housing, social life or education. That's because our state of mind and mental health is affected by the way we live.

We believe that a Whole Person Approach should take into account all of the areas identified in the diagram opposite.

The Welsh Code of Practice for the Mental Health Act 1983 puts a duty on service providers to ensure that people who are subject to the Act have a comprehensive care plan that includes all of the nine areas listed opposite: we suggest that these are useful areas to consider whether or not you are ever subject to the Act.



► Writing your own plan

In the next section we provide you with your own recovery plan. You can use this plan as your main recovery planning tool. We recommend that you show it to health and social care professionals if you are using it so that you can get their support. Alternatively you could use the plan to make notes and explore ideas before you go to a CPA meeting or fill out your CPA plan, or you could ask that your care plan is based on the nine areas in the Whole Person Approach and simply use this plan as a checklist.

If you are a **Hafal client** we'll support you with your recovery plan. All Hafal's services are based on a Recovery Programme which uses this plan. Typically Hafal's services provide assistance with goals in one or two of the nine areas of the Whole Person Approach but we also help by directing people to other sources of support.

▶ my recovery plan



Where do I start?

Start by filling in your name and contact details below. *NOTE: If you believe you have a mental illness and you have not yet contacted your doctor we advise that you do this as soon as possible and that you do not take any of the steps suggested in this plan until you have done so.*

My name:

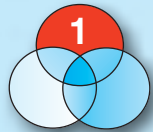
Contact details:

Address:

Tel:

Email:

Next, work your way through each of the following areas:



Commitment to Progress

It's essential that you review your plan regularly to record your progress towards your goals, to set targets and to monitor how you are moving forward.

Record these dates in the boxes below:

Start date:

Review date:

Review date:

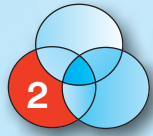
Additionally, you may want to align this plan with your **Care Programme Approach (CPA) care plan**. Remember that you are entitled to ask for your CPA care plan to be based on **this** plan. If you have CPA review or an annual appointment with a Care Coordinator/Key Worker/other health professional, record it below. You can use these appointments to revise and discuss this plan. Even if you don't have an appointment we advise that you show this plan to health or social care professionals who are assisting you.

Record here who you can show this plan to (e.g. Care Coordinator, Key Worker, etc.):

Record here when you can show them (e.g. CPA review dates, annual appointments, etc.). These could be the same dates as the review dates above:

Appointment date:

Appointment date:



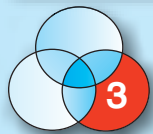
Empowerment and Self-Management

It's important that you are in charge of your own recovery and that you make your own plan, setting your own goals using your own words. However, you may need to enlist the support of other people. Use the box below to identify who can support you to reach your goals. These are some examples of who may be able to help:

- **Medical treatment:** Psychiatrist; General Practitioner; Community psychiatric nurse
- **Other forms of treatment, including psychological interventions:** Psychotherapist; Self-help group; General Practitioner; Community psychiatric nurse; Counsellor
- **Personal care and physical well-being:** General Practitioner; Practice nurse; Health promotion service
- **Parenting or caring relationships:** Social worker; Parent & Child club; Carer; Relatives; Friends; Teacher
- **Social, cultural and spiritual:** Friends; Carer; Work colleagues; Religious group
- **Accommodation:** Carer; Housing officer; Housing Association; Social worker
- **Finance and money:** Benefits advisor; Citizens Advice Bureau; Debt counsellor; Bank manager
- **Training and education:** Local Education Authority; Local college; Open University; Open College Network
- **Work and occupation:** Jobcentre; Volunteer bureau; Employer; Work colleagues; Specialist employment support service

If you don't feel you have supporters, think about who you can approach to get help.

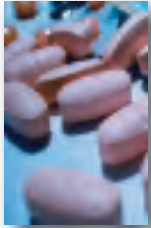
Name	Contact details



Whole Person Approach

Your next step is to fill in your life goals on the following pages which cover the nine areas of the Whole Person Approach. Be ambitious! First write down your **long-term goals** at the top and then write the steps you need to take towards those goals in the space below. As you achieve each step, add the date when you achieved it.





Medical treatment

(Note: you should always talk to your doctor before changing your medication regime)

Write your long-term goal here:

Target date:	Date achieved:

For many people the long-term goal will be to find the minimum level of medication that effectively controls symptoms, has the least number of side-effects and is sufficiently straightforward to manage. For others, the goal may be to remove the need for medication altogether.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- Finding out about the latest treatments and medications
- Asking your doctor to review your medication
- Talking to the doctor about dosage
- Discussing side-effects with your doctor

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

► Who can help me?

Psychiatrist

GP

Community Psychiatric Nurse

Somebody else

► Where can I get more information?

It is essential that you talk to your GP or psychiatrist about the medications available. Additionally you can visit www.hafal.org to download *Your Choice: A Patient's Guide to Atypical Antipsychotic Medications* and *Treatments for Severe Mental Illness: A Practical Guide*. Call us on 01792 816600 if you would like hard copies.





Personal care and physical well-being

Write your long-term goal here:

Target date:
Date achieved:

For many people the long-term goal may be to be physically active, to have a good diet, to avoid smoking and excessive alcohol consumption and to have control of body weight.

Use this space to write down the steps you can take towards your long-term goal.

For example, steps could include:

- Registering with a GP
- Attending a well man or well woman clinic
- Joining a sports team
- Giving up smoking
- Starting an exercise regime
- Looking after your diet
- Visiting a dentist/optician

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

Who can help me?

GP

Practice nurse

Health promotion service

Somebody else

Where can I get more information?

Visit www.mentalhealthwales.net for a comprehensive list of web links to useful information on physical health.

The NHS Direct Wales website contains a wide range of health information including details of dentists, pharmacies, sexual health clinics and support groups in your area as well an A-Z encyclopaedia of health. Visit www.nhsdirect.wales.nhs.uk or call NHS Direct Wales directly on 0845 46 47.



Other forms of treatment, including psychological interventions

Write your long-term goal here:

Target date:

Date achieved:

For some people the long-term goal may be to complete a psychological or other course of treatment to achieve a high level of recovery; for others long-term engagement with a chosen treatment may be the goal.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- Asking the doctor about the non-medical treatments available
- Accessing psychological therapies such as psychotherapy and Cognitive Behavioural Therapy
- Joining a self-help group • Finding out about alternative therapies

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

▶ Who can help me?

Psychotherapist

Self help group

GP

Community psychiatric nurse

Counsellor

Somebody else

▶ Where can I get more information?

Ask your GP for more information or visit www.hafal.org to download a copy of *Treatments for Severe Mental Illness: A Practical Guide*. For a hard copy call us on 01792 816600.





Work and occupation

Write your long-term goal here:

Target date:

Date achieved:

For many people of working age the long-term goal may be to enter into – or remain in – full or part time employment. For others the goal may be to take part in work-related activities such as volunteering.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- Getting in touch with employment support services
- Getting careers advice
- Using occupational therapy services
- Volunteering
- Organising work experience
- Registering at Jobcentre Plus
- Writing a CV
- Applying for jobs

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

Who can help me?

- Jobcentre
- Volunteer bureau
- Employer
- Work colleagues
- Specialist employment support service
- Somebody else

Where can I get more information?

Your local Jobcentre can provide you with advice and information on jobseeking and the new Employment and Support Allowance (ESA). For information on getting back to work visit the Department of Work and Pensions website at www.dwp.gov.uk

Hafal runs an employment support service in Wales for Hafal clients. For more information call us on 01792 816600.



Training and education

Write your long-term goal here:

Target date:

Date achieved:

For many people the long-term goal may be to achieve general or career-related education and training goals, whether or not resulting in a formal qualification; for some the goal for now may be to engage in education or training.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- *Finding out what education/training opportunities are available locally* • *Getting support to remain in education*
- *Finding out about distance learning* • *Taking up self-study through reading, online research, etc.* • *Visiting a careers office*

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

▶ Who can help me?

Local Education Authority

Local college

Open University

Open College Network

Somebody else

▶ Where can I get more information?

Your Local Education Authority should be able to help you find out more about education and training opportunities in your area and the support you can receive to learn. LearnDirect offers advice and information on education and training: visit their website at: www.learndirect.co.uk/wales-eng/ or call them on 0800 101901.



Accommodation

Write your long-term goal here:

Target date:

Date achieved:

For many people the long-term goal will be to live in their own suitable home (whether rented or owner-occupied) in the community of their choice.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- *Discussing your housing needs in your care plan* • *Finding out about local housing support services*
- *Exploring opportunities for independent living* • *Identifying move-on accommodation services*

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

▶ **Who can help me?**

- Carer
- Housing Officer
- Housing Association
- Social Worker
- Somebody else

▶ **Where can I get more information?**

Visit www.hafal.org to download a copy of *My Own Home: A Client Perspective on Supported Accommodation for People with Severe Mental Illness*. The Housing Department of your Local Authority will be able to give you advice on a number of housing issues. For advice on Housing Benefit visit your local Citizens Advice Bureau or visit www.direct.gov.uk





Finance and money

Write your long-term goal here:

Target date:

Date achieved:

For many people the long-term goal is to be able to afford a reasonable standard of living with a reliable income from employment and/or appropriate benefits; some people may want to specify a target income.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- Getting a benefits check
- Applying for a student grant/loan
- Enhancing budgeting skills
- Taking steps towards earning a salary
- Getting information about debt/savings management

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

▶ Who can help me?

Benefits advisor

Citizens Advice Bureau

Debt counsellor

Bank manager

Somebody else

▶ Where can I get more information?

Your local Jobcentre and Citizens Advice Bureau will be able to give you up-to-date information and advice on benefits and may be able to provide you with a 'benefits check'. For more information on benefits for people with mental health problems, visit this useful website run by Neath Mind: www.benefitsinmind.org.uk



Social, cultural and spiritual

Write your long-term goal here:

Target date:
Date achieved:

For many people the main goal may be to enjoy a full social life, good personal relationships with family and friends, and full engagement with community and leisure facilities.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- *Maintaining relationships with your family and friends*
- *Taking steps towards meeting a partner or maintaining your relationship with your partner*
- *Engaging with a religion of your choice or tradition* • *Accessing general leisure facilities*
- *Taking steps to follow your interests/hobbies individually or in a group*

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

▶ Who can help me?

- Friends
- Carer
- Work colleagues
- Religious group
- Somebody else

▶ Where can I get more information?

Visit www.mentalhealthwales.net for advice on how to improve your social life. Additionally, www.volunteering-wales.net contains information about local activities and events and www.walesindex.co.uk contains comprehensive activity listings for all areas of Wales.



Parenting or caring relationships

Write your long-term goal here:

Target date:
Date achieved:

For many people the long-term goal may be to become or remain an effective and reliable carer and as independent as possible in their parenting or caring role.

Use this space to write down the steps you can take towards your long-term goal.

For example, short steps could include:

- *Requesting a Carer's Assessment* • *Improving contacts with home if you are in hospital*
- *Accessing a local "Parent and Child" club* • *Gaining understanding and support from your local school*

It's also important to write down the progress you make, the target date and the date when you achieve your steps.

Short steps	Progress made	Target date	Date achieved

Who can help me?

- Social worker
- Parent and Child club
- Carer
- Relatives
- Friends
- Teacher
- Somebody else

Where can I get more information?

Carers Wales provides useful information and support to carers – visit their website at www.carerswales.org/Home

About hafal

Hafal is the principal organisation in Wales working with people recovering from serious mental illness, their families and carers. Every day our 160 staff and 60 volunteers provide help to over 1,000 people affected by serious mental illness across all the 22 counties of Wales.

Hafal is run by the people it supports: people with serious mental illness and their carers and families. The charity is founded on the belief that people who have direct experience of mental illness know best how services can be delivered. In practice this means that at every project our clients meet to make decisions about how the service will move forward and the charity itself is led by a board of elected Trustees, most of whom have either had serious mental illness themselves or are the carers of a person with a mental illness.

Our Mission

'Hafal' means equal. Our mission is to empower people with serious mental illness and their families to enjoy equal access to health and social care, housing, income, education, and employment, and to:

- achieve a better quality of life
- fulfil their ambitions for recovery
- fight discrimination.

Our Service

Hafal delivers key services to people with serious mental illness and their carers including: employment training; housing support; resource centres; befriending; arts projects; inpatient advocacy; family support; and carers' support services.

Hafal also supports clients and carers in providing a much-needed voice in the planning of mental health services. We campaign vigorously through research, publications and media work, and through direct contact with Assembly Members and Members of Parliament, to improve services for clients and families and to remove the stigma and isolation associated with serious mental illness.

Join Us!

Being a member of Hafal means that you can benefit from a number of services including:

Mutual support: Throughout Wales Hafal's local networks offer support, practical help, and the opportunity to share experiences, make new friends and campaign on mental health issues. Membership holds the networks together and gives participants a voice in how we move forward.

Training and conference days: Hafal offers a range of training days and conferences which are often free to members.

Information: We provide a range of quality fact sheets, leaflets and booklets on a number of different subjects including the latest treatments, rights, benefits, housing issues, etc. We also keep members informed through our Mental Health Wales journal and bulletins.

How much will it cost?

The minimum membership subscription is just £1; this rate ensures that people who are in difficulty with their funds can join us. Each membership costs Hafal about £15 per year in printing and postage, so we welcome larger donations!

For more information please contact us at:

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Llandarcy

Neath

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