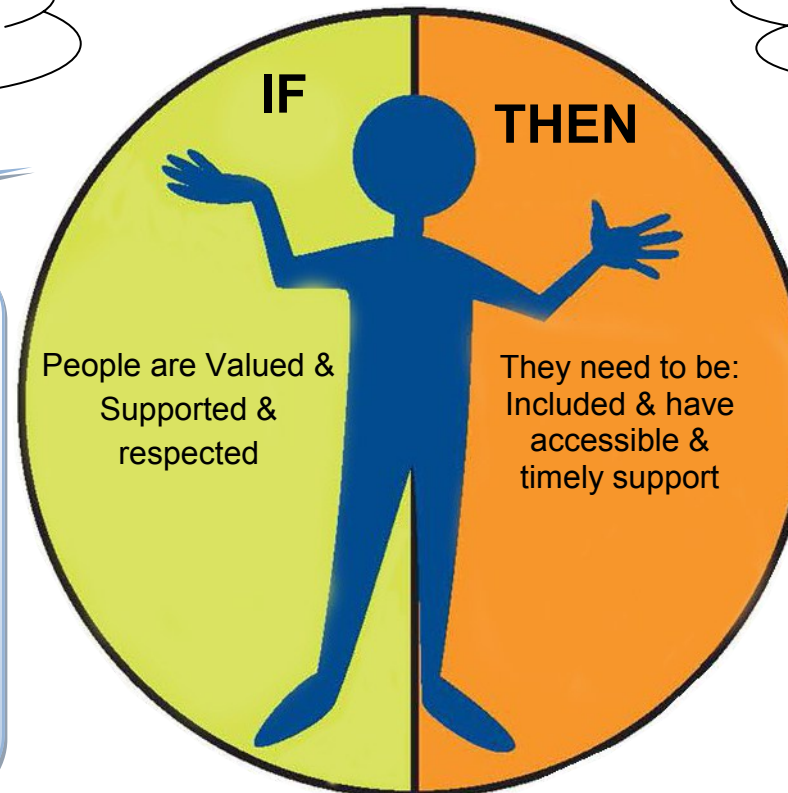# Recovery Focused Personalised Services Tool Kit for
Service Providers
of Community Managed Mental Health Services

Service Users play a key role in the design, delivery and evaluation of services

IF

THEN

People are Valued & Supported & respected

They need to be: Included & have accessible & timely support

Services enhance the wellbeing of service users

- How do we demonstrate to people that they are welcomed and that their views and opinions matter?
- What are we doing today that acts as a barrier to service users and their families fully participating in the design and delivery of their own service? What do we need to change?
- What would it take for us to employ and fully support people with a lived experience in our workforce?
- Are we providing the scope, type and frequency of services that people really value? When was the last time we asked them?
- What would it take for us to plan, implement and continuously improve the best possible services for people with special needs?

- What would it take for our service to be fully committed to the principles of recovery and full citizenship for everyone we support? How would we know we were achieving this?
- Have we promoted peoples citizenship so people feel they belong and can make a contribution that means something to them and that is valued by those around them.
- People we support rely on the same things we all do to live a good life (a safe home, enough money to live on etc) What specifically do we do to explore the hopes and dreams of people we support for a better life?
- Are we developing recovery focussed, personalised plans? How effective are they?
- How could we better respond to the isolation and loneliness often experienced by people we support? (change our services/approach or re-direct resources?)

People with mental illness and services work in partnership

- How do we demonstrate to people that they are welcomed and that their views and opinions matter?
- How can we better partner/collaborate to join up services and supports, particularly with clinical services that keep people well?
- In what ways do we contribute to, or guard against practices that require people to repeat their stories particularly when many stakeholders are involved?
- Service Users learn from others on their recovery journey. What can we do to better connect people with one another?

WAAMH
Western Australian Association for Mental Health