



Shining a light on the future

Northumberland, Tyne and Wear
NHS Foundation Trust



Recovery Through Service Improvement

Refocus on Recovery Conference
September 2010

Sandra Hutton, Patient Involvement Lead



Session Overview

- Introduction
- Northumberland, Tyne & Wear NHS Foundation Trust
Rehabilitation & Recovery Strategy
- **D**eveloping **R**ecovery **E**nvironments **E**nhancing **M**easure
- Key Elements
- Implementation
- Process
- Service Improvement
- Reflections



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St George's Park



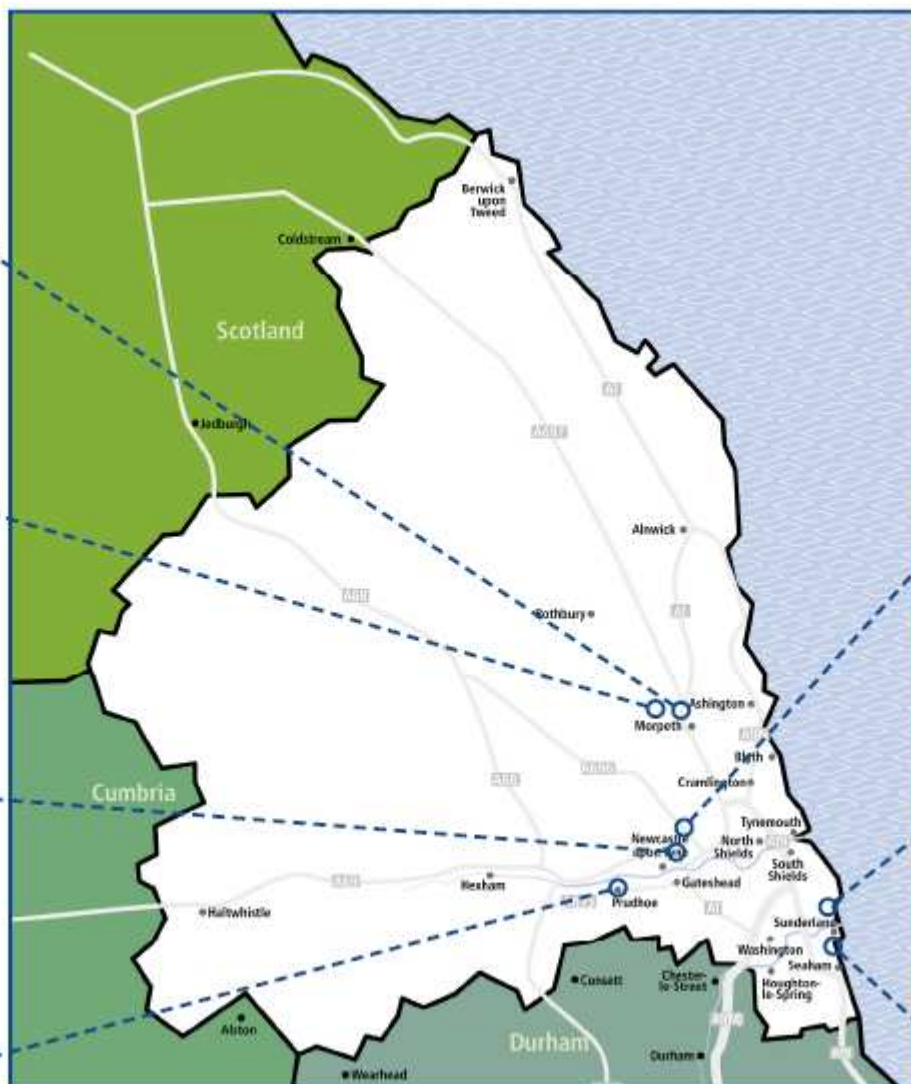
Northgate Hospital



Walkergate Park



Prudhoe Hospital



St Nicholas Hospital



Monkwearmouth Hospital



Cherry Knowle Hospital



“If we want to know how a person feels, we must begin by acknowledging the fact that there is one and only one observer stationed at the crucial point of view... she is the only person who has even the slightest chance of describing ‘the view from in here’, which is why her claims serve as the gold standard against which all other measures are measured”.

(Gilbert 2006)



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Rehabilitation and Recovery Strategy (2009 – 2012)

D

R

E

E

M

**“To deliver a gold standard
service that matches the best
in the world”**



Why DREEM?

D

Based on:

R

- **First person accounts of the process of mental health recovery**

E

- **A literature review of factors that facilitate the development of resilience, i.e. being able to bounce back from adversity in general (Ridgeway 2004)**

E

- **It's about involvement and service user feedback on services**

M

- **Additionally it had been adapted for use in the UK and had already been used by a significant number of users to determine its' validity in the United Kingdom**



What is DREEM?

D

DREEM consists of 24 questions + 4 open questions on personal recovery journey

R

Examples:

E

E

M

| 3. Having hope is important | | | | | |
|---|--|--|--|--|--|
| a) Do staff demonstrate through words and actions that you have a positive future? | | | | | |
| b) Do staff encourage you to feel hopeful again when you are discouraged or have a setback? | | | | | |
| c) Do staff tell you most people do recover from mental health problems over time? | | | | | |








D

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| |  |  |  |  |  |
|--|---|---|---|---|---|
| 10. Being able to talk to someone who has come through services is important to your recovery | | | | | |
| a) Would it be helpful to have someone around you who would share recovery stories? | | | | | |
| Do staff help you learn from others who are successfully in recovery? | | | | | |



Three Specific Needs:

D

R

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M

- Racial, ethnic and cultural background respected
- Help with alcohol or drugs
- Support as a parent



Final Questions:

D

- What are the most important things a mental Health service and its' staff can do to support you?

R

- What are the most important things you have learned on your journey of recovery?

E

- What would you say to someone who is just beginning on their journey of recovery?

E

- Any other comments that could improve the service?

M



Key Principles of Project Design

D

Meaningful service user involvement in the planning, delivery and evaluation of the pilot aspiring to equal participation of service users and staff.

R

E

Relationship between service users and staff had to be inclusive, informed, influential, honest, adding value and improving service

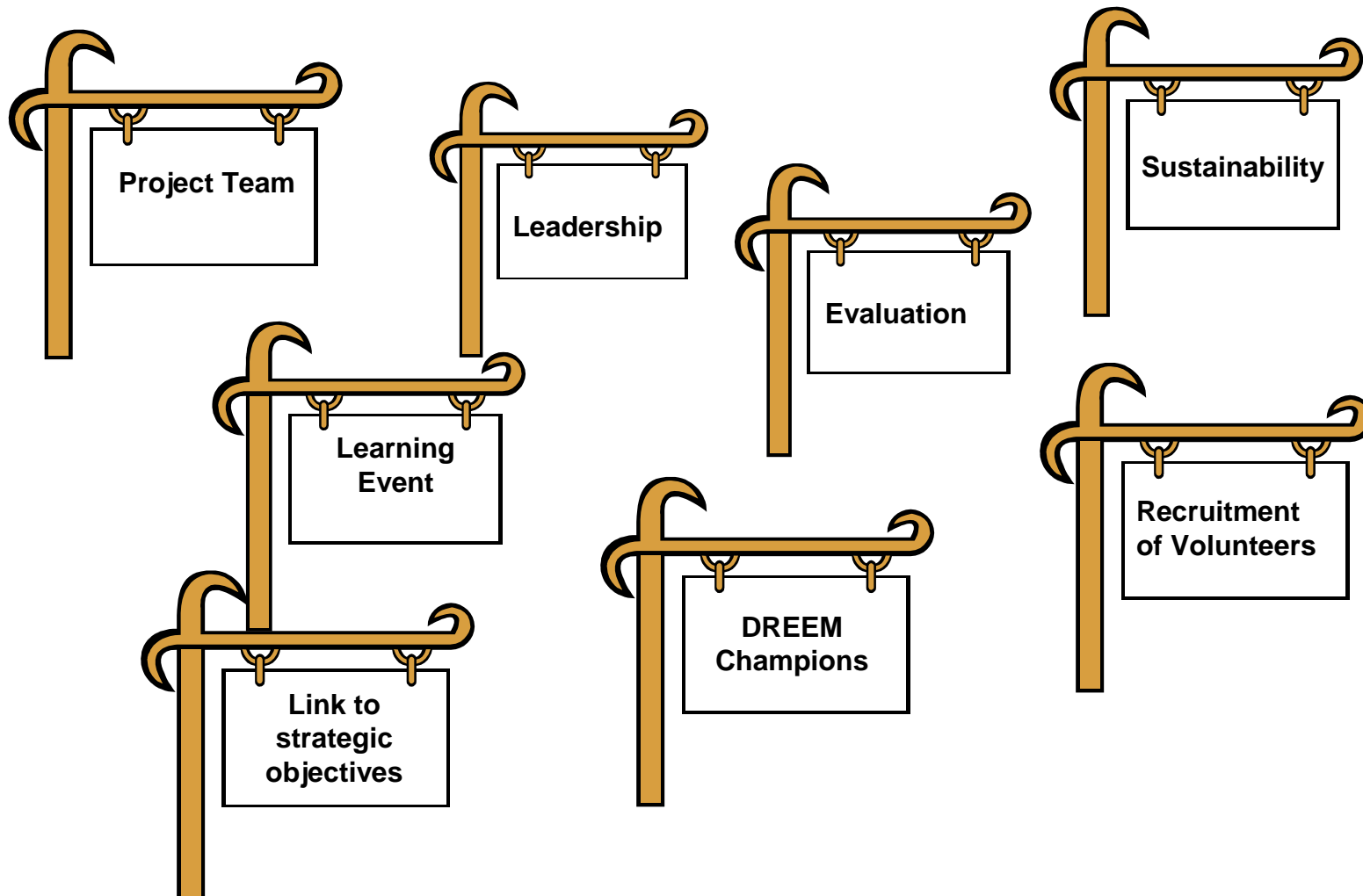
E

M



Key Elements of DREEM Project

D
R
E
E
M



Project Team

Leadership

Evaluation

Sustainability

Learning
Event

DREEM
Champions

Recruitment
of Volunteers

Link to
strategic
objectives



Key Elements of Project

D

R

- **Project Team**

E

- **Recruitment of Service User
Volunteers**

E

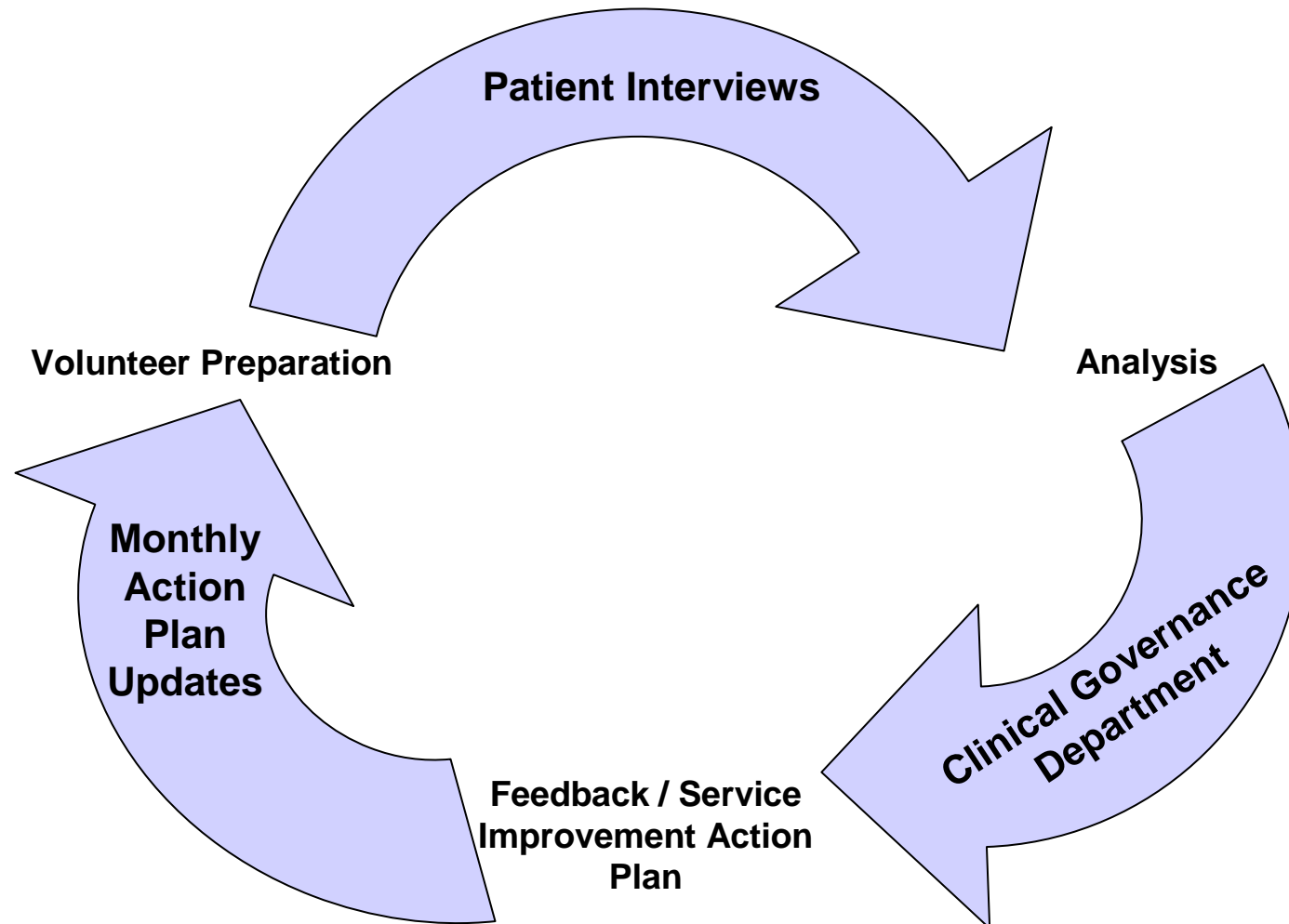
- **DREEM Champions**
- **Leadership**

M



DREEM Process

D
R
E
E
M





Has DREEM Supported Service Improvement?

D

- Greater understanding of Service User experience of recovery
- Greater understanding of what is important to patients

R

- Change in staff perception of recovery
- Service Users are feeling more empowered – becoming more involved in planning their own care

E

- DREEM has become embedded within services
- Greater emphasis of self management i.e. WRAP (Wellness Recovery Action Plans)

E

- All Units / Wards have DREEM Action Plans
- Belief in Recovery Project

M

- Volunteer Peer Support Project



Reflections

D

- “If you want to know what it is like being a patient here, the best thing you can do is listen to us, being seen as a person not as a patient on a Ward. It’s good having service user interviewers who can see me for who I am and believe in me”

R

- “I have valued the chance to increase and build on my confidence, meeting new people and learning and developing new skills”

E

- “It has helped me to grow and reflect on my own journey of recovery”

E

- “If I look in terms of where I was, where I have come from, to where I am now, the belief that I have got in myself, belief that other people have shown me, I believe that by being involved I am learning more about me”

M



“If we want to know how a person feels, we must begin by acknowledging the fact that there is one and only one observer stationed at the crucial point of view... she is the only person who has even the slightest chance of describing ‘the view from in here’, which is why her claims serve as the gold standard against which all other measures are measured”.

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Thank you for listening.
Any Questions?

D

R

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M

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