

# The Recovery Approach

## Five key principles for St Martins' staff

To use the Recovery Approach in your work, it is essential to understand the five key principals.

### Hope

Without hope it is difficult to move forward. Support staff must explore hope and work creatively with service users, using examples and discussion.

e.g. To reach any goal, we have to have hope we can do so. If a service user's aim is to become a mechanic but s/he has no qualifications, they will need lots of encouragement and positive dialogue, to keep them focused on the goal and their achievements (no matter how small) throughout the process. This may include motivating service users to study, helping them to prepare for exams etc.

### Personal Responsibility

To make change happen for ourselves or to simply move forward and to enjoy a better quality of life, each of us must take personal responsibility throughout the process.

e.g. If a service user wants to seek employment, they need to be open and willing to make this happen, regardless of the potential hurdles. They should be given advice and resources and then encouraged to investigate the options themselves (using the internet, visiting job centres, looking at local and national newspapers etc) They should be supported to research employers/businesses and encouraged to spend time preparing a good application etc. Whilst we should support our service users, we must also demand they are actively involved in decisions, choices and the action/s needed to make things happen.

### Self Advocacy

To achieve full independence, it is vital that our service users are aware of their rights, and / or know how and where to access information when needed. Read more on the second page...



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e.g. If a service user has been arrested, they will need to know how long they can be kept in custody and for what reason. If they purchase something that is damaged or breaks down quickly after purchase, they should know they have the right to complain and in many cases demand a refund or replacement goods etc.

## Education

We all need to be informed, so as to make the best decisions and choices. We should be supporting service users to continually inform and educate themselves, using a variety of tools, such as independent experts, the internet and libraries, etc.

e.g. If a service user is ill, they need to know they can research their illness, the treatments available, the specialists available, where they are and how they can be contacted.

If a service user wants to go to college, they need to know how to start the process, who to speak to, and how to choose the most appropriate course.

## Support

Again, to be fully independent, it is sensible to acknowledge that most of us will occasionally look for support, at one time or another throughout our lives.

In this instance, support can mean specialist staff and professionals, friends, family or similar minded people who share their specific difficulties. A problem shared might not be a problem halved, but it is likely to help in the short and long term. e.g. A lot of service users find group work/therapy useful. Some may prefer talking with a friend or professional on a one to one basis.

**Remember that awareness and application of all five principles helps to achieve the most effective recovery.**

