

Policy Briefing: No Assumptions: A Narrative For Personalised, Coordinated Care and Support in Mental Health

Document published by: NHS England **Date published:** August 2014

Original Document: <http://www.england.nhs.uk/wp-content/uploads/2014/08/no-assumps-mh.pdf>

Purpose of document

The document is a guide prepared by NHS England to help NHS, commissioners and providers of health and care services to organise and deliver person-centred, coordinated care and support for mental health recovery, and to know when this has been achieved. It was put together with the input of people with lived personal experience of mental ill health along with organisations such as Mind, Rethink Mental Illness and the National Survivor User Network. The aim is to improve the lives of people who experience mental health problems by delivering services based on what matters the most to them.

Summary of contents

The report described the most important factors that lead to the successful care, treatment and support of people with mental ill health who use services, from their point of view. People who have lived experience discuss what matters to them the most, and what type of care they want. The report includes 'I statements' which are supported by real life case studies that give examples of 'what good looks like' from the point of view of service users with mental ill health. This is to show how it is possible for commissioners, service managers and mental health professionals to achieve good, person-centred and well-coordinated care and support for mental and physical health, in practice.

Summary of outcomes

What the evidence from the case studies show is that people with mental health issues want more responsive care and support that is flexible, includes peer support and involves service users and people who have lived experiences of mental health problems. They also want services, treatment, care and support that are integrated, use a whole-person approach, and works together with them to help them to manage their mental and physical health.

Summary of recommendations

The key recommendations from people with lived experience and the organisations that work with them include:

- Employing people with lived experience a lot more in decisions about services and how they work, and making the most of peer support in services.
- Improved help with self-management, to stay well, and prevent crises.
- Easy, accessible integrated services without long referrals.
- Provision of high quality support which includes understanding and respect for people's culture and personal identity.
- Greater effort to ensure that people with mental health problems can live their lives free from stigma and discrimination.

Further information and resources

Mind <http://www.mind.org.uk/> Rethink Mental Illness <http://www.rethink.org/>
National Survivor User Network <http://www.nsun.org.uk/>

Document summarised on behalf of Healthwatch Merton by: N Apprey-Abraham
Date summarised: 8th October 2014