

Good Practice by engaging with individuals

Mental health problems are common and there are common features across all peoples' experiences of mental health problems. Despite this, every experience is individual and the present (and historical) context in which this experience is played out is unique. Positive, valued relationships are key. In order to maximise recovery potential we need to understand the individuals experience within this unique context. This involves developing honest, non judgmental relationships with individuals, their families and carers. Listening to what people say (and what is not said). It involves working alongside people to maximise potential within the persons' individual life and within their local community. As service providers we can empower people by offering up choice yet recognise the persons' right to choose (or not) the help that best fits their own and their supporters lives.