

# MAKING RECOVERY REALITY



We work  
towards a society  
that values **everyone**  
with mental health  
problems



**RICHMOND  
FELLOWSHIP**   
MAKING RECOVERY REALITY

# OUR APPROACH TO MENTAL HEALTH RECOVERY



**At Richmond Fellowship our mission is to make recovery reality for the thousands of people with mental health problems we support every year.**

We've been pioneering approaches to recovery and championing social inclusion for 55 years and we're now one of the biggest voluntary sector providers of mental health support in England.

We believe that recovery is a journey, and is different for each person. While there is no single definition of recovery, the achievement of the best possible quality of life for each individual lies at the heart of this journey.

## **We help individuals to:**

- actively take part in decisions about their support and have as much control over this support as possible
- take part in activities they value, including mainstream community activities
- live in accommodation that promotes their independence and recovery
- benefit from the type of support they are receiving – be it practical, emotional, social, personal, cultural or spiritual
- achieve new levels of self confidence and independence.





Nearly  
90% of people  
who use our  
services say **we've  
helped to improve  
the quality of  
their life**

More  
than 85% of  
people who use our  
services say they've  
**been involved in  
planning their  
individual  
support**

92%  
of people who  
use our services  
say they'd  
**recommend us  
to others**



# PUTTING PEOPLE IN CONTROL

The people we support are **central** to everything we do

We believe that each person is unique and should have the opportunity to take control of their life and to develop new meanings and purposes. We concentrate on the person and their individual needs, choices and aspirations, rather than on diagnostic categories or labels.

We're leading the way in implementing national policy to give people more control over the support they receive as well as their own, individual budgets. Self-directed support is a natural development of what we already do in our services as it's fundamentally about truly listening to individuals and acting on their ideas of what's important to them.

Meanwhile, putting the people who use our services at the heart of our organisation is fundamental to how we operate. We try to involve them at the most strategic level to help us make the right decisions about how we take Richmond Fellowship forward. We involve them to develop new models of support, to review our existing services to find ways we can improve and to recruit key members of staff.

We recognise that our role is not just about helping the people who directly use our services but also supporting the communities we operate in. We try to play an active part in our diverse communities as we know how much a sense of belonging can really help with someone's recovery.



Putting  
people in  
control of their  
own recovery is  
**central** to our  
philosophy.

# SUPPORTING PEOPLE WITH **COMPLEX** NEEDS

The needs of the people we support are **changing**

We're increasingly helping individuals with more complex needs and chaotic lives, where their mental health problems may be coupled with substance misuse, social isolation, homelessness, abusive relationships, poor job prospects or lack of basic education.

Our proactive and flexible services coupled with our positive and enabling culture means we are able to adapt the kind of support we can provide to match an individual's specific needs.

We recognise we're only one part of someone's recovery journey so we work closely with other agencies that are also helping an individual to ensure the whole package of support for them is effective. In particular, our support teams work alongside clinical colleagues in acute and community mental health trusts to develop seamless services.

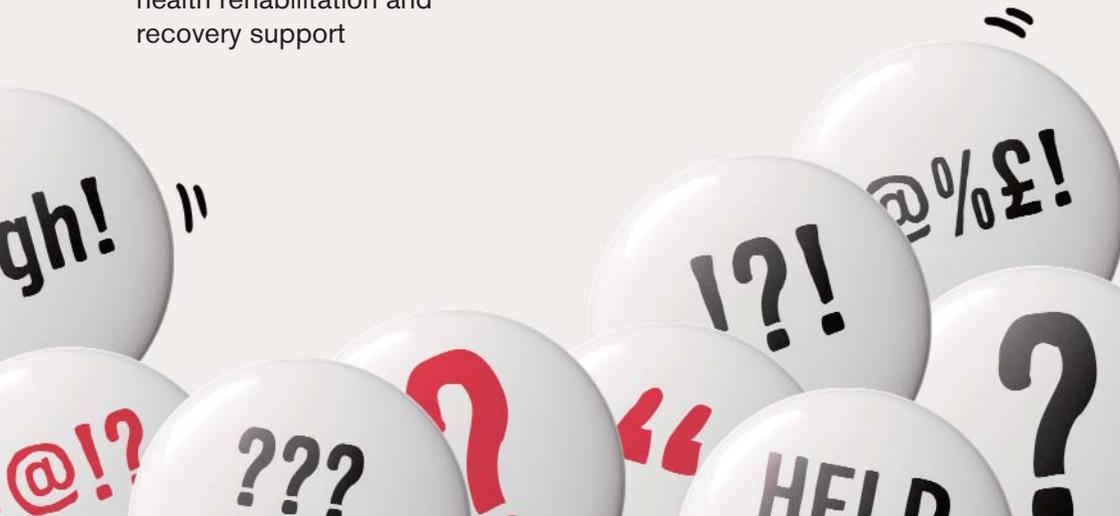


**“This has been the best care I’ve ever received, I’ve learnt so many new skills – it’s really saved my life”**

**RF service user**

**We’re building expertise across some key areas:**

- Helping people in crisis – we provide short term, community-based interventions for individuals which save thousands of pounds every year by reducing emergency admissions to hospitals and reducing relapses
- Helping offenders – as many as seven out of every 10 prisoners are living with a mental illness so we’re using our years of expertise to work with criminal justice services to improve access to mental health rehabilitation and recovery support
- Developing peer support networks – using someone with lived experience of mental health problems to mentor someone currently using our services is an effective way to help individuals overcome social isolation, increase self-motivation, and gain useful skills and experience. Our schemes provide a structured programme, proper training and safe meeting environments so that everyone involved – peer mentors and those being supported – get the maximum benefit.



# OUR RANGE OF SUPPORT

## Residential services

We've a wealth of experience of supporting people with severe and enduring mental health needs and have a proven track record of working with those who may have needed an inpatient stay in a secure mental health unit. Our structured therapeutic support and robust approach to risk management means that we can help stabilise lives, making us a cost-effective alternative to hospital admission.

We run care homes and 24hr supported housing schemes which provide round the clock support in a safe, recovery focussed environment. Residents are encouraged to achieve their social, emotional and educational goals and aspirations through individually tailored support plans and ultimately enable them to progress to more independent living.

## Wellbeing services

Every year we help thousands of people gain confidence, build a sense of purpose and overcome social isolation through our community based services. We support people on a group or individual basis to engage with social networks, peer support, and everyday mainstream opportunities. Our schemes are incredibly diverse from art studios and gardening therapy to cafes and musical support groups.





## Supported living services

We know that people's recovery journeys progress at different paces and people need different levels of support along the way. So at Richmond Fellowship we provide a range of step down services to help people bridge the move from a residential recovery setting to living independently in their own homes.

We run supported housing schemes which provide accommodation and trained staff to help individuals to maintain their tenancy, develop independent living skills and access community services. We also run flexible, personalised floating support services to help people to live independently in their own homes.



## Employment services

We've a long and highly successful track record supporting individuals with mental health problems to return to work and helping people experiencing stress, anxiety and depression to stay in work. Our employment advisors work with clients on a one-to-one basis, providing confidential, impartial guidance to help them move forward. We also support employers to improving staff wellbeing in their workplace.



# WHERE WE **PROVIDE** SERVICES

We provide **more than 120**  
**services across England.**

For more detailed information  
about what we offer locally  
visit our website at:

[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)



## Contact **us**

Head office:

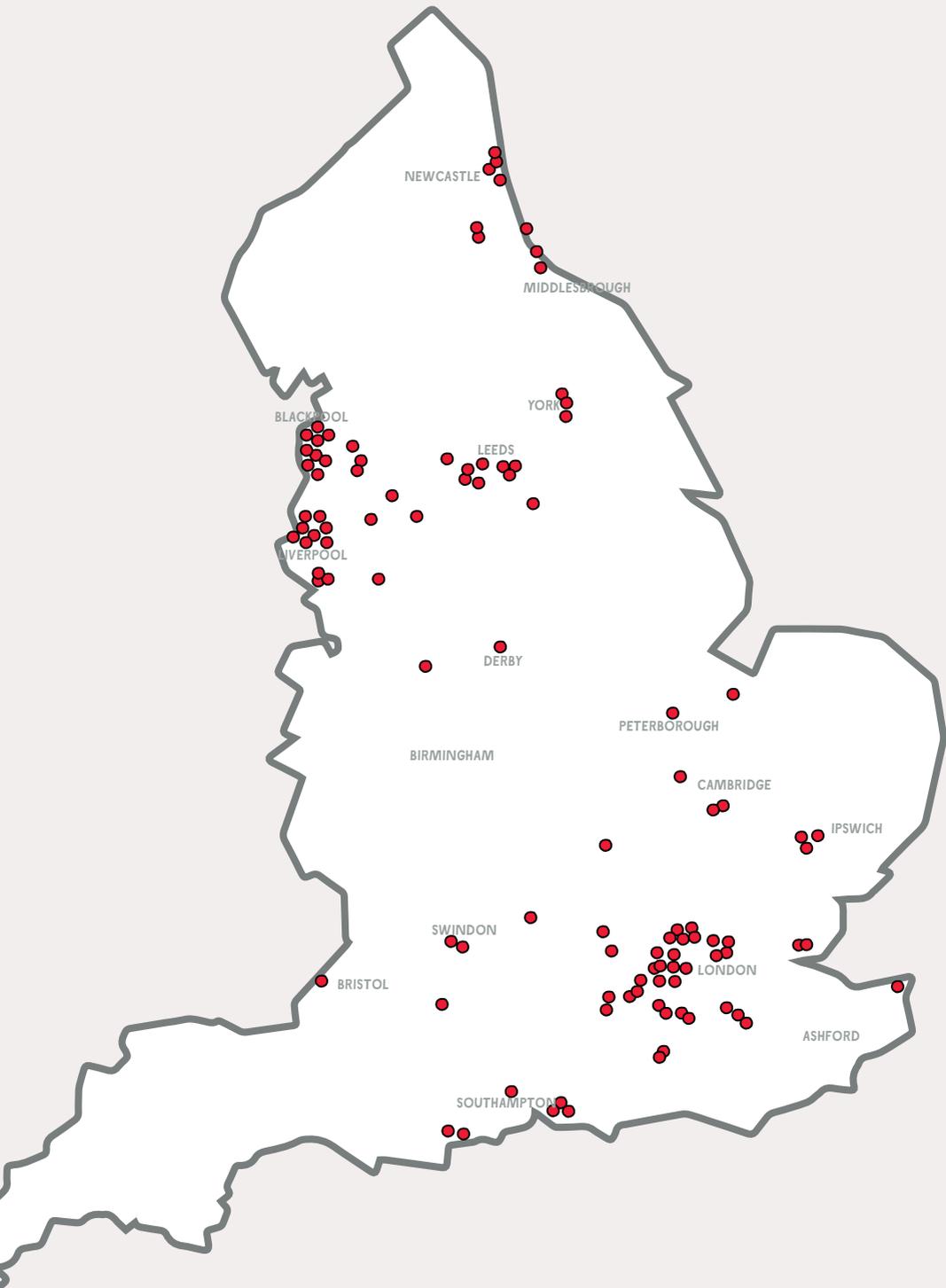
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If you need this booklet in alternative formats such as a different language, large print or easy read then contact Richmond Fellowship's communications team on **0207 6973342**

or email [communications@richmondfellowship.org.uk](mailto:communications@richmondfellowship.org.uk)







[www.richmondfellowship.org.uk](http://www.richmondfellowship.org.uk)

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