

This research is a partnership between Northumbria University, Northumberland, Tyne and Wear NHS Foundation Trust and Northumberland, Tyne and Wear Service User and Carer Network.

The research has explored mental health recovery and care coordination in the North East of England. Being funded by the National Institute for Health Research (RfPB ref: PB-PG-0808-17269).



Is there a Pathway to Recovery through Care Coordination?

Flash Card 9:

Good Practice in Care Coordination

For more information visit: <http://www.rwire.co.uk/>

Good Practice in Care Coordination:

- ✓ Focus on listening not form filling.
- ✓ The need to appreciate different perceptions of recovery.
- ✓ Take a recovery focus from the very start of care coordination.
- ✓ Its important to include and educate family and supporters and in turn be educated by them.
- ✓ Know the boundaries of confidentiality.
- ✓ Recognise when service users, carers or professionals are 'getting stuck' in services.
- ✓ Opportunities for taking responsibility and positive risk are key.
- ✓ Signposting to information and peer support is vital.

