



Service Priorities and Programmes
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An Innovative Perspective of Recovery Model: Transformation with the Mental Health Services Users in General Adult Psychiatric Day Hospital

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Introduction

Hospital setting gives service users and their relatives a cold, conformed and stigmatizing feeling. This arouses their resistance to utilize the appropriate transitional day care service and treatment continually. By following the international development of recovery in mental health service, the department has started transforming its practice into recovery-oriented. The General Adult Psychiatric Day Hospital, namely "Step-Wise-Step", enlisted the participation and perspectives of the service users and let them utilize their strengths in the transformation of the environment and activities in enhancing the mental health services of "Step-Wise-Step". Services users involvement in mental health services (MHS) is a hallmark of the recovery. (Tse et al., 2014) Some crucial elements such social involvement, voluntary participation of service users are vital elements of successful implementation of the concepts of recovery. These elements cannot only promote service users engagement, but also pivotal to them to reenter their normal daily life and successful community living. By collecting service users' opinions and based on their edge and skills, it comes up the wish to "vitalize" both the environment and activities of "Step-Wise-Step" to make it more meaningful to them. Therefore, both staff and service user planned together to transform and construct a new "Step- Wise-Step" that belongs to both of us.

Objectives

To enlist the participation and perspectives of the service users and let them utilize their strengths in the transformation of the environment and activities in enhancing the mental health services of General Adult Psychiatric Day Hospital.

Methodology

By collecting the opinions and ideas of the services users from regular community meetings and also make use of the local service monitoring tool (Key Performance

Indicator), the nurses of “Step-Wise-Step” analyzed and prioritized the suggestions together with the service users and also explored the strengths and talents of each individual to take on the transformation of “Step- Wise-Step” . By following the suggestions of all the service users, the content and ways of design of “Step-Wise-Step” were constructed. These include setting up an “indoor garden (花藝園)” ,a “musical corner” with various musical instruments for users to show off their musical talents, a “Comfort Corner” for users to rest their mind. The best loved place is the snack kiosk named “LoveCafe” and the “Autonomy Kitchen” Moreover, the decorations emphasized the environment protection of recycling the waste materials. By converting the waste materials into reusable object, the service users learned a new meaning of value and positive sense of self. Every corner of “Step-Wise-Step” is designed by the service users for a warm and cosy environment.

Result

Positive and inspirational results were shown both in the quantitative (Key Performance Indicators) and qualitative feedbacks from both services users and other mental health professionals.