

Case Study: Wellness Recovery Action Planning Approach (WRAP)

New way of working

Northamptonshire County Council

Background

A Wellness Recovery Action Plan (WRAP) is described as being “a system for monitoring, reducing and eliminating uncomfortable or dangerous physical symptoms and distressing emotional feeling or experiences”. (Mary Ellen Copeland 2005). Recovery means different things to different people and no two individual’s journey of recovery will be the same. It is a key element of a range of wellness approaches and is part of a development of recovery-orientated services that are now well under way in the county and nationally. The Resilience/Recovery Approach and WRAP approach is aimed at the empowerment of the individual and the community.

Key Drivers

Much has been written and researched about the poorer health and social care outcomes for BME (Black Minority Ethnic) communities. In particular in relation to mental health needs there is significant anger/frustration and resentment about the real differences of experiences, real access issues and barriers to services, differential diagnoses, poorer outcomes and significantly lower levels of satisfaction with statutory provided services.

In response to this need a culturally appropriate model of delivery of an Ethnocentric Wellness Recovery Action Planning approach, (WRAP) has been piloted within Northamptonshire as part of a recovery orientated approach to improve mental well-being and wellness within BME communities. The development of the market for WRAP has involved the commissioning team at Northamptonshire County Council.

These work streams have also now naturally led partner organisations to the next phase of self-directed support as individuals and communities who have experienced WRAP are now asking for resources to facilitate their own WRAP.

The Model

WRAP is a toolkit that is holistic; person controlled, self assessment, and has proved to be life changing, enabling WRAP users to self define their Wellness as well as their support and care needs.

- A self assessment tool to enable a person to define their own wellness and determine what it is they may need support with and who should deliver this.
- Involve the support staff and carers/ friends that the eligible person

determines are appropriate so they can support the person to make maximum use of these budgets.

- To use WRAP as an ongoing support tool for that person as they determine their WRAP.

Project Aims

The specific aims of the project include the following:

- To use and develop WRAP as a key toolkit to advance the aims of the self directed support and personalisation agenda with BME communities in Northamptonshire with ten BME eligible people and their support networks
- Participants and individuals self report increased awareness of their own well being and their social care needs
- Participants involved in the project are presented with opportunities to utilise personalised budgets and can provide feedback on how this can be improved and developed further to improve or maintain their wellness
- Evaluation and assessment of the use of the Recovery approach and WRAP toolkit to aid the transition to an increase in self directed support and personalisation agenda
- To use the outcomes from this to inform the future commissioning agenda for mental health services

Benefits

- It is adapted to be highly culturally appropriate for each group it is used with. It explores issues of effects on wellbeing of

discrimination and issues such as refugee and asylum status and cultural and religious/ belief systems.

- It develops into community inspired approaches to improving mental wellbeing for individuals as well as across the community as well.
- The project targets a key group who have previously been underserved by traditional service delivery practices and also commissioning processes.
- Its use will provide a toolkit as part of a recovery orientated approach to better meet the social care and health needs of people with 'common' and enduring mental health problems, enabling more individual choice leading to self-reported improvements in health, well-being and in maintaining people or returning people to employment and community participation.

Future Plans

- Promotional information from the BWI project it will be sent to all the community mental health and specialist mental health teams.
- If the scheme has a positive outcome after the pilot it will then be necessary to promote this amongst the wider BME population.
- NCC is discussing the options of an online market place where clients can manage their budgets and access information on support providers, personal assistants and brokers.

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