



Evropská unie  
Evropský sociální fond  
Operační program Zaměstnanost

# Závěrečné setkání

Podpora FACT modelu v České republice, CZ.03.2.63/0.0/0.0/15\_023/0001126

30. 8. 2018, Praha

# Closing conference

Support of FACT model in Czech republic, CZ.03.2.63/0.0/0.0/15\_023/0001126

30. 8. 2018, Prague



European Union  
European Social Fund  
Operational Programme Employment

# GGZ NHN & Peer support



# The mission GGZ NHN : Visibly Better

## The best way to recover is at home

Missie GGZ NHN



**Zichtbaar Beter**  
Onze ambitie is om een klantgerichte organisatie zijn, waarvoor al onze medewerkers hun deskundigheid inzetten en daarmee bijdragen aan het maatschappelijk herstel van onze klanten.

*Missie aansluiten op werkdag: Naast maatschappelijk herstel gaat het hier ook om kniecht en persoonlijk herstel.*



Zichtbaar Beter



# The History

- ▶ The use of experiential expertise has been a spearhead in the policy of GGZ-NHN for more than 10 years.
- ▶ Peer workers are indispensable in the transition to recovery supported care
- ▶ With approximately 30 experience experts employed - especially in the F-ACT teams, in 2012 the organization started with three Recovery Center spread over the region: Alkmaar, Hoorn, Schagen.
- ▶ An important source of inspiration are the peer-support initiatives from Arizona

# Al veel bereikt

**DE REIS NAAR HERSTEL**

Waar herstelproces is een unieke reis, met veel verschillende momenten, dat niet kan leiden tot beschrijven als een rechte lijn. Het is een proces dat lang kan duren en dat niet altijd eindigt met een 'herstel'.

1. De reis begint met een gevoel van verwachting, maar ook van angst.
2. Het is een proces dat lang kan duren en dat niet altijd eindigt met een 'herstel'.
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10. Het is een proces dat lang kan duren en dat niet altijd eindigt met een 'herstel'.

www.ggz.nl



**Herstelverhalen**  
Laat je inspireren

We want to make a difference



# The Recovery Centers

- ▶ With the Recovery Center as a centre and base of experiential expertise, experiential expertise will profile itself even better within the organization.
- ▶ The Recovery center has three functions:
  - ▶ Walk-in for local residents and clients of GGZ-NHN:
  - ▶ People can meet and become acquainted with the self-help offer
  - ▶ Recovery Academy with courses ( WRAP, Pathway to Recovery, Honest Open and Proud (HOP) etc) exploration of the role and training of experts by experience through volunteer work, following Knowledge centre for clients and care providers

- ▶ Until 2017, the input of experts by experience was primarily in the teams and for a few hours within the Recovery Center.
- ▶ In the new policy (Sept 2017 ) all experience experts fully appointed within the recovery center
- ▶ From the Recovery Centers the effort and quality of the experts by experience can be coordinated much better. With the availability of coaches, training and intervision, the experts by experience can develop themselves and work on a shared vision and mission



# The new policy

- ▶ The range of family experiential expertise is explicitly part of the new policy.
- ▶ This policy involves a shift from one-to-one contacts with clients to offering self-help groups.
- ▶ Teams can request information and support through the Recovery Center.
- ▶ For a good connection with experiential expertise, the teams have the input of experiential expertise as standard on the team meetings.

# The Reasons why

- ▶ specialist teams and FACT teams are transformed to district teams
  - ▶ ( 15-20 persons)
  - ▶ Most of the Peer workers divided into 2 teams
  - ▶ Further fragmentation
  - ▶ Need for colleagues near by
  - ▶ Together we can make a difference not alone
  - ▶ Professional Recovery Centra
  - ▶ We have our quality goals
  - ▶ Visible where necessary?



# New policy Peer Work: (What happened )

- ▶ Why Peer Support
- ▶ Where do we come from
- ▶ What are we going to do

# Feedback from clients

- ▶ Follow the WRAP has contributed the most to me in my recovery
- ▶ In Peer Support contacts I experience real support
- ▶ We listen to each other
- ▶ I am no longer a victim
- ▶ I have a more positive self-image and more faith in myself
- ▶ more and more I'm going my own way
- ▶ The peer worker has been there
- ▶ No distance

# What was successful

- ▶ Experience expertise was paid and so (partly) recognized
- ▶ Peer support captured a place within the mental health care
- ▶ In almost every policy you could find the term expertise by experience
- ▶ We had a few talents with guts
- ▶ Patients en family noticed the influence of the Peer workers
- ▶ We were an example for other organizations



# Lessons learned during the years

- ▶ Before the start there was not a good preparation in the teams
- ▶ Not a good task and function description
- ▶ Solo position for the Peer workers
- ▶ Small contracts ( 4- 24 hours)
- ▶ Mutual cohesion and coherence was absent among the Peer Workers
- ▶ Each individual manager had its own policy and freedom to act
- ▶ Some peer workers felt lonely in a big team
- ▶ No clear policy

your speed  
doesn't matter,  
forward  
is  
forward



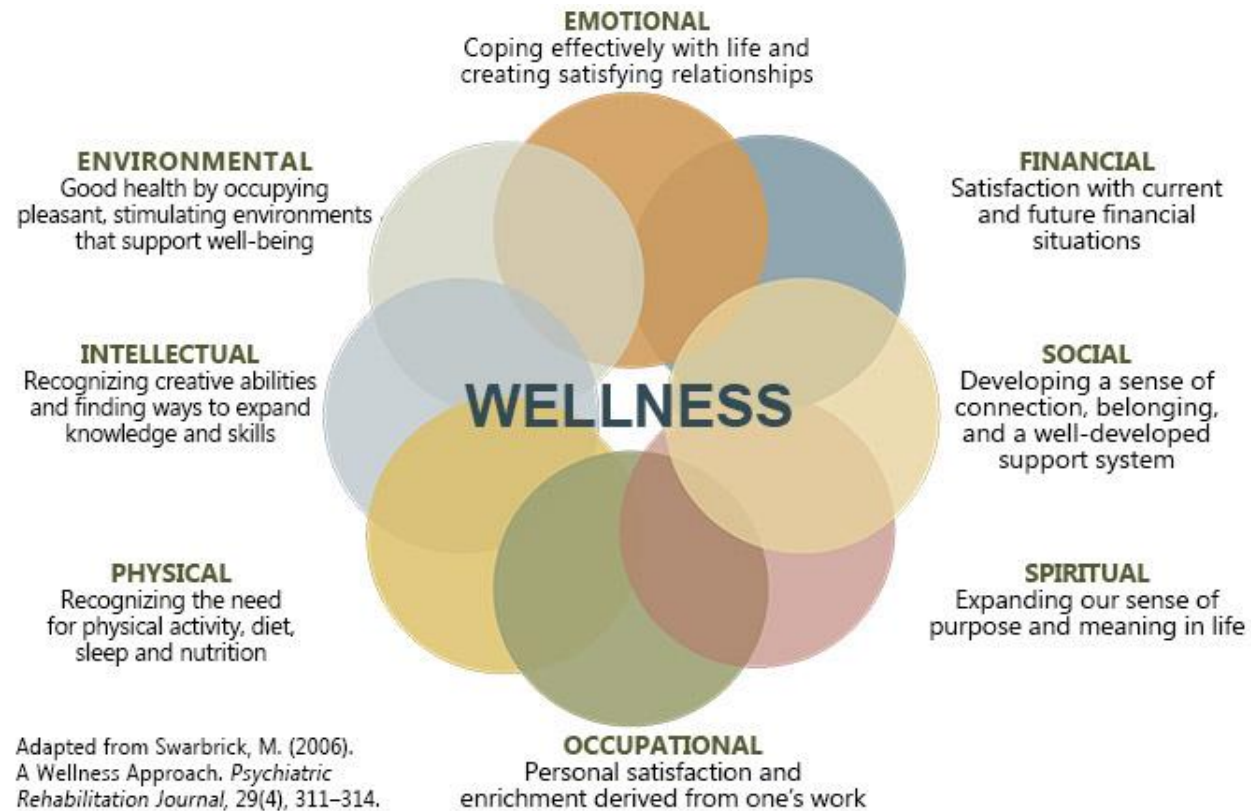
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# Important values

- ▶ The Peer worker is present (carefully) and gives hope
- ▶ Use his professional frame of reference in a restrained and modest way
- ▶ Makes room for the story of the client
- ▶ Recognizes and encourages the use of the client's own power (empowerment) both individually and collectively
- ▶ Stimulates the expertise of the client
- ▶ Is focused on autonomy/directing



# Three Recovery Center







# Current situation

- ▶ Each recovery center 10-15 peer workers
- ▶ In addition to the boost for the quality of the expert by experience, efforts will also be made to increase the deployment. Firstly, by adopting more experts by experience from a new recruitment policy that fits the new quality requirements.
- ▶ And secondly, by the employees who want to use their own or family experience knowledge with disruption and recovery to support training for using this experiences in a professional way.
- ▶ The ambition is to move from the 20 fte to 40 fte expert by experience in 2020. By that time - if there is more consistency in quality - will the experts by experience again be appointed within a team with at least 2.2 fte per team. 1,2 FTE experience expert, 1 FTE experiential assistance worker. The quality improvement for the use of experiential expertise is one in the coming years

To make a difference we  
need to integrate :

Experiential knowledge

Scientific knowledge

Professional knowledge

# Intake interviews



In a nutshell

