

# Keys to a shared approach in mental health assessment

“Everybody’s  
voice is heard,  
including families  
and carers”

A service user

“The timing of this document could not be better as we look forward to more personalised services designed around individual needs. I am confident it will prove invaluable for professionals, service users and carers working together to raise the bar for mental health services.”

Phil Hope, Care Services Minister

[www.3keys.org.uk](http://www.3keys.org.uk) January 2009

### 3 Keys:

- was developed in close collaboration with Review of the CPA and is included in the CPA report as an on-going related work stream
- supports personalisation (and other New Horizons priorities, particularly in such areas as mental well-being)
- is contributing to Delivering Race Equality (DRE) through a joint training intervention project with young black men using MHA training materials
- is working in collaboration with service users, carers and providers in a number of specific areas (such as CAMHS, Older People’s Services and Primary Care) on programmes to support continuing work within the New Ways of Working approach
- is contributing to proposals for service user-led research (e.g. on feedback on CPA assessment using the 3 Keys)
- has established a network of stakeholders chaired by Lord Adebowale to support research and development (building on those who provided examples for the document), and
- provides a key link between mental health and social care as a contribution to better integrated approaches (for example, through effective use of the Common Assessment Framework).

Download 3 Keys at: [www.3keys.org.uk](http://www.3keys.org.uk)

### How 3 Keys fits with other policies

The shared approach builds on the revised Care Programme approach (CPA) as outlined in refocusing the Care Programme Approach (Department of Health, 2008).

It also supports current policy and practice in mental health and social care aimed at strengthening person centred health care by using multidisciplinary team work more effectively.

“I always try to find out what other people’s interests are and I rarely discuss mental health problems such as psychosis directly. I have successfully engaged a number of young service users to take part in community based facilities including snow boarding, playing golf, cycling, swimming, indoor rock climbing and badminton.”

Mental health professional

### Next steps

NIMHE East Midlands supports further development of the Shared Approach as part of the values-based practice work stream into 2009.



# 3 Keys to a shared approach in mental health assessment

**This project was jointly developed by the NIMHE/CSIP service user and carer leads and the NIMHE/CSIP values based practice lead.**

## **Project chairs:**

Lord Adebawale, Chief Executive, Turning Point,  
Professor Sheila Hollins, President, Royal  
College of Psychiatrists (Immediate Past  
President), Co-Chair Project Steering Group

## **Project leads:**

Laurie Bryant, NIMHE/CSIP service user lead,  
Lu Duhig, NIMHE/CSIP carer lead, Professor Bill  
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## **Introduction to the 3 Keys**

This exciting new document highlights the crucial challenge of achieving personalisation not only in how mental health and social care services respond to people's problems but also in how their problems are assessed in the first place.

The 3 Keys is a new and distinctive contribution to the personalisation of services not only in mental health but across health and social care as a whole.

The handbook gives practical examples of 3 Keys to a Shared Approach to good practice in assessing an individual's mental health problems.

The 3 Keys reflect the views of a wide range of service users, carers and of service providers from both voluntary and statutory sectors.

We hope that this document will inspire people to develop and work acknowledging a person's hopes and aspirations right from the beginning of the assessment process to achieve the best outcomes for them.

## **What are the 3 Keys to a shared approach?**

Stakeholders identified 3 important keys to a shared approach in assessment that supports an individual's recovery and development of self management skills

## **The 3 Keys to the Shared Approach are:**

- 1) active participation of the service user** concerned in a shared understanding with service providers and where appropriate with their carers
- 2) input from different provider perspectives** within a multidisciplinary approach, and
- 3) a person-centred focus that builds on the strengths, resiliencies and aspirations of the individual service user as well as identifying his or her needs and challenge**

'Things often go wrong right from the start because carers and families really can't understand how the person concerned thinks and behaves as they do. Having someone to help them understand at this early stage, even if they don't agree with it, gives a very different basis for subsequent engagement'

A carer

## **3 Keys development**

The Shared Approach was developed with extensive input and support from many stakeholders including individual service users, carers and service providers from both mental health and social care across a wide range of both voluntary and statutory sector organisations.

## **Why the 3 Keys are important**

Many service users consulted felt that assessments are often repeated unnecessarily and without any obvious relevance to how their care is managed.

Assessment results were also often presented in a way that did not make sense to them.