



Whose values?

**A workbook for values-based
practice in mental health care**

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Foreword by
**Rosie Winterton MP
Minister of State
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The Sainsbury Centre for Mental Health (SCMH) is a charity that works to improve the quality of life for people with severe mental health problems. It carries out research, development and training work to influence policy and practice in health and social care. SCMH was founded in 1985 by the Gatsby Charitable Foundation, one of the Sainsbury Family Charitable Trusts, from which it receives core funding. SCMH is affiliated to the Institute of Psychiatry at King's College, London.

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Figure 3: Ten Key Pointers to good process in values-based practice**Practice skills**

- 1 **AWARENESS:** of the values present in a given situation. Careful attention to language is one way of raising awareness of values.
- 2 **REASONING:** using a clear reasoning process to explore the values present when making decisions.
- 3 **KNOWLEDGE:** of the values and facts relevant to the specific situation.
- 4 **COMMUNICATION:** combined with the previous three skills, this is central to the resolution of conflicts and the decision making process.

Models of service delivery

- 5 **USER-CENTRED:** The first source for information on values in any situation is the perspective of the service user concerned.
- 6 **MULTIDISCIPLINARY:** Conflicts of values are resolved in VBP not by applying a 'pre-prescribed rule' but by working towards a balance of different perspectives (e.g. multidisciplinary team working).

VBP and EBP

- 7 **THE 'TWO-FEET' PRINCIPLE:** All decisions are based on facts and values (EBP and VBP thus work together).
- 8 **THE 'SQUEAKY WHEEL' PRINCIPLE:** We only notice values when there is a problem.
- 9 **SCIENCE AND VALUES:** Increasing scientific knowledge creates choices in health care, which introduces wide differences in values.

Partnership

- 10 **PARTNERSHIP:** In VBP decisions are taken by service users and the providers of care working in partnership.

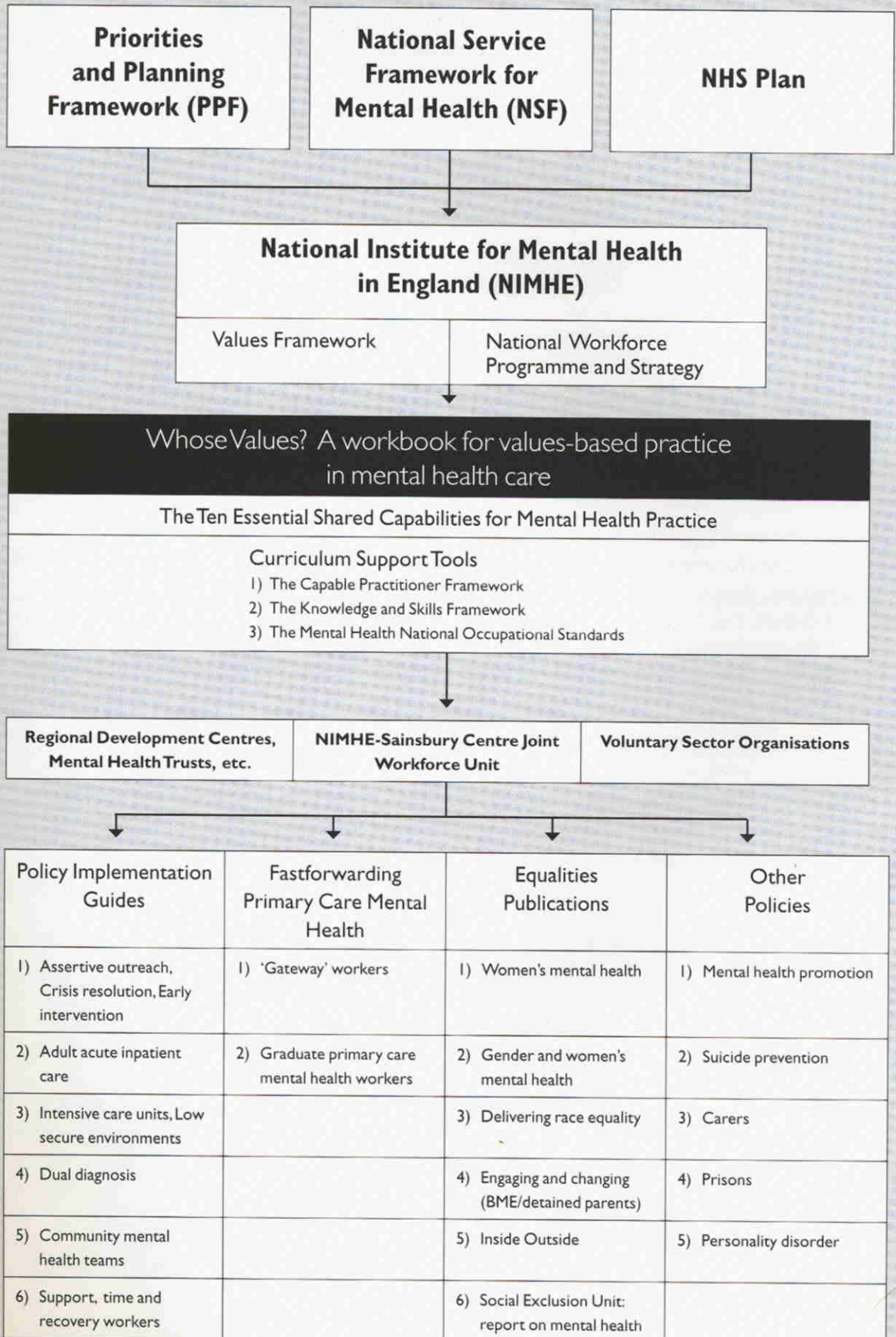
Figure 4: The policy context of the workbook

Figure 5: The NIMHE Values Framework

The National Framework of Values for Mental Health

The work of the National Institute for Mental Health in England (NIMHE) on values in mental health care is guided by three principles of values-based practice:

- 1) **Recognition** – NIMHE recognises the role of values alongside evidence in all areas of mental health policy and practice.
- 2) **Raising Awareness** – NIMHE is committed to raising awareness of the values involved in different contexts, the role/s they play and their impact on practice in mental health.
- 3) **Respect** – NIMHE respects diversity of values and will support ways of working with such diversity that makes the principle of service-user centrality a unifying focus for practice. This means that the values of each individual service user/client and their communities must be the starting point and key determinant for all actions by professionals.

Respect for diversity of values encompasses a number of specific policies and principles concerned with equality of citizenship. In particular, it is anti-discriminatory because discrimination in all its forms is intolerant of diversity. Thus respect for diversity of values has the consequence that it is unacceptable (and unlawful in some instances) to discriminate on grounds such as gender, sexual orientation, class, age, abilities, religion, race, culture or language.

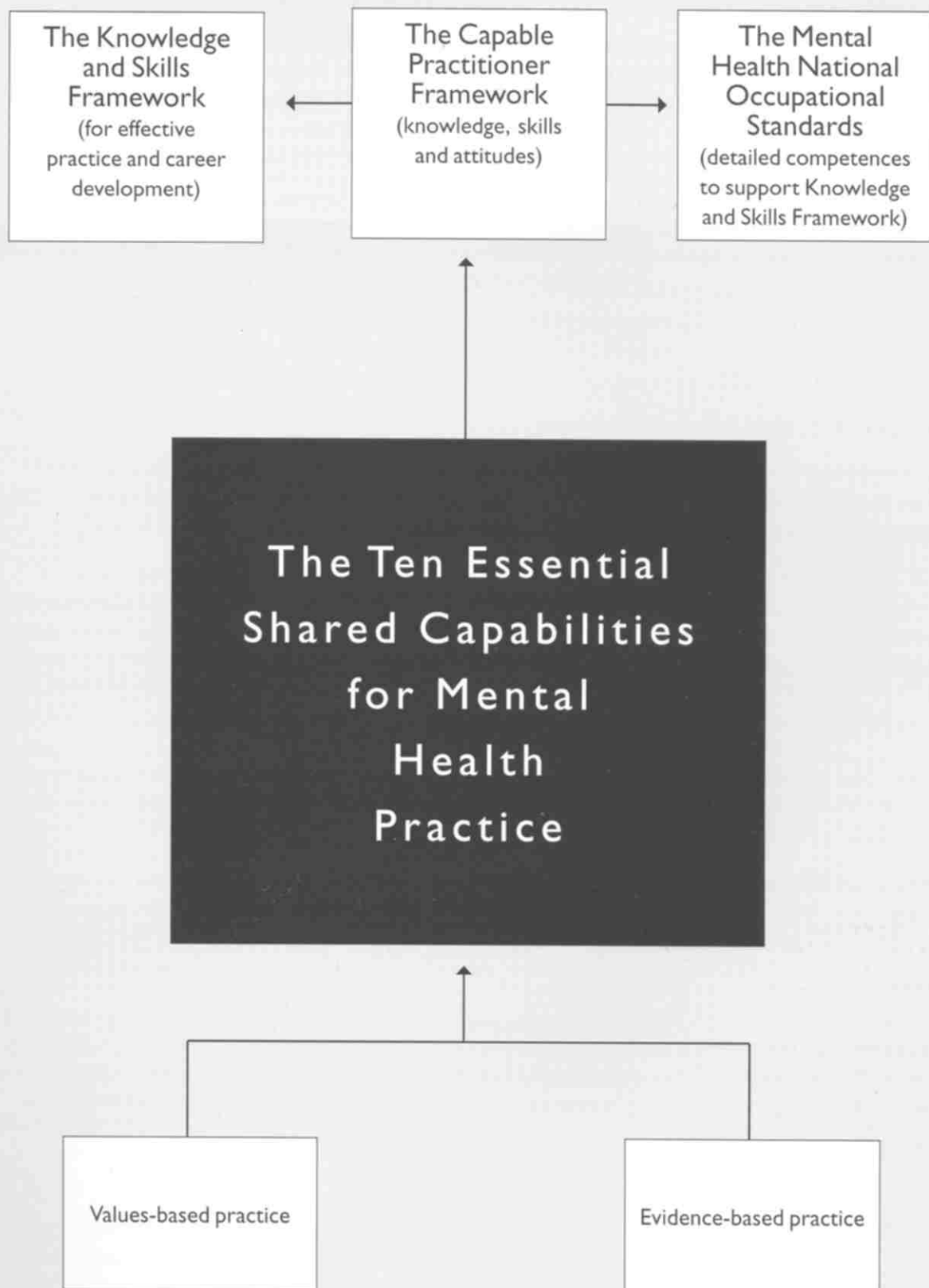
Respect for diversity within mental health is also:

- *user-centred* – it puts respect for the values of individual users at the centre of policy and practice;
- *recovery oriented* – it recognises that building on the personal strengths and resiliencies of individual users, and on their cultural and racial characteristics, there are many diverse routes to recovery;
- *multidisciplinary* – it requires that respect be reciprocal, at a personal level (between service users, their family members, friends, communities and providers), between different provider disciplines (such as nursing, psychology, psychiatry, medicine, social work), and between different organisations (including health, social care, local authority housing, voluntary organisations, community groups, faith communities and other social support services);
- *dynamic* – it is open and responsive to change;
- *reflective* – it combines self monitoring and self management with positive self regard;
- *balanced* – it emphasises positive as well as negative values;
- *relational* – it puts positive working relationships supported by good communication skills at the heart of practice.

NIMHE will encourage educational and research initiatives aimed at developing the capabilities (the awareness, attitudes, knowledge and skills) needed to deliver mental health services that will give effect to the principles of values-based practice.

www.connects.org.uk/conferences

(In: NIMHE, The Sainsbury Centre for Mental Health & The NHSU, 2004)

Figure 6: Flow diagram of the roles of VBP and EBP in training

RESOURCE 5

Further reading

- 1*) The National Framework of Values in Mental Health.
A one-page framework for VBP in mental health care developed for the National Institute for Mental Health in England. (Available at www.connects.org.uk/conferences). In NIMHE, The Sainsbury Centre for Mental Health & The NHSU (2004) *The Ten Essential Shared Capabilities: a Framework for the Whole of the Mental Health Workforce*. London: NIMHE, The Sainsbury Centre for Mental Health & The NHSU.
- 2*) Wallcraft, J. (2003) *Values in Mental Health – the Role of Experts by Experience*.
This is a detailed discussion paper exploring some of the key issues about values for the Experts by Experience programme, one of the work programmes of the NIMHE. (Available at www.connects.org.uk/conferences).
- 3*) Allott, P., Loganathan, L. & Fulford, K.W.M. (Bill) (2002) Discovering Hope for Recovery from a British Perspective. In Lurie, S., McCubbin, M. & Dallaire, B. (Eds) International innovations in community mental health [special issue]. *Canadian Journal of Community Mental Health*, **21**(2): 13–33.
A review article mainly about the 'recovery' approach to the management of mental disorder but connecting this with values-based practice.
- 4*) Fulford, K.W.M. (2004) Ten Principles of Values-Based Medicine. In Radden, J. (Ed) *The Philosophy of Psychiatry: A Companion*. New York: Oxford University Press.
A paper spelling out the principles of values-based practice as they apply to mental health. The paper includes a case history done as a series of 'boxes', each of which is an episode in the story of a particular person, Diane Abbot, illustrating how the ten principles work out in practice.
- 5*) Fulford, K.W.M., Williamson, T. & Woodbridge, K. (2002) Values-Added Practice (a Values-Awareness Workshop). *Mental Health Today*, October, pp 25–27.
This paper describes the first of the series of training workshops that Kim Woodbridge, Toby Williamson and Bill Fulford developed and on which this workbook is based.
- 6*) Woodbridge, K. & Fulford, K.W.M. (2003) Good Practice? Values-based practice in mental health. *Mental Health Practice*, **7** (2): 30–34.
This paper covers similar material to reading 5 but in the form of an interactive workshop suitable for self-study.
- 7*) Jackson, M. & Fulford, K.W.M. (1997) Spiritual Experience and Psychopathology. *Philosophy, Psychiatry, & Psychology*, **4**: 41–66. Commentaries by Littlewood, R., Lu, F.G. et al., Sims, A. & Storr, A., and response by authors, pp 67–90.
A research paper drawing on a number of case histories to illustrate the central place of values in psychiatric diagnosis.
- 8*) Fulford, K.W.M. & Williams, R. (2003) Values-based child and adolescent mental health services? *Current Opinion in Psychiatry*, **16**: 369–376.
A review article setting values-based practice in a policy context for the UK and illustrating each of the ten pointers to good process in values-based practice with examples from child and adolescent mental health.

- 9) Fulford, K.W.M. & Benington, J. (forthcoming) *VBM²: A Collaborative Values-Based Model of Health Care Decision Making Combining Medical and Management Perspectives*. In Williams, G. (Ed) *Medical and Management Perspectives in Child and Adolescent Psychiatry*. Oxford: Oxford University Press.
A book chapter illustrating the resources of VBP for bringing together medical (KWMF) and management (JB) perspectives. The VBM² of the title captures the idea that differences of values, which are a 'problem' to be solved in traditional quasi-legal ethics, become a positive resource for health care decision making in VBP.
- 10) Fulford, K.W.M. (2002) *Human Values in Healthcare Ethics*. Introduction. Many Voices: Human Values in Healthcare Ethics. In Fulford, K.W.M., Dickenson, D. & Murray, T.H. (Eds) *Healthcare Ethics and Human Values: An Introductory Text with Readings and Case Studies*. Malden, USA, and Oxford, UK: Blackwell Publishers.
This is an edited collection of classic papers and newly commissioned articles, literature and patient narrative, illustrating the diversity of human values in all areas of health care. The introductory chapter, 'Many Voices', spells out some of the key differences between VBP and traditional quasi-legal ethics.
- 11) Colombo, A., Bendelow, G., Fulford, K.W.M. & Williams, S. (2003a) Evaluating the influence of implicit models of mental disorder on processes of shared decision making within community-based multidisciplinary teams. *Social Science & Medicine*, **56**: 1557–1570.
This paper gives full details of work combining philosophical-analytic and empirical social science methods to elicit implicit models (values and beliefs) of mental disorder. The groups studied were psychiatrists, approved social workers, CPNs, people who use services and informal carers. This study is the basis for Activities 15 and 16 in Section 5.
- 12) Colombo, A., Bendelow, G., Fulford, K.W.M., & Williams, S. (2003b) Model behaviour. *Openmind*, **125**: 10–12.
This short paper gives the main findings from the study published in full in reading 10. It outlines the six models and describes the importance of this work for user-centred practice. Full details of the six models are given in a table.
- 13) West Midlands Mental Health Partnership (February 2003) *Values in Action: Developing a Values Based Practice in Mental Health*. (Unpublished).
This manual was developed by the West Midlands Mental Health Partnership to support training in values for mental health and to provide an informal audit tool to monitor their implementation.
- 14) Fulford, K.W.M. (1989, reprinted 1995 and 1999) *Moral Theory and Medical Practice*. Cambridge: Cambridge University Press.
This book provides the detailed philosophical theory behind values-based practice.

* NOTE: Items 1, 2, 3, 5, and a shortened version of 4 are all available at the Mental Health Foundation website: www.connects.org.uk/conferences, together with an extensive discussion by stakeholders. Registration with website is required in order to access these documents.

References and useful websites

Below are references included in the main text and additional references for your further reading.

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Useful websites

- <http://www.basw.co.uk/articles.php?articleId=2> Values and principles of social work.
- <http://www.connects.org.uk/conferences> Information on the National Institute for Mental Health in England's Values Framework. Requires registration to log in to website.
- <http://www.publications.doh.gov.uk/mentalhealth/implementationguide.htm> For the extract on values underpinning the Mental Health National Service Framework.
- <http://www.nice.org.uk> National Institute for Clinical Excellence (NICE). Schizophrenia guidelines and other information.
- <http://www.nimhe.org.uk> National Institute for Mental Health England. For information regarding implementation guides and mental health policy.
- <http://www.nmc-uk.org> Code of professional conduct for nursing and midwifery.
- <http://www.rcpsych.ac.uk/publications/cr/council/cr83.pdf> The duties of a doctor registered with the General Medical Council.
- <http://www.scmh.org.uk> For further useful information in general about practice and policy issues.
- <http://www.scie.org.uk> Social Care Institute for Excellence. For information regarding social models of care and other general social care information.
- <http://www.skillsforhealth.org.uk> The Health Functional Map and other curriculum support tools published by Skills for Health.
- <http://www.warwick.ac.uk> The University of Warwick.
- <http://www2.warwick.ac.uk/fac/med> Warwick Medical School.