

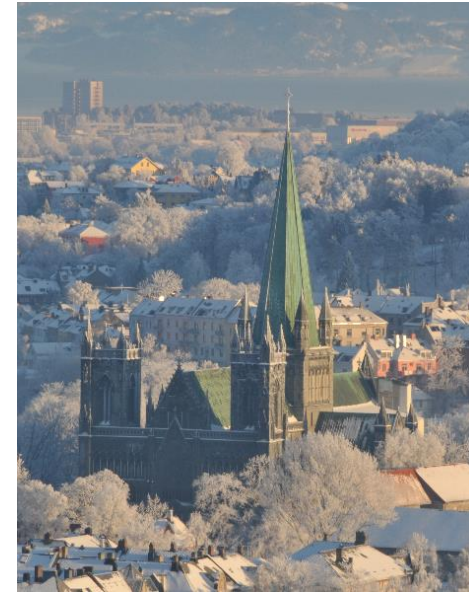
Toward User-Centered Practice

*Designing Guidelines for Employees Within Supported Housing
Section in Trondheim, Norway*

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Introduction

- Services for people with mental health problems have too long been dominated by interpretations and practices derived from the asylum context.
- Norwegian authorities emphasize the need for a comprehensive knowledge base and municipalities' responsibility to offer adequate and tailored mental health services.
- Supported housing is one service domain municipalities have
- Supported housing is intended to combine appropriate housing with appropriate support.



Nidaros Cathedral in Trondheim

Objectives

- To enhance users' abilities to cope in everyday life by composing cross-disciplinary guidelines for employees who work in supported housing in Trondheim (Norway)



Norwegian University of Science and Technology in Trondheim
(the largest university in Norway)



The context

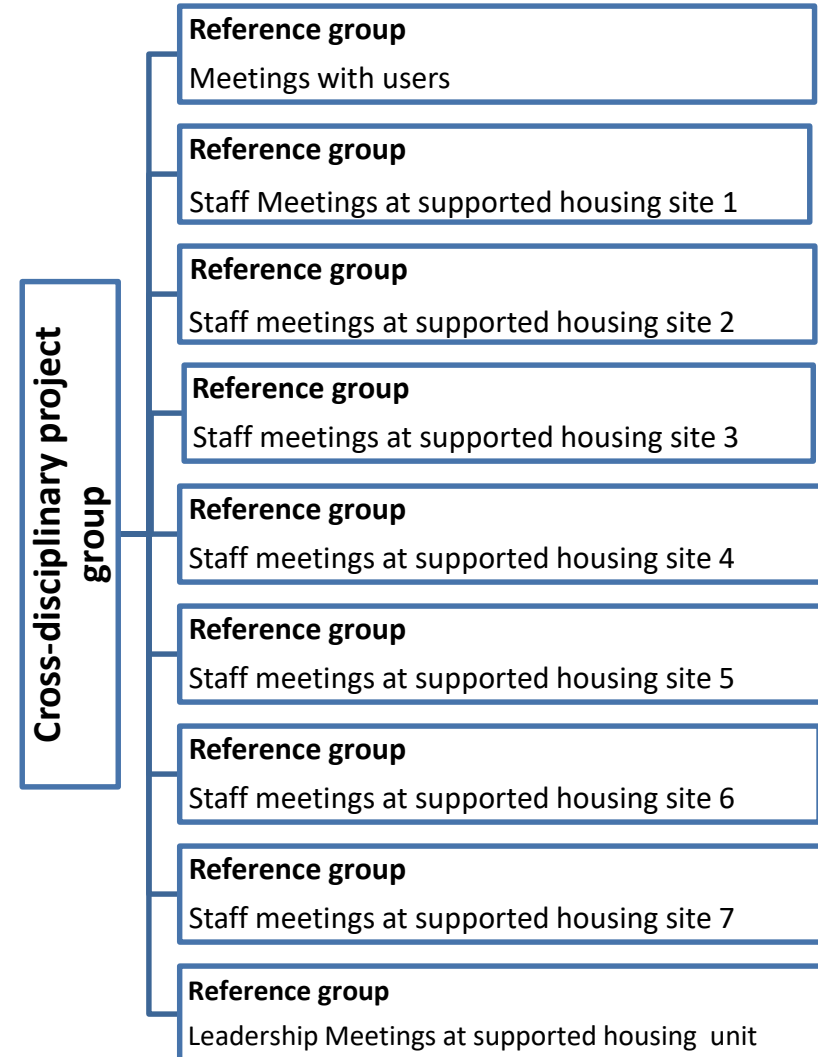
TRONDHEIM

- The third-largest municipality in Norway
- 191 000 inhabitants
- Norwegian University of Science and Technology
(the biggest university in Norway with over 40 000 students)

- Trondheim municipality provides wide array of welfare services by Health and Welfare Office
- Supported housing section – Mental Health
 - 8 units with 8 to 30 residents each
- Residents with severe mental health and/or substance use
- All units have a base which is manned 24/7

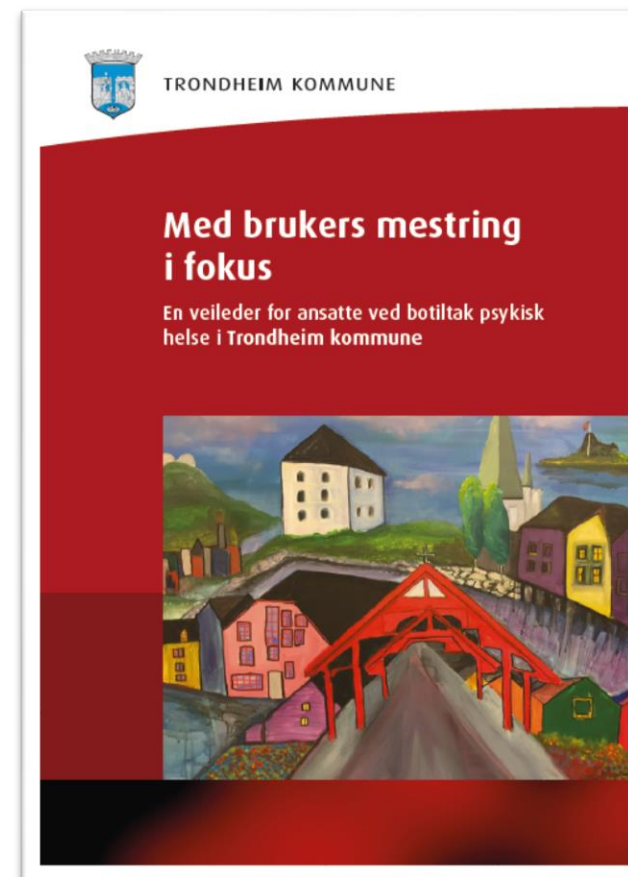
Approach

- The cross-disciplinary project group that created the guidelines included members of the Trondheim municipal government and scientists from a local university.
- Continuous feedback from users and employees was provided through reference groups.



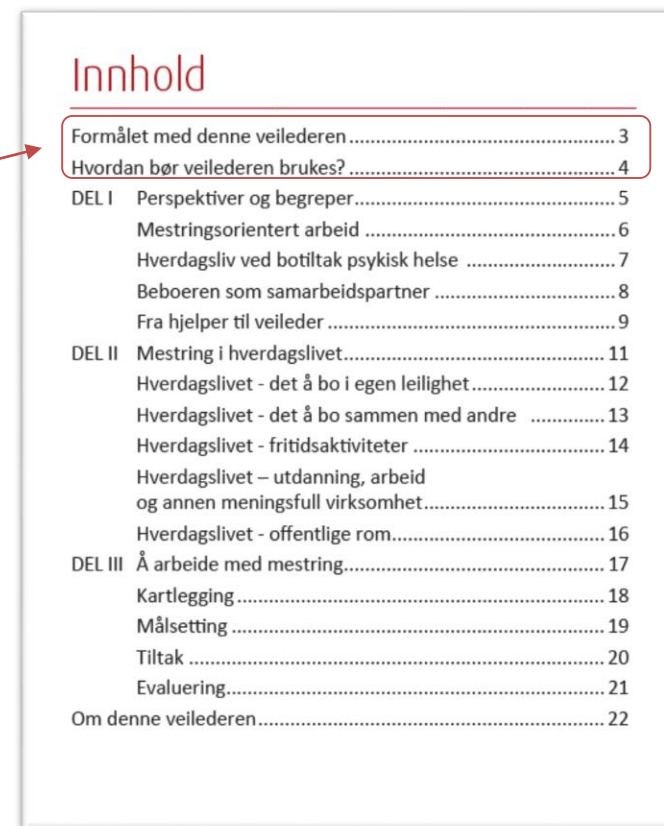
Practice implications (1)

- Cross-disciplinary guidelines for employees at supported housing in Trondheim Municipality were developed
- The implementation was kick-offed with a workshop for all employees, leadership and project members from the university
- The guidelines were taken in use in all supported housing units



Practice implications (2)

- Following sections were deemed necessary for cross-disciplinary guidelines
 - **Introduction**
 - The aim is to promote employees' awareness, reflection, cross-disciplinary understanding as well as education of new arrivals
 - Use it as a input not “the answer”
 - Important to work with all



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Note: To promote employees' awareness of their contributions, reflection questions are provided in all sections.

Practice implications (3)

– *Part I Perspectives and concepts*

- About users everyday life while at supported housing units
- User centered practice
- From expert to supervisor role

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Practice implications (4)

- **Part II** *Coping in everyday life*
 - Everyday life – living in own apartment
 - Everyday life – living with others
 - Everyday life – leisure
 - Everyday life – education, work and other meaningful activities
 - Everyday life – public space

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Practice implications (5)

– Part III Working with coping

- Assessment
- Aims
- Measures
- Evaluation

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Conclusion

- Both the guidelines' cross-disciplinary approach and the collaboration between in-practice workers, a local university, and users were important factors in the guidelines' success.



Thank you !