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.
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)
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

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

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

**Note:** To promote employees’ awareness of their contributions, reflection questions are provided in all sections.
Practice implications (5)

- **Part III**  Working with coping
  - Assessment
  - Aims
  - Measures
  - Evaluation

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