

# Evaluation of daily centres for mental health: the experience of Rome

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# Partecipative evaluation

- Promotes the expression of the point of views of stakeholders with different interests which coexist silently in institutions, an opportunity for all the social actors involved to participate in joint responsibility (Miceli, Castelfranchi 1989)
- The participants gain ownership of the evaluation and its results, achieving liberating self efficacy over this program (Fetterman 2005, Schnoes, Murphy- Berman & Chambers, 2000)
- A circular interpretative process to verify the correspondence between citizen's needs and public services in a given territory (McAllister, Walsh 2004)




# Daily Centres for mental health

Daily Centres are one of the services of the Mental Health Department.

They are semi residential territorial structures which the main aim is the rehabilitation of people with severe mental illness


They usually offer different kind of activities: theatre, manual labour, sports, computer science, gardening, kitchen, film club, etc

Daily Centres are co-financed by the Local Council of Rome and the Ministry of Health




This present contribution is part of a reaserch project about an evaluation of the daily centres of mental health in Rome. The research was commissioned by the Local Council of Rome in order to promote and to improve the daily centres

The reaserch has invistigated different studies: social representations, evaluation of the different activities of the daily centres, work groups with operators



## About the study on the quality criterias, the main goals were:

- The construction of quality criterias for every single actor of the daily centre
- Promotion of the comparison and the sharing on the quality of a daily Centres among the actors
- Studying the main problems of the daily centres and resources to get over it



# Quality

We can't formulate a unique and static definition of quality because:

- the meaning depends on the context
- different people have different opinions and we can't synthesize it in one unique concept ( it doesn't exist one point of view "*super partes*")
- points of view of different actors change because of the effect of the comparison and the negotiation
- the comparison and the negotiation open conflicts, but also they create potenciality



# Methodology

- o Involved actors: operators, users, family members and daily centres managers
- o Reference unit: sanitary district (ASL). In Rome, the city is divided in 5 ASL(s), every ASL has from 4 to 6 daily centres
- o Different modalities of work:
  - 3 focus with homogeneous groups (for creating quality criterias),
  - 1 sharing meeting per ASL (for deciding which criterias were more important),
  - 1 meeting at each centre (for sharing the results with other actors who didn't participate on the research)




## Altogether we have done:

- o 85 meetings in 26 Day Centers
- o 205 hours of audio recording later transcribed and analysed
- o 256 people were involved of which 250 were actors of the day centers and 6 were researchers

|       | Users | Operators | Family members | Daily centre managers | Total |
|-------|-------|-----------|----------------|-----------------------|-------|
| ASL A | 12    | 12        | 12             | 5                     | 41    |
| ASL B | 8     | 8         | 8              | 6                     | 30    |
| ASL C | 12    | 18        | 12             | 7                     | 49    |
| ASL D | 12    | 24        | 12             | 9                     | 57    |
| ASL E | 25    | 25        | 16             | 6                     | 72    |
| Total | 69    | 87        | 60             | 33                    | 249   |

# Quality Criteria Issues

| <b>Operators</b>    |            | <b>Users</b>        |            | <b>Family Members</b> |            |
|---------------------|------------|---------------------|------------|-----------------------|------------|
| Resources           | 14         | Resources           | 6          | Resources             | 6          |
| Goals               | 7          | Goals               | 14         | Goals                 | 6          |
| <b>Organization</b> | <b>33</b>  | <b>Organization</b> | <b>6</b>   |                       |            |
| Users cure          | 12         | Users cure          | 18         | Users cure            |            |
| Users project       | 27         | Users project       |            | Users project         | 14         |
|                     |            | Welcome             | 11         | Welcome               | 15         |
| <b>Job</b>          | <b>4</b>   | <b>Job</b>          | <b>20</b>  | <b>Job</b>            | <b>19</b>  |
| Activities          | 11         | Activities          | 14         | Activities            | 15         |
| Users indipendence  | 12         | Users indipendence  | 13         | Users indipendence    | 6          |
| Territory           | 15         | Territory           | 17         | Territory             | 7          |
| Other services      | 22         | Other services      | 1          | Other services        | 15         |
| <b>Operators</b>    | <b>15</b>  | <b>Operators</b>    | <b>19</b>  | <b>Operators</b>      | <b>8</b>   |
| Family Members      | 5          | Family Members      |            | Family Members        | 10         |
| <b>Total</b>        | <b>177</b> | <b>Total</b>        | <b>139</b> | <b>Total</b>          | <b>132</b> |



# Examples of the organization criterias

## **Users:**

*Operators shouldn't change continuously but they should be permanent staff*

## **Operators:**

*A good day centre shouldn't have predetermined rules, but it should be organized from the users requests and from the characteristics of the territory.*



# Examples of the job's criteria

## **Users:**

*Formative activities of the daily centres should be certificate a professional qualification*

## **Operators:**

*Activities should have accessible goals : rehabilitation doesn't necessarily provide for a job*

*Activities of day centres should start a process from creating attention and engagement in the users, passing through the construction of protected work relations, and ending with a real job*

## **Family members:**

*The activities of the daily centres should allow a gradual process to get to a guaranteed job*



# Examples of the operators criteria

## **Users:**

*Operators should be very professionals (thanks to an appropriate formation)*

## **Operators:**

*Operators should be very motivated to permit and facilitate an active participation of the users*

## **Family members:**


*For the quality of a daily centre it's essential the operator motivation*



# Discussion...

It was very important to involve all the actors in the research especially users, because "It is well known that the extent to which users feel that they have enough control and involvement in decision making regarding their services plays an important role in users' recovery" (Deegan 1997, Nelson, 2000, Driscoll 2000). Users' empowerment in general is associated with greater self efficacy, confidence, and hopefulness (Fetterman 2005, Howard 2003, Zimmerman 1990)

To guarantee the true participation of all the actors it was essential (especially for creating specific criterias) to meet actors in homogeneous groups and only later facing all the different points of views in mixed groups



It's very common to converge towards the point of view of the actor perceived with a high institutional level, with a strong role

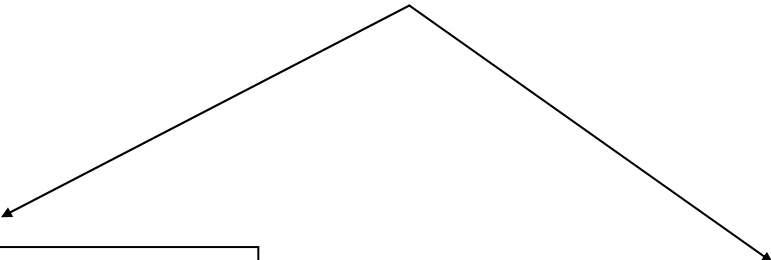
Meeting people more than one time it's useful because actors can really understand the meaning of the research and the relation between researchers and actors become more deep



# ...Discussion

Important issues of the daily life of the centres came out from the research

Difficulty to get over a superficial analysis of important issues. Some issues must be study in depth, some criterias seem to be "slogans"



Actors are not used to discuss and to negotiate on quality issues about Daily centres

Actors are more focused on what daily centres should be more than what they already are



# Outcomes

Strong participation from family members in joint responsibility

By encouraging the expression of the point of views of stakeholders, participative evaluation have created an empowerment of the actors to cope with the problems of the daily centres

Start of regularly meeting in different daily centres

Work groups with operators who asked to carry on working on some specific issues about daily centres

Work group with daily centres managers and members of the Local Council of Rome to promote and to study more qualitative daily centres activities