

CONSULTATION QUESTIONS

Overall Approach

This consultation reflects a continuation and development of the Scottish Government's current approach for mental health. There is a general consensus that the broad direction is right but **we want to consult on:**

- The overall structure of the Strategy, which has been organised under 14 broad outcomes and whether these are the right outcomes;
- Whether there are any gaps in the key challenges identified;
- In addition to existing work, what further actions should be prioritised to help us to meet these challenges.

Comments

safety of dementia sufferers in the home should be a priority to protect them from starting fires accidentally or being financially abused by cold callers, telephone fraudsters and mail scams.

Improvement Challenge Type 1

We know where we are trying to get to and what needs to happen to get us there, but there are significant challenges attached to implementing the changes. An example of this is the implementation of the Dementia Strategy. There is a consensus that services for people with dementia are often not good enough and we already know about a range of actions that will improve outcomes. However some of these changes involve redesigning the way services are provided across organisational boundaries and there are significant challenges attached to doing this.

Question 1: In these situations, we are keen to understand whether there is any additional action that could be taken at a national level to support local areas to implement the required changes.

Comments

Quality of care in hospital, care home, home by NHS, private, charities, & privately by family should maintain a high level of dignity, respect & humanity.

Improvement Challenge Type 2

We know we need to improve service provision or that there is a gap in existing provision, but we do not yet know what changes would deliver better outcomes. Supporting services to improve care for people with developmental disorders or trauma are two areas where further work is needed to identify exactly what needs to happen to deliver improved outcomes.

Question 2: In these situations, we are keen to get your views on what needs to happen next to develop a better understanding of what changes would deliver better outcomes.

Comments Monitoring Self-Direct Support implementation in the pilot areas in Scotland. Many who receive 7 day a week 24 hr care - pay the same amount of care contribution as someone on 15 hours a week care packages - this is unfair.

Outcome 1: People and communities act to protect and promote their mental health and reduce the likelihood that they will become unwell.

Question 3: Are there other actions we should be taking nationally to reduce self harm and suicide rates?

Comments Greater availability of stress management therapies, cognitive behavioural therapies and psychologists greater availability. Minimum price policy per unit of alcohol should help. Use of Occupational therapists.

Question 4: What further action can we take to continue to reduce the stigma of mental illness and ill health and to reduce discrimination?

Comments See Me campaign a success. Continue media campaigns to promote truths on mental illness and quash the lies, & untruths promoted by certain media publications.

Question 5: How do we build on the progress that we have made in addressing stigma to address the challenges in engaging services to address discrimination?

Comments Positively promote the truths of mental illness, how many in society in Scotland it can affect. Promote all out positive achievements staying out of hospital, integration into society.

Question 6: What other actions should we be taking to support promotion of mental wellbeing for individuals and within communities?

Comments Promotion of Advance Statements & W.R.A.P.'s Wellness programmes. Try to make the service user more active in maintaining a "stable" condition by greater social inclusion activities.

Outcome 2: Action is focused on early years and childhood to respond quickly and to improve both short and long term outcomes.

Question 7: What additional actions must we take to meet these challenges and improve access to CAMHS?

Comments Greater awareness amongst G.P.'s & CPN's that the correct response to a child's needs at an early stage is essential and promotion of CAMHS.

Question 8: What additional national support do NHS Boards need to support implementation of the HEAT target on access to specialist CAMHS?

Comments Putting the safety of the child first & whether environmental pressures may mean a change of scenery may be required. Ring fund of NHS Board budgets for CAMHS if possible.

Outcome 3: People have an understanding of their own mental health and if they are not well take appropriate action themselves or by seeking help.

Question 9: What further action do we need to take to enable people to take actions themselves to maintain and improve their mental health?

Comments Local authorities have financial savings to be made. Cutting back on social inclusion activities is a false saving as this could be detrimental to the service user's health.

Question 10: What approaches do we need to encourage people to seek help when they need to?

Comments Where the service user can recognise the return of bad health symptoms, they should contact their CPN. Where they cannot recognise a deterioration in their health ^{intervention} by CPN ^{is the} ~~is the~~

Outcome 4: First contact services work well for people seeking help, whether in crisis or otherwise, and people move on to assessment and treatment services quickly.

Question 11: What changes are needed to the way in which we design services so we can identify mental illness and disorder as early as possible and ensure quick access to treatment?

Comments Greater training of GPs on mental illness & disorders & updated more frequently so an adequate response can be made & "we didn't know" is a response of the past.

Outcome 5: Appropriate, evidence-based care and treatment for mental illness is available when required and treatments are delivered safely and efficiently.

Question 12: What support do NHS Boards and key partners need to apply service improvement approaches to reduce the amount of time spent on non-value adding activities?

Comments Using the NHS, living life & W.I.S.H. pilots across a wide range of mental illness. Rolling it out to cover schizophrenia Bi-Polar disorders. C.B.T. & stress management therapies should be made available to a greater number of people.

Question 13: What support do NHS Boards and key partners need to put Integrated Care Pathways into practice?

Comments Facilitate co-ordination between GPs, Psychologists, Doctors, GPs, Occupational Therapy all staff that can give a valued input including psychiatrists. Rolling out the ICPs & Patient Safety Programmes will help patients & staff.

Outcome 6: Care and treatment is focused on the whole person and their capability for growth, self-management and recovery.

Question 14: How do we continue to develop service user involvement in service design and delivery and in the care provided?

Comments Use of Occupational Therapists to set up service user groups like the Voices for Change, Job Group where they can be based. Otherwise through GPs & social workers to get them to motivate the service users to get involved.

Question 15: What tools are needed to support service users, families, carers and staff to achieve mutually beneficial partnerships?

Comments WRAP courses + Advance Statements do empower service users like myself. Dates, times & venues close to home if possible for service users families carers & staff for self help groups.

Question 16: How do we further embed and demonstrate the outcomes of person-centred and values-based approaches to providing care in mental health settings?

Comments BY CONTINUING TO IMPROVE, CHANGE & DIVERSIFY THE QUALITY OF CARE & MAINTAIN A HIGH STANDARD OF CARE WHICH MANY OTHER COUNTRIES ENVY.

Question 17: How do we encourage implementation of the new Scottish Recovery Indicator (SRI)?

Comments POSITIVELY PROMOTE IT TO STAFF AT SRN WEBSITE, NEWSLETTERS, TELEPHONE, WRITING, ENCOURAGE IMPLEMENTATION AT SRN SEMINARS, WORKSHOPS USE MEDIA TV, RADIO, NEWSPAPERS

Question 18: How can the Scottish Recovery Network develop its effectiveness to support embedding recovery approaches across different professional groups?

Comments Keeping in contact with CPN's, OCCUPATIONAL THERAPISTS, SOCIAL WORKERS, G.P.'S, PSYCHIATRISTS, PSYCHOLOGISTS, HOSPITAL NURSING STAFF, SERVICE USERS, FAMILIES, CARERS BY COMPUTER, TELEPHONE, WRITING.

Outcome 7: The role of family and carers as part of a system of care is understood and supported by professional staff.

Question 19: How do we support families and carers to participate meaningfully in care and treatment?

Comments By keeping them informed, where appropriate of the progress of the individual concerned & the choices, where they can lead & if a decision is made. Charities appear to be essential part of service providers to day

Question 20: What support do staff need to help them provide information for families and carers to enable families and carers to be involved in their relative's care?

Comments To provide a balanced view of what care is available in the community if it is appropriate for the individual to return to the community.

Outcome 8: The balance of community and inpatient services is appropriate to meet the needs of the population safely, efficiently and with good outcomes.

Question 21: How can we capitalise on the knowledge and experience developed in those areas that have redesigned services to build up a national picture of what works to deliver better outcomes?

Comments Continue to ~~involve~~ involve mental health charity service providers for feedback & hospital staff feedback whose services have been redesigned would be invaluable.

Outcome 9: The reach of mental health services is improved to give better access to minority and high risk groups and those who might not otherwise access services.

Question 22: How do we ensure that information is used to monitor who is using services and to improve the accessibility of services?

Comments Better use of translation services to provide leaflets & translated where appropriate for service users - Making sure all hospital & out patient buildings are accessible for physically disabled i.e. wheelchair ramps

Question 23: How do we disseminate learning about what is important to make services accessible?

Comments Use of seminars for staff.

Question 24: In addition to services for older people, developmental disorders and trauma, are there other significant gaps in service provision?

Comments The physically disabled cannot be ~~just~~ ignored as many military physically disabled persons have mental health problems as well.

Outcome 10: Mental health services work well with other services such as learning disability and substance misuse and are integrated in other settings such as prisons, care homes and general medical settings.

Question 25: In addition to the work already in place to support the National Dementia Demonstrator sites and Learning Disability CAMHS, what else do you think we should be doing nationally to support NHS Boards and their key partners to work together to deliver person centred care?

Comments Better availability of occupational therapies where appropriate. To ensure the person is safe in the kitchen, bathroom & assess ~~their~~ their needs & alleviate any problems whilst ~~with~~ ^{with} ~~at~~ ^{at} seat.

Question 26: In addition to the proposed work in acute hospitals around people with dementia and the work identified above with female prisoners, are there any other actions that you think should be national priorities over the next 4 years to meet the challenge of providing an integrated approach to mental health service delivery?

Comments Reduce the stigma suffered by the service users, patient prisoners in their own establishments of mental health problems

Outcome 11: The health and social care workforce has the skills and knowledge to undertake its duties effectively and displays appropriate attitudes and behaviours in their work with service users and carers.

Question 27: How do we support implementation of *Promoting Excellence* across all health and social care settings?

Comments Seminars & a website providing information would help.

Question 28: In addition to developing a survey to support NHS Boards' workforce planning around the psychological therapies HEAT target – are there any other surveys that would be helpful at a national level?

Comments How many dementia patients have a physical disability. What is being done to provide them with appropriate equipment where required

Outcome 13: The process of improvement is supported across all health and social care settings in the knowledge that change is complex and challenging and requires leadership, expertise and investment.

Question 33: Is there any other action that should be prioritised for attention in the next 4 years that would support services to meet this challenge?

Comments

Physically disabled persons with mental health problems should be given a higher priority to ensure they are given the treatment & assistance they require.

Question 34: What specifically needs to happen nationally and locally to ensure we effectively integrate the range of improvement work in mental health?

Comments

Better co-ordination of directives & information dissemination to all those who require the info.

Outcome 14: The legal framework promotes and supports a rights based model in respect of the treatment, care and protection of individuals with mental illness, learning disability and personality disorders.

Question 35: How do we ensure that staff are supported so that care and treatment is delivered in line with legislative requirements?

Comments

Human rights legislation is changing to protect the service user who has physical & a mental health problems ever more now & the future.

Question 29: What are the other priorities for workforce development and planning over the next 4 years? What is needed to support this?

Comments Maintain moral, as despite cutbacks from the UK govt the majority of staff are dedicated & endeavour to improve & enhance the quality of care when they can

Question 30: How do we ensure that we have sustainable training capacity to deliver better access to psychological therapies?

Perhaps a referral course for staff

Outcome 12: We know how well the mental health system is functioning on the basis of national and local data on capacity, activity, outputs and outcomes.

Question 31: In addition to the current work to further develop national benchmarking resources, is there anything else we should be doing to enable us to meet this challenge.

Comments The system is constantly changing due to cost-savings being made. The price & cost should be remembered in the whole process

Question 32: What would support services locally in their work to embed clinical outcomes reporting as a routine aspect of care delivery?

Comments Safety first for the client & those around the client in the community should be made a higher priority