

The plan has 14 main outcomes. These are the things we want from the plan. We have been working towards these outcomes. However there are challenges.

The way we work:

We want to change the way people think about mental health

We want services to be centred on the individual

We want services to always be improving.

Tell us what you think:

**The challenges:**

It can be difficult for the Government to make a plan if it is for local areas. The government would need to support local areas to change.

**Question 1: Do you think the Government could take action to help them make changes?**

No

Yes - Tell us more about this

The government should work with the NHS to improve waiting lists to see mental health professionals as the illness could get worse. In most cases people can wait up to 6 months to be seen after being referred by their local GP. It is also important to deal with the challenge of stigma and make people more aware of mental health issues.

The Government knows it has to improve services. There may be a gap in services and things may need to change.

**Question 2: Do you think change is needed?**

No

Yes - Tell us more about this

It is important that people are diagnosed correctly and given the right kind of therapy for their particular condition. It is also vital that people are educated and made aware of the prevalence of mental ill health as some people may be suffering and not know there is help available, or where or how to access the help.

There are 14 outcomes that we want:

1. We will encourage people and communities to have good mental health which can help them prevent mental ill health
2. Action will be taken in childhood and the early years of people's lives to prevent mental ill health
3. To help people understand their mental health. If they are not well they should be able to get help.
4. On first contact mental health services will work well.
5. Suitable care and treatment will be available. This will be based on a person's needs.
6. Care and treatment is focused on the individual's needs.
7. The role of the family and carer is understood and this will be supported by professionals.
8. The amount and type of services should be correct to meet people's needs.
9. All groups should be able to access services equally
10. Mental health services will work well with other services.
11. Health and Social Care staff should have the skills to do all their duties.
12. We will check local and national results. This will show how the mental health system is working.
13. We shall support the improvement of health and social care services.
14. We will ensure that people are supported and protected by the law.

**Question 3: Do you think there are other things we can do to reduce self harm and suicide rates?**

No

Yes - Tell us more about this

The government could combat the 'taboo' surrounding suicide, acknowledging that it is a symptom of illness and/or circumstances. Teachers and carers should be educated, on spotting mental health symptoms in order to identify problems faster, particularly with self-harming. Counselling services could be more tailor-made to the individual in terms of educational background, emotional maturity etc. Services that help combat poor mental health should be widely advertised so that people, and close family member's of those displaying symptoms would know how to access the service to get help quickly and easily.

**Question 4: Are there other things we can do to stop discrimination of people who have a mental illness?**

No

Yes - Tell us more about this

The government could raise awareness of mental illnesses and the effect it can have on people's lives. Also more negative reinforcement on acts of discrimination is required. Using effective marketing in local areas (with possibly the use of case studies, testimonials or local people) can influence people's perceptions and reflect a more positive outlook on those with a mental health illness.

**Question 5: Can we develop the good work of the 'see me' campaign in reducing discrimination? (This is the Scottish Government's campaign against discrimination of mental health)**

No  x

Yes - Tell us more about this

**Question 6: Do you know of ways in which we can take action to promote good health and wellbeing?**

No

Yes - Tell us more about this

Make people more aware of activities and organisations in their area which can keep them active and keep a positive attitude which will effectively make people more positive about life in general. Promote happy and healthy well-being activities and opportunities to volunteer in their local communities to promote active citizenship and promote networking opportunities.

Promote local social marketing campaigns (as above, utilising local people and case studies). Details of where and how services can be accessed in the local area could feature in the campaign. This could take the form of posters in doctor surgeries, hospitals, community centres and schools, or in local community newspapers which have a wide distribution door to door.

Question 7: Can we improve access to

**Question 7: Can we improve access to services for children with mental health problems?**

No

Yes - Tell us more about this

Teachers should liaise with parents and social services to identify and deal with mental health problems in children. Often 'bad behaviour' is actually symptomatic of problems at home, bullying or mental distress. Nurture classes in those schools which have a high percentage of children with behavioural difficulties and displaying signs of mental health issues should be embraced and encouraged.

**Question 8: Does the National Health Service ( NHS) need more support to improve children and young people's mental health services?**

No

Yes - Tell us more about this

The NHS needs more funding, more resources and more clinics relating to mental health issues including drug related mental health illnesses.

The NHS could also receive more support from social services in relation to signposting patient's at an earlier stage to seek advice / support.

**Question 9: Are there ways in which we can help people to help themselves, which will improve their own mental health and wellbeing?**

No

Yes - Tell us more about this

Promotion of a healthy lifestyle (i.e. exercise, healthy eating and an active social life) may help to improve individual's mental health and wellbeing. Also sufferers should be educated on their illness, its symptoms and triggers and how it can be managed via medication and talking therapies. Encourage individuals to become active citizens through volunteering opportunities and positive contributors to the communities in which they live.

**Question 10: Do you think there are ways we can encourage people to get advice when they need it?**

No

Yes - Tell us more about this

Awareness and education are key. Information dissemination in the correct format is crucial, in order to meet challenges of literacy and numeracy.

**Question 11: Are there ways we can change services so they are quick to see if someone has mental ill health?**

No

Yes - Tell us more about this

More funding to make waiting lists for patients shorter to identify the problem quickly.

Brief check up services that look for any key signs of ill mental health as well as advice on how an individual, or family member's are able to look for these signs themselves.

**Question 12: Are there ways we can support the NHS and their partners to collect information that will help improve services?**

No

Yes - Tell us more about this

Consultations and engaging with the local community and holding focus groups to help understand the views of local residents.

**Question 13: Do we need to do other things to support the NHS and their partners to develop care plans?**

No

Yes - Tell us more about this

Emphasise the importance of a care plan and review them more often.

**Question 14: Are there ways the Scottish Government could work with partners to continue to develop good services?**

No  x

Yes - Tell us more about this

**Question 15: Do you think we need to have things in place to develop partnerships with service users, families, carers and staff?**

No

Yes - Tell us more about this

Stronger partnerships will mean better care for people as would better communication amongst service providers, users and their families.

**Question 16: Can more be done to have a person- centred process in mental health settings?**

No

Yes - Tell us more about this

Yes, not every patient benefits from cognitive behavioural techniques which concentrate on controlling thoughts. Some patients would benefit from more explorative therapies or from simply being listened to.

**Question 17: The Government has created a tool called the Scottish Recovery Indicator (SRI). This supports mental health services to focus on recovery. Do you think staff can and should be encouraged to use this?**

No

Yes - Tell us more about this

This relatively new tool should continue to be tested however it is important to remember that there is no 'cure all' for mental health illnesses. Symptom management seems to be far more effective than searching for a complete recovery.

**Question 18: The Scottish Recovery Network is a group to make people aware of recovery from mental health problems. Do you think we can encourage professionals to use more recovery based processes?**

No

Yes - Tell us more about this

SRN has proven to be beneficial in raising interest in the concept of recovery, so it is possible that more recovery based processes will also have a similar effect

**Question 19: Can we support families and carers to be involved in care and treatment?**

No

Yes - Tell us more about this

It is crucial that individuals are aware that they have a support network (family, friends etc) to help them through their care or treatment. Families/carers may identify training needs to be involved in an individual's care and treatment.

**Question 20: Families and carers want to be involved in their relative's care. Can staff be supported to provide information for this to happen?**

No

Yes - Tell us more about this

Allowing families and carers to be in a position in which they are able to care for their relatives can have a positive impact on home-life. Feelings of uselessness or helplessness can put a strain on relationships. However, some patients may not want their issues discussed with others. Staff can be supported in identifying the level of relative's care and involvement levels and mediate between patient/carer to agree common ground and to let them know that they will always have a support mechanism that they can depend upon.

**Question 21: Could the areas that have designed good services be a model to follow?**

No

Yes - Tell us more about this

Sharing good examples is always good practice, and it is good to follow what is successful, making changes where appropriate and feasible.

**Question 22: We want to know who is using services and if they are accessible. Do you think the Scottish Government can make sure that this information is recorded?**

No

Yes - Tell us more about this

Yes, by conducting questionnaires and surveys, The Scottish Government will be able to identify who is using the service and to find out their opinions and attitudes towards the service.

**Question 23: Is there a way that we can share information we learn about making services accessible?**

No

Yes - Tell us more about this

More and more people are using the internet, new social media and social networking websites. Applications such as Facebook, Twitter, Youtube and podcasts are all effective ways of sharing information and updating the public. For those who are not digitally prepared the use of local radio media or local community newspapers advertising is sufficient.

**Question 24: Do you think there are gaps in services?**

No

Yes - Tell us more about this

Waiting lists are long and some GP's are not trained in identifying mental health problems and could make mistakes with regards to how long a person should wait to be seen or how bad the problem is or could be.

Almost all services are understaffed and under supplied.

**Question 25: Do you think more could be done to support the NHS and their partners to provide person centred care?**

No

Yes - Tell us more about this

The Government could fund or subsidise forms of counselling other than CBT.

**Question 26: Do you think that there are ways to help those with mental ill health issues in other settings, like prison?**

No

Yes - Tell us more about this

Prisoners have the right to be properly assessed by a trained doctor who can identify mental health problems.

Mental health assessments should be done at introduction to the prison system, and used as a baseline towards remedial assessment to address any mental health issues.

**Question 27: 'Promoting Excellence' is an outline for staff who work with people with dementia and their families. Are there ways we can support staff to use this to help those who need it?**

No

Yes - Tell us more about this

More acknowledgement of excellence to provide incentive and increase staff morale.

**Question 28: Could surveys be used to find out about staff experience?**

No

Yes - Tell us more about this

Surveys, focus groups and online consultations could be carried out to find out about staff experience.



**Question 29: Do we need to support staff development?**

No

Yes - Tell us more about this

It is extremely important that staff are trained and have the correct knowledge to deal with the issues they are presented with. Therefore, supporting staff development will not only benefit staff, it will also benefit individuals to ensure they are receiving the correct help.

**Question 30: We want to find ways to maintain training for staff. This could increase access to services. Can we promote this training?**

No

Yes - Tell us more about this

Yes, with proper funding as poor mental health is a growing problem.

**Question 31: Are there ways we can build on the information we gather to develop mental health services?**

No

Yes - Tell us more about this

It could be used to develop smaller specialized illness/area services.

**Question 32: We want all local care services to record information on care delivery the same way. Do you know how can we support this?**

No  x

Yes - Tell us more about this

**Question 33: Is there any other support needed to improve services?**

No  x

Yes - Tell us more about this

**Question 34: Do you think we can bring together local and national work resulting in improved mental health services?**

No

Yes - Tell us more about this

What works in one local area may not be suitable in another.

**Question 35: Do we need to support staff so that care and treatment services follow the law?**

No

Yes - Tell us more about this

Staff should be aware of legislation so that they are not put at risk or hindered in their work

**If you need more information call Katherine Christie on 0131 244 5207.**

**Send your answers back by 31 January 2012**