

1.5: Can we get in touch with you again if we want to talk to you about your answers?

Yes

No

Consultation Questions

Improving Mental Health Outcomes:

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:

*We agree with the above
 There is still stigma. Services are often under resourced
 with little choice available, especially in rural areas
 Staff need training + alot of work in mental health
 needs individual work*

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 needs to ensure good practice
 around the country.
 Geographical areas differ, so one policy cannot
 fit all*

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

Yes, more joined up + co-ordinated work needs to happen. Communication between Health, SW, V&A organisations ^{+ Carers} can be insufficient + patient care forgotten.

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 persons 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 peoples 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

Yes, closer monitoring of individuals, with medication
Increase publicity about suicide + courses
More one to one work with individuals, when
it's needed

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

Encourage more open discussions in the community
press etc
Get the media to show positive mental health issues
Emphasise that mental health has many levels mild
to severe

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

Yes - Tell us more about this

Yes, keep funding it. It is not becoming
better known and re-quired by those in wider
community not just mental health

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

Although a bit general - "Courses" in the community might help

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

NOT knowledgeable to reply on - but we feel access for children is very important as early intervention can help.

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

As above
- All mental health services need support including children services

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

Courses
Social Groups
links to activities in communities
Rural areas under resourced & need to access things
in towns & not be ~~ex~~ excluded due to post-codes

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

Publicity
Automated responses not wanted or answerphones
- human answering phones
- Helpful people

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

We need to give help to those becoming less well, rather than wait until a crisis happens
The services need to recognise that families/carer's can see changes & know when things are deteriorating

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

Co-ordination
Care Planning Approach
Record Carers views

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

We need more individuals on Care Planning Approach
It brings everyone together to review care plans
Carers/families are also invited to, so not just
professionals!

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

No

Yes - Tell us more about this

Disseminate good practice. Guarantee funding

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

Carers are not treated as equal partners. They are not kept informed + the person they care for are sometimes only asked once if their family should be kept informed. Confusion with appropriate advt. Confidentiality is seen as a stumbling block. Carers/Families have impt information + can keep their loved one's well if supported

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

No

Yes - Tell us more about this

Individuals needs and wishes must be taken into account. All staff must work to this principle

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

Recovery should be worked to by all professionals as well as service users + carers + family members

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

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

No Yes Tell us more about this

More should be done with this NOT equal partners.
Information needs sharing. Carers need inf. + knowledge on mental health ^{issues} + need support groups due to stigma. Carers are relied on heavily + their knowledge of the person is often not asked for.

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

Trained staff should exercise their judgement on what info can be shared. NOT given enough notice to attend meetings, often decisions taken without family being consulted. RUGG/communities carers need telephone support. If you live with someone 24/7 you should be more involved. Prof. ~~to~~ need to trust + value carers

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

No Yes - Tell us more about this

Of course

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, we need to know who attends what + why they are attending + what they gain from it. Have to work out why others not attending or using services - this needs to be truthfully recorded.

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

No Yes - Tell us more about this

Rural areas should not be subjected to post-code lottery
Better info systems needed

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

No

 Yes - Tell us more about this

Yes, more co-ordination is needed rather than duplication of the same services. New services should be created.
All services, groups activities courses should be accessible.

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

Yes see previous answers

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

Yes, mental illness is growing + will be in all of settings. All those with a diagnosis should be entitled to the same help wherever they are.

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

Have no knowledge of this

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

No

Yes - Tell us more about this

Surveys not always truthfully completed, but useful

Question 29: Do we need to support staff development?

No

Yes - Tell us more about this

All staff need to be appropriately trained & have their practice monitored & updated

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

Training is important, but who visits clients when the professional is away on training?
More staff cover needed

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

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

Yes - Tell us more about this

A unified approach from all professions would be better than through all the separate professions

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

No

Yes - Tell us more about this

Committed + enthusiastic staff.

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

We all look for positives, + need to ~~trust~~ believe in improvements

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

No

Yes - Tell us more about this

The Mental Health Act is important, Families + Carers need to be aware of their rights, 'appropriate adult' etc

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

Send your answers back by 31 January 2012