

(d) We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

Please tick as appropriate

Yes

No

## 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

### 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.

Access to services and support for both those suffering mental ill health and their carers is of extreme importance to women throughout Scotland. The SWC recognises the efforts being made by the Scottish Government in recognising the importance of a dedicated mental health strategy.

There is consensus that the Scottish Government must ensure, insofar as is within its powers, that funding for mental health services is protected. Cuts to public services by the UK Coalition Government has seen the reduction and in some cases complete removal of support mechanisms for some of the most vulnerable members of society.

Mental health issues can be further exacerbated when attempting to contact e.g. housing and Social Work departments. A synchronised approach to welfare and wellbeing would significantly alleviate stress and anxiety and would be welcomed by women.

## 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

**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?

While the establishment of the *well Scotland* web portal for tackling self-harm and suicide is welcomed, it must not take the place of services which provide direct contact. Many women living in poverty, who, as a result of their economic circumstances suffer from mental health issues, simply do not have the means to access the internet. Similarly in remote and rural areas broadband provision is considered "*patchy and unreliable*" and because of the limited availability it is often seen as a luxury.

While online services are often of great value it is vital to recognise that, in this case, those who require the support provided by *well Scotland* are the least likely to be able to access it. Face-to-face support must be available to match that which is available online.

It is also important that any frontline services or campaigns geared towards reducing self-harm and suicide rates are easily accessible throughout the country. Any feelings which lead women towards self-harm are often exacerbated by the isolated nature of rural life. Ensuring funding for advice and support services in local areas would allow more women to access the help they require and thus tackle self harm and suicide rates.

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

The SWC recognises the difficulties which exist in challenging behaviours that stigmatise mental illnesses and the discrimination which can arise as a result. These can be more acute in rural areas, where the small community mindset means that stigmas are more likely to 'stick'. In order to reduce stigma there must be continued focus on mental health issues so that sufferers do not become a *"hidden group within society"*.

Women with mental health issues often suffer 'double discrimination'. It is vital that policies and strategies are created with a specific gender focus. Different approaches may be required in different areas, taking into account the geography of Scotland and the differences in rural and urban areas. *"We sometimes feel like we are being punished for living outwith Central Scotland. We need the same levels of service if not more."*

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

Comments

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

Comments

**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

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

Comments

**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

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

Comments

**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

**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

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

Comments

**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

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

Comments

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

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

Comments

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

Comments

**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?

Caring responsibilities are, in the main, undertaken by women. It is vital that, in line with the Carers Strategy, those who undertake such responsibilities are recognised and valued as equal partners in care. Those who look after individuals suffering from mental ill health must be involved in every aspect of decision-making processes so that the individual's best interests are fully taken into account.

Carers need to receive adequate support. The pressures of caring can have a detrimental impact on women's health and there is a danger that many will fall ill or suffer mental health issues themselves if they are not afforded the respite they require. Unpaid carers, the majority of whom are women, are a positive economic resource. Their status as such requires urgent review in

order to improve the delivery of greater emotional and material respite support. In many areas cuts to public services have seen the demise of carers centres which is having a negative impact on those who used them. *"The loss of the carer's centre has had a big impact. Young carers valued it a lot."*

The heavy burden placed on children and young people in caring for a relative is viewed as *"an unacceptable level of responsibility."* While it is important that they participate meaningfully in care and treatment, it is essential to bear their age in mind and ensure they are given advice and support in order to be involved in the decision-making process. It is vital that the respite young carers receive is age appropriate so that they are afforded the *"opportunity to be children"*. Without this there is a real danger of emotional and educational disadvantage.

**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

**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

**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

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

Comments

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

Comments

**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

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

**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

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

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

Comments

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

**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

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

Comments

**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

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

Comments

**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