

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:

People are changing the way they think about mental health but some professional practices inhibit this change. Employers and occupational health records can reduce the chance of an applicant being treated equally to others if fear of a risk of mental illness / difficulty coping is used as a reason to deny employment. Education records of pupils referred to psychology cause fear of long term discrimination. Services centred on the individual must consider the impact on co-workers and any reduced demands have to be balanced by increased demand on others.

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

Support short term supernumerary employment to help rehabilitate those with mental illness to offer flexibility in demands / time commitment for the individual. Pilot "buddying" at work as used in schools but ensure the buddy / supporter has time and reward for this commitment + supervision in this role.

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

The Scottish Government

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Mental Health Strategy for Scotland: 2011-15 A Consultation

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Because this is a Scottish Government consultation, we have to ask for some information about you.

Name

Address

1.1: Do you represent a group?

Yes tell us the name of the group

No

1.2: Can we share your answers with the public?

Yes

No

1.3: Can we share your name with the public?

Yes

No

1.4: Can we share your address with the public?

Yes

No

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

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

Do not label those who have had a mental illness or referral in ways that may reduce employment opportunities
 Offer support & supervision for those with mental disorders who are trying to return to education or employment in ways to build resilience & that do not leave other employees at risk if the individual cannot cope.

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

Focus on preventive mental health measures & outcomes
 Focus on the "team around" the individual, not simply the person affected, show e.g. - the group in the pub or coffee shop with the individual included.

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

Show adults how to make friends and adapt to others to offer equality of support and to go on from helping others
 e.g. Mellow Parenting - for parents (male & female) and
 e.g. Mellow Neighbours for adults.

Question 7: Can we improve access to

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

Yes - Tell us more about this

Stricter criteria for diagnosis of depression and anxiety as diseases
 More training of doctors on appropriate action to refer appropriately
 for non-drug treatment for depression as well as or instead of
 drug treatment. More awareness of the negative impact of parental
 mental disorders on the health, well being and development
 of children.
 Better community based peer support for mild mental illness

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

Target help for children whose parents have poor mental health
 Children's development may be adversely affected and children
 can become unrecognised young carers.

No Yes - Tell us more about this

Change the attitude of some mental health CAMH professionals that the child has to have an identified mental illness before being offered help.
 Make appointment systems more user friendly to encourage engagement with services - offer welcome leaflets or DVD's
 Encourage recovered children's families to encourage newly referred.

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

Consider successful approaches used e.g. in Australia
 More integrated services with education & voluntary agencies
 Better early intervention services involving child health services
 More openness and joint working between CAMH and paediatric 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

Include mental health with basic health education in schools - better awareness by all Nurses & Education Staff
 Simple messages & let people work out how for themselves
 e.g. Happiness psychology, helping others, animal therapy

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

Easy access to confidential counselling services - free single session might help avoid late, complex referral.
 If people think the only help is via their GP they will delay till a late stage before asking for help or link their feelings of unhappiness, anxiety, insomnia to physical disease to validate

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

Encourage telephone triage with trained confidential counsellors - preferably allowing anonymous contact to discuss early concerns/symptoms and advise if further referral or reassurance is indicated - similar to Childrens

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

Avoid bureaucracy, accept risk of inaccuracy by allowing anonymous access/support & invite one to one feedback
 Reward Primary Care for non-prescription care of those with mental distress disorders.
 Reinstates Primary Mental Health Workers in high schools to record data on young people's mental health + pilot interventions and outcomes

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

Utilise patient narratives / diaries to support improvement,
involve individuals in the improvement projects & in
sustaining improvement & acknowledge their contributions

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

Promote & reward employees who work with agencies to
support rehabilitation of individuals recovering from mental illness.
Publicise success of mental health services, show what can be done

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

Ask the service users before establishing partnerships, pilot
ideas as small scale initiatives.
Include children & young people when services affect them.

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

No

Yes - Tell us more about this

Encourage input in early stages of illness and after recovery,
show the impact of ideas put into action within local areas

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

Especially brief solutions / therapy

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

Need better & more reliable supervision for health professionals
willing to be involved + acknowledge need for protected time
for this - must be resourced in addition to existing duties

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

No

Yes Tell us more about this

Genuine participation, use children & young people's own self awareness in identifying what helps them - e.g. music, dance & encourage them to carry these tools into adulthood.
Offer more effective support to parents & siblings of children and young people with mental illness & to peers in colleges.

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

First support staff & ensure all staff are aware of these principles
Provide support for staff who involve relatives + offer continuing support longer term - e.g. both secondary & primary care
Offer integrated support with social care - equally important for children / young people as for elderly, Offer support to parents e.g. of ADHD + to foster carers

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

No

Yes - Tell us more about this

Consider shadowing to experience attitude change.
Share good practice communities.
Use Scottish Patient Safety approach

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

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

No

Yes - Tell us more about this

Use the media & supermarkets / pharmacies
Unified health records

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

No

Yes - Tell us more about this

CAMH involvement in general health services & integration
between branches of psychology (ie Education) Clinical (Nursing)
Health Psychology
Transition from CAMH to Adult Mental Health
Adult ADHD services

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

An awareness that person centred may impact adversely on other persons e.g. mental health of parent impacts on children & information should be shared among key health professionals to safeguard all parties' mental health

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

Open the vision of mental health, offer opportunities to build self esteem, combat dependence on drugs etc

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

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

No

Yes - Tell us more about this

*Too many surveys already
Use narratives*

Question 29: Do we need to support staff development?

No

Yes - Tell us more about this.

*Ask the staff
In service training / support much more effective
Use spiritual care services*

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

As above

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

Keep your promises, be honest with patients & staff & especially children
Be realistic
Be open-minded
Don't make assumptions - many some users do not read but won't admit it, don't rely on leaflets/questionnaires

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

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

No

Yes Tell us more about this

Alternatives to written material that is not patronising

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

Merge health records, include all diagnoses in health records
Audit anti-depressant prescribing, anxiety disorder case,

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

No

Yes Tell us more about this

Clearer simpler advice & access to information
+ Regular updates / case study reports
Include children & young people.

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

Send your answers back by 31 January 2012

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