

## 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

#### General points :

- Very medical model.
- Very focused on NHS services.
- No reference to:
  - Vocational rehabilitation.
  - Importance of diet.
  - Importance of exercise.
- This document is being produced at a time when local authority services are being eroded and the third sector cannot be expected to replace these services.
- There should be a link to the national parenting strategy.

### 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

- Local action plans need to link with national agendas, including the quality strategy.

- As local areas at clinical /practice/community levels are not always aware of these national agendas, so implementation could well be patchy.

## 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

- Child protection services are stretched.
- Referrals to CAMHS services would reduce if there was more support on offer earlier – early intervention services are being cut e.g. reductions in charity funding, local authority services.
- Absence of services for lower tariff.
- Lack of consistent policies across Scotland e.g. age cut off points for child and adolescent services.
- Have linkage with national parenting strategy.

**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

- How successful have previous health and wellbeing strategies been?  
Are people aware of outcomes?  
This is not mental illness service focused!
- Consider enhancement of spiritual care and support and provide written brief/publication to add more weight and give direction.

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

- Measure population attitude towards mental health stigma.
- School programme needs to be enhanced to focus on mental health and wellbeing within the primary school programme and to bring into the open the mental health carer issues for young people.- focus primary - introduce carer issues.
- Do more 'See Me' campaigns to allow permission to let others know one has experienced this of that mental illness.
- Target the audience with age appropriate media.

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

- Do more 'See Me' campaigns to allow permission to let others know one has experienced this of that mental illness.
- Target the audience with age appropriate media.

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

Comments

- We need time to consolidate what has changed to date.
- Promote mental health charity campaigns (ring fence commissioning)..

**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**

- Lack of support for parents/carers until reach crisis.
- Reduce HEAT target of 26 weeks (= 6 months) - indicates chronic under-funding of children's services.
- Current policies across Scotland not consistent re: age cut off for health and social work.
- Referrals to CAMHS could be reduced in support available earlier – early interventions services reduced e.g. VSA, charities.

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

**Comments**

- Number of training posts in CAMHS reduced for psychiatrists – this needs to be redressed
- Increased services for lower tariff.
- Increased AHP services to CAMHS

**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**

- Improved reach implies an increase in services which is not going to happen in the current economic times!

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

**Comments**

- A greater focus on how services communicate/link up and support patient.
- Why not support further use of 10 essential shared capabilities from NES?.

**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?**

Comments

- Need to establish informal involvement of families and carers in suitable environment e.g. rooms for relatives and children.
- Have standard to ensure involvement/participation of relatives/carers.
- Carer support in the community – many young carers.
- Health professional's role to highlight carer's role if identified.

**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

- Staff require training to understand importance of carer involvement and support they require. (from pre-registration training)
- Confidentiality – sometimes used as an excuse.
- Need to instil to staff that carers part of the solution.

**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**

- Services across Health and Social Care are in initiative overload. The shift of care will require clear direction from Boards/ Centre on what needs to be stopped to progress mental health being integral to holistic health care.

**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**

- Easier access to listening services (it is a hit or a miss) to inform redesign and patient flow.

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

**Comments**

- Use age appropriate media e.g. you tube.
- Appropriate media relating to different languages and easy access, not just written materials.
- Have iphone app.
- Make an easy accessible website for Joe Bloggs for accessible information locally – give template.



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

Comments

- Vocational rehabilitation/ employability in mental health
- Listening services
- Enhanced spiritual care.
- General mental health training within acute care setting.

**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

- Need to ensure person centred care is taken seriously and how person centred care delivery is measured.
- How the mental health strategy is dovetailed with quality strategy.
- Service user and carer experience.

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