

## 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:

I think this is imperative to support society and ensure that people are educated in mental health to reduce stigma, prejudice and promote social inclusion. Individuals should have choice over services they can access rather than living in a postcode lottery where there is a lack of psychological services and the focus is predominantly on severe and enduring mental illness.

**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

Speak to service users, professionals, families  
Ensure sufficient funding and research are allocated to local areas. Focus max on early intervention/diagnosis/support

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

Focus on early diagnosis of dementia. GPs, CPNs relying less on the MMSE as an indicator as it does not assess function.

Increase in psychological therapies - allowing other professionals to offer appropriate therapies

Increased focus on mental health education in schools

Have occupational therapists in GP surgeries to work with individuals who are being signed off work with depression, stress/anxiety.

Ensuring that self-harm and individuals with 'personality disorders' are offered appropriate support

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. - Day Care/Evenings
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

Advertisements - hard hitting - t.v  
Have established crisis support - short-term beds for individuals who are suicidal  
Educate children at late primary age/early secondary schools in mental health issues - focussing on positive self image  
Stop magazines advertising skeletal stars/models

**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

Monitor employment rates for individuals with mental illness  
Encourage society to be more open in relation to their mental illness  
Encourage more employment support/vocational rehabilitation

**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

This was an excellent campaign  
Focus this on real people, not actors/actresses  
Try and educate society that mental health does not equate to psychos/nutters - eradicate these negative stereotypes

**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

Promote work/home life balance  
Stress checklists  
Create interactive websites

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

No

Yes - Tell us more about this

Quicker assess.  
Increase education for teaching staff on mental health  
Quicker support for children & Peer support  
Have in school service

**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

Yes use other health professionals in mental health to deliver simpler interventions

**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

Self help websites      Outreach workers  
Re-educate families - generations of families with poor mental health continue with no real focus on recovery as their social situation does not promote positive health or wellbeing

**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

Encourage them to be open/honest.  
Increased support at GP surgeries. More specialist workers with a knowledge of mental health

**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

Yes, fast track, crisis response teams to ensure that the most needy are helped and supported when this is required.

**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

More consultations, focus groups, survey

**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

I think mental health is often neglected in hospitals as they are so busy and are more interested in the physical/medical diagnosis.  
Assessments are not always holistic enough.  
More education of workers on mental health, dementia, self harm

**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

Joined up assessments  
Ensures services are all listed ie all local resources contacts, agencies

**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

Families and carers often know the person most.  
Involve them more.  
Ensure that individuals are allocated to appropriate professional.

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

No

Yes - Tell us more about this

Have more occupational therapists who look at clients holistically and use psycho-social, client-centred frames of reference to ensure that clients are looked at as occupational beings and consider fully how mental illness is affecting their roles, activities of daily living, socialisation.

**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

Yes, I had never heard of this

**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

Definitely.

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

No

Yes - Tell us more about this

Yes as they know the person the best and are able to reflect their wants/preferences

**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

Consent to involve families/carers form signed by service user



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

No

Yes - Tell us more about this

Definitely.

**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

Unsure how this would be collated

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

No

Yes - Tell us more about this

Unsure

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

No

Yes - Tell us more about this

Access to psychological therapies  
Mild-moderate mental illness support  
Day and evening care services to give careers respite  
Earlier diagnosis. Increased GP training in MH  
Increasing number of occupational therapists  
as they have all the skills to support individuals

**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

Direct support - choice - make this easier to access.  
Ensure assessments are person centred.

**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

Increased access to occupation therapists,  
psychological therapy, vocational support, life  
skills, counselling

**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

Make it mandatory + yearly updates.

**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

This consultation and views

**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

Making ~~guides~~ guidelines on record keeping  
Computerised notes with access between all services

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

No

Yes - Tell us more about this

More money allocated to dementia research  
Quicker access to services - self referral  
Ensure mental health services take responsibility for individuals who self-harm or are identified as having personality disorder.

**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

Yes, services should be the same.

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

No

Yes - Tell us more about this

Yes training on legislation