

Outcomes for Psychological Therapies and Interventions in Scotland

Consultation



Easy Read Version

Introduction



Psychological therapies and interventions are given by a broad range of health, social care, voluntary and community organisations in Scotland. They are given to a wide range of people with different needs.



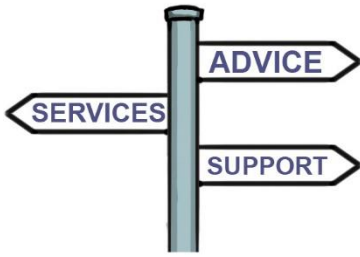
Not everyone has the same experience when they are given a psychological therapy or intervention. We want to help make sure that services meet your needs whoever you are and whatever your background is.



Psychological therapies and interventions can improve your health by helping you change your thinking, behaviour, and relationships. This can reduce distress, treat mental health difficulties, manage emotions, and improve wellbeing.



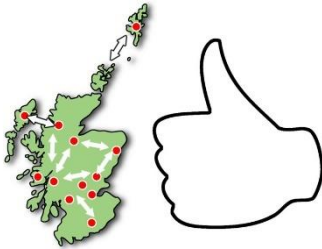
‘Psychological Care’ is the term we use throughout this document for all psychological therapies, assessments and interventions given by self-help, by individuals or staff.



We want to make sure the psychological care system gives the right information, support, intervention or service appropriate for your needs. You should get care as quickly as possible and with the fewest steps possible.



All decisions about your psychological care will be based on your needs and the information available. You will feel informed and have choice in your care and support.



We want to make sure everyone gets the same level of psychological care across Scotland. We want to make it easier to share what works, so we can make services better for everyone.



We want to ask you some questions about this, so we can make sure that the psychological care system works better for everyone. This is called a Consultation.

Types of Psychological Care



Psychological care is given in several ways by a wide range of staff. All these staff will have the knowledge and skills they need to give the care needed.



The psychological care you are offered will be based on your needs. There are two types of Psychological care:

1. Self-care and community resources you can access on your own



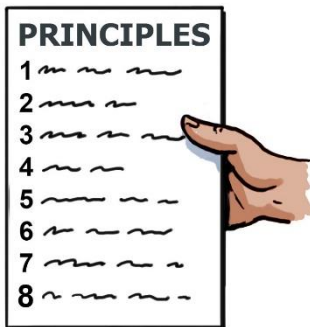
Online psychological self-care and community support should be easily available to everyone. These types of care are designed to educate and support you, connect you with others and give you the skills you need to care for yourself.

2. Care given by a properly trained professional



Treatments given by specially trained professionals within health services, education, voluntary organisations or prisons. These professionally trained staff have time to help people with more complex needs.

What you can expect



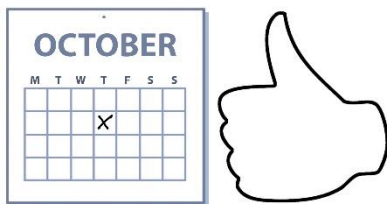
We want to make sure you get the right care and information with the right person, in the right way at the right time.

The psychological care you get will be based on these principles:



- You are treated with kindness and respect when you get your care.

- You are allowed to make choices about the care you get.

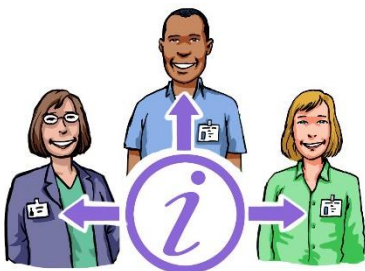


- You get quick access to the best care.

- If you want it, you are offered help to find the help you need.



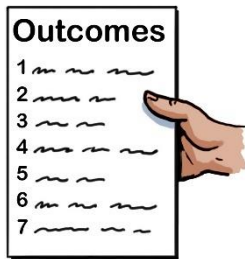
- Those that care for you are well supported.



If your needs change, you will be supported to get help from the people or team that best meet your needs.

These decisions will be based on facts and made with your input.

Outcomes



There are 7 Outcomes which are the service standards that all psychological care in Scotland should meet. These will be reviewed regularly based on what we learn over time.

Outcome 1 – I get high quality care and support that is right for me



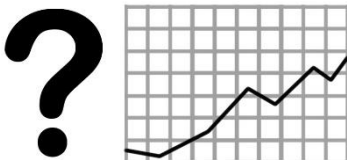
Everyone deserves a high-quality level of psychological care and the right support that they need. These should all be given by properly trained professionals.



I will be involved in decisions about my care and the goals I want to reach. I will be able to give feedback about the care I get. Carers can also give feedback.



I will be seen quickly when it is my turn. Services might be given first to people who need them most urgently. Waiting times should be the same for me no matter who I am or where I live in Scotland.








My progress will be properly measured so I can see how my care is helping me.

Outcome 1 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome tells people, families and carers what they can expect when they get psychological therapies and interventions? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome tells people, families and carers that they can expect to be fully involved in decisions about the care offered? Please tick the box that matches how you feel:

- Strongly Agree
- Agree
- Neither Agree/Disagree
- Disagree
- Strongly Disagree








Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

- Strongly Agree
- Agree
- Neither Agree/Disagree
- Disagree
- Strongly Disagree



Do you agree that this outcome will help make sure that you get the right support that you need, all delivered by appropriately trained professionals?
Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you have any other comments about this outcome?
If so, please tell us about this in the box below:

Outcome 2 – I am fully involved in decisions about my care



People getting care should be fully involved in their care and care planning. Professionals giving that care should work together and communicate with each other properly.



All staff seeing me should use language I understand. Information about my care should be given to me in a way that I understand.



Staff seeing me should be able to get information and help from other properly trained professionals. This will help to make sure I get the best care.

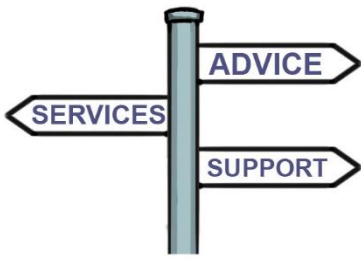


12 weeks

If I say I want to get psychological care from a professional, I should be able to book an appointment and see someone within 12 weeks at the most. I should have a range of appointment times and places to choose from.



I should be able to get copies of any letters about me if I want them. I should also be given self-help and written materials if they would be right for me.



My first contact with the person or team who will give my treatment should feel helpful to me. I will be able to have more appointments or other support if I want them.



I will start treatment no longer than 18 weeks after I am referred for it. The therapy can be given online, in person or in a group.



Once I have started my treatments, I will have regular appointments as set out in my plan. I will be able to choose who in my family and care network can come with me to the appointments.








If I cannot start treatment within 18 weeks or there is a change to the time and place of my appointment, I will be kept up to date about this. I will still have a choice about when and where my appointments will be.

Outcome 2 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome tells people, families and carers that they can expect to be fully involved in decisions about the care offered? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome will help professionals to work together better? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you have any other comments about this outcome?
If so, please tell us about this in the box below

Outcome 3 – I get the type of care and treatment that is right for me



Facts and evidence will be used to offer me the psychological care that best meets my needs.



Information about my care will be shared with other health professionals so I do not have to keep telling my story over and over again.



The number of appointments I get will be based on the kind of treatment I need. I might only need a few appointments if I have a condition like anxiety, but more if I have more complex needs.








If I miss an appointment my case should not be closed without contacting me or the person who referred me. This is to make sure I am not at risk and am getting the care I need.

Outcome 3 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome tells people, families and carers what they can expect when they get psychological therapies and interventions? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you have any other comments about this outcome?
If so, please tell us about this in the box below:

Outcome 4 – My rights are respected as part of my psychological care



Any written information I get about my care will be in an easy read format, use plain language and be in a format I can understand.



I will be able to get services from beyond the main health service if I would find this useful. This could involve voluntary or community organisations which support people from different backgrounds.



Staff and teams that give me care will do all they can to keep me safe and support my wellbeing. I will know how to make a complaint if I have any concerns.



Care services will keep getting better as we keep listening to people who get and give psychological therapies and interventions.








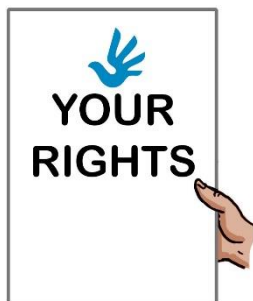
Everyone involved in my care will treat me with kindness and respect. I am expected to show kindness and respect to staff and those supporting me.

Outcome 4 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








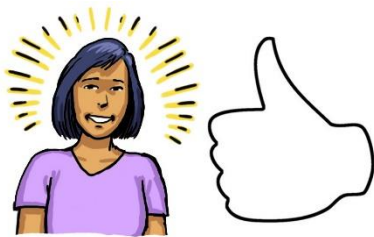
Do you agree that this outcome tells people, families and carers that their rights are acknowledged, respected and delivered? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome will help to give you an equal say about your care, which will be designed to meet your needs? Please tell us about this in the box below:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you have any other comments about this outcome?
If so, please tell us about this in the box below:

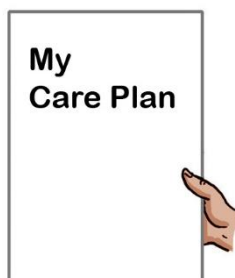
Outcome 5 – I am fully involved in planning and agreeing changes to my care



There can be problems when a person is getting psychological care across a number of different teams of staff. There should be a smooth change when the person goes from one team to another.



There should be a good relationship between me and the trained professional who is helping me. I will have the same worker giving me therapy wherever possible.








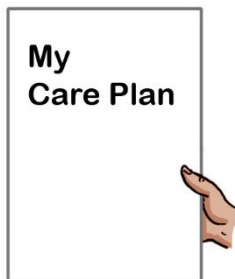
Professionals will communicate with each other when there are changes to my care. There will be a clear plan that was agreed with me. All staff involved with my care will work with me, my family and carers to plan changes to my care.

Outcome 5 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








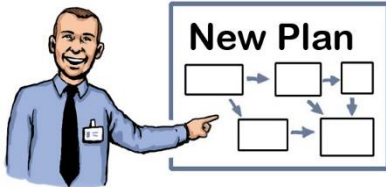
Do you agree that this outcome tells people, families and carers how they will be fully involved in planning and agreeing any changes to my care? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome will help to make smooth changes to my care that are well planned and properly organised? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you have any other comments about this outcome?
If so, please tell us about this in the box below:

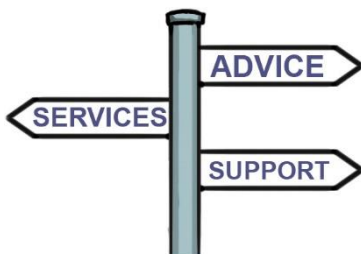
Outcome 6 – People, their families and carers are fully involved



Services that give Psychological Therapies and Interventions will keep working with people, their families, and carers to design, run and review services.



My carers, family and friends can help me with my support needs if I want them to be involved. I can have someone with me when seeking psychological support.








Carers often need support too. They should be pointed to support and resources that are available for them. Communication between professionals should also include carers and family members where this would be appropriate.

Outcome 6 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome tells people, families and carers what they can expect when they are fully involved in services? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome will make sure that services work together with people, their families, and carers to decide how services are designed, run and reviewed? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree

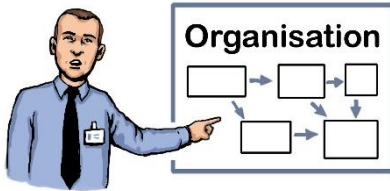


Do you have any other comments about this outcome?
If so, please tell us about this in the box below:

Outcome 7 – I have confidence in the staff who support me



Lots of different kinds of staff are needed to give high quality care. There will be enough funding, staff and resources to make sure that I get the level of care I need.



Services will be properly organised and all staff will be properly trained. The roles and qualifications of all staff giving my psychological care will be available to me in a format I can understand.



People with experience of the psychological care system will be involved in all planning. My views will be asked for and listened to as part of regular service reviews.








Work environments will be flexible, healthy and safe. Staff wellbeing is important for my wellbeing too. Staff will feel valued and will be treated well.

Outcome 7 Questions








Do you agree that this outcome will make psychological therapies and interventions better for people who get them? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree








Do you agree that this outcome tells people, families and carers what they can expect if they have confidence in staff who support you? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree






Do you agree that this outcome will help make sure that services meet your needs whoever you are and whatever your background is? Please tick the box that matches how you feel:

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree



Do you agree that this outcome will help to make sure care staff share workloads equally and fairly, and that this will help to make services better? Please tick the box that matches how you feel

-  Strongly Agree
-  Agree
-  Neither Agree/Disagree
-  Disagree
-  Strongly Disagree

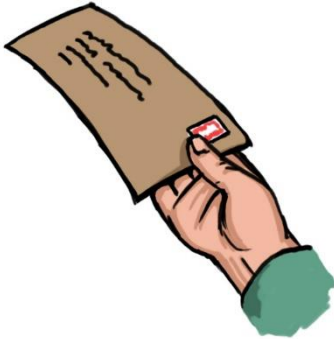


Do you have any other comments about this outcome?
If so, please tell us about this in the box below:

Responding to this consultation



Please give your answers to this consultation using the Scottish Government's consultation hub, Citizen Space: <http://consult.gov.scot>



If you are unable to use our consultation hub, please complete the Respondent Information Form and return it to:

Mental Health and Wellbeing – Adult Secondary
Standards
Scottish Government
Mental Health Directorate
St Andrew's House
Edinburgh, EH1 3DG



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