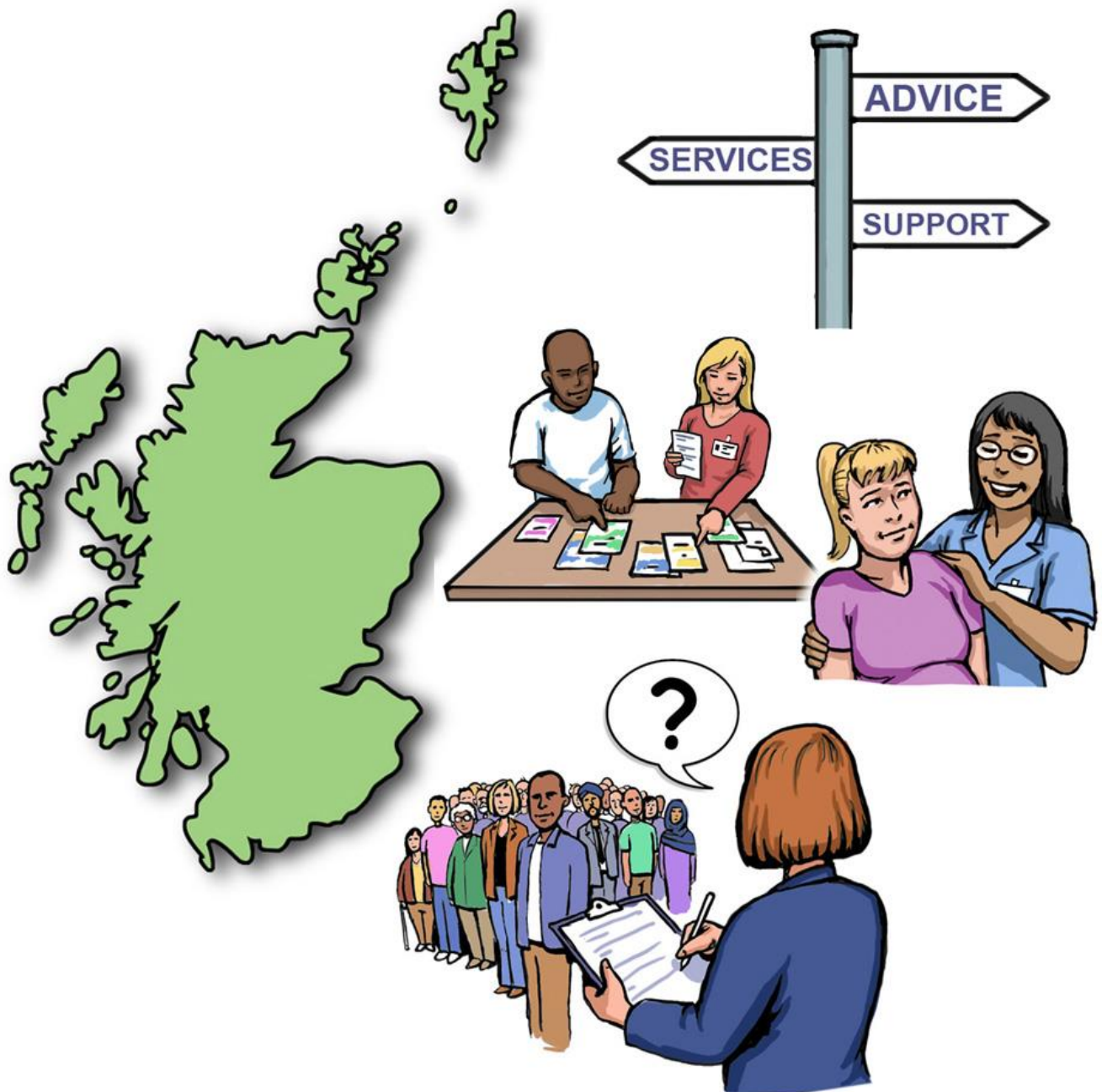
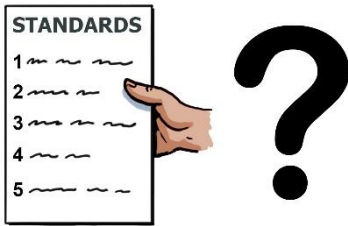


Adult Secondary Mental Health Services Consultation



Easy Read Version

Introduction



The Scottish Government wants to hear your views on their new standards for adult secondary mental health services. We have asked a series of questions, and your answers to these will help us write the final standards.

What are Adult Secondary Mental Health Services?



Secondary mental health care services are usually services which need a referral from your GP or another healthcare service.



Secondary mental health services are usually made up of community mental health teams (CMHTs) and adult in-patient mental health wards.



Secondary care services may be given in the community or in hospital by a team of mental health professionals. These include Psychiatrists, Mental Health Nurses, Psychologists, Social Workers and Mental Health Officers.





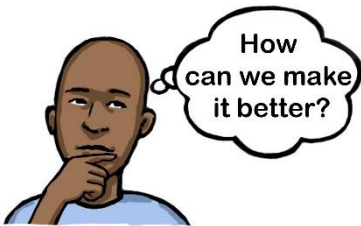
There are no national standards for adult secondary mental health services in Scotland. People who know about mental health services have told us this stops some people from getting the care they need.



The reason we want to set standards for adult secondary services are:



To let people, families and carers know what they can expect from a secondary mental health service.



To make adult mental health secondary services better for people who use them.

What we have done



While writing the standards we talked with people who use mental health services, mental health staff and organisations who give mental health services.

Mental Health and Wellbeing Support



We want to hear about people's experiences of mental health and wellbeing, and any support they have had. We know that sometimes it can be difficult to talk or write about these experiences.



You can answer any questions in the consultation that you want to. You do not need to answer them all.



If you are affected by any of the issues covered in this document and need support, help is available.

Here are links to some organisations that can give you support:



- [Breathing Space](#) / phone **0800 83 85 87**
- [NHS24](#) / phone 111
- [Mind To Mind](#)
- [National Trauma Training Program](#)

Standards for Adult Secondary Mental Health Service



In this part of the document you can find the standards we have drafted for secondary mental health services and questions about each section.



Not everyone has the same experience when they use mental health services. We want these standards to help make sure that services meet your needs whoever you are and whatever your background is.

Part 1: Access Standards

What I can expect:



I will be able to easily get and understand information on services – who they are for, what they are, and how I can be referred to them.



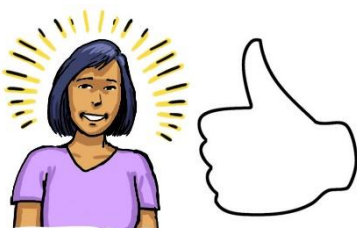
If I ask for support I will be supported to get the help that is right for me no matter where I first made contact.



After I am referred to a service, I will be told how long I will have to wait to be seen. I will get regular updates if the time I must wait is longer than this.



I will be given information on other available support like online resources and community resources which will support me while I wait.

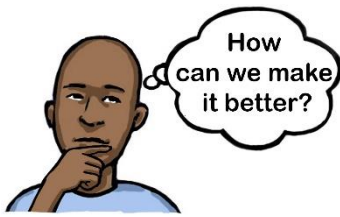


I will be treated with kindness, compassion, dignity and respect when accessing services and my personal situation and needs will be considered.








I will get care and support at a time that suits my needs.

Part 1 Questions








1. Do you agree that the standards in this section will make mental health services better for people who use them? Please tick the box that matches how you feel:

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







2. Do you agree that the standards in this section clearly tell people, families and carers what they can expect from a secondary mental health service?

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



3. Do you agree that the standards in this section will help make sure that services meet your needs whoever you are and whatever your background is?

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

4. Do you think there is anything missing from this section of the standards?

Please tell us about this in the box below:

Part 2: Assessment, Care Planning, Treatment and Support standards

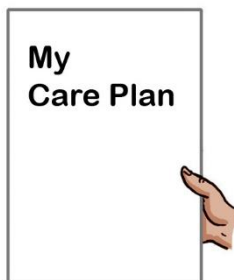
What I can expect:



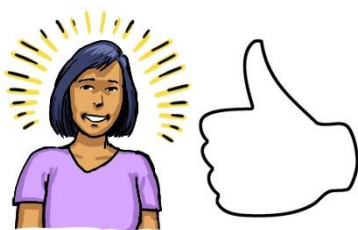
I will be supported by a team of professionals who can meet my assessed needs.



I will be asked what is important to me and this will be part of my mental health assessment, care planning, treatment and support. My carer or family can be involved if I want them to be.



I will have a copy of my care plan which will be regularly reviewed to ensure it reflects my needs.



The care and support I get will be centred around me. This care and support will be suited to my cultural and social needs, and what has happened in my life.



My mental health care and support will be given to me in the community if this is safe and meets my needs.



I will be able to choose how I access care and support and whether it is face to face or online. However I choose to get my support it will be safe and will meet my needs.



If I need support from more than one professional and organisation, I will have a named person who will help organise these.








If I am having a crisis, I will be able to get information, care and support when I need it, in an accessible and safe space. I will be treated well by the people who provide my support.

Part 2 Questions








5. Do you agree that the standards in this section will make mental health services better for people who use them? Please tick the box that matches how you feel:

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








6. Do you agree that the standards in this section clearly tell people, families and carers what they can expect from a secondary mental health service?

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



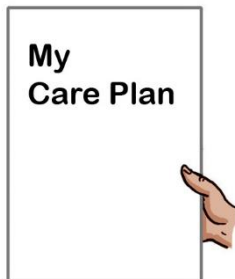
7. Do you agree that the standards in this section will help make sure that services meet your needs whoever you are and whatever your background is?

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

8. Do you think there is anything missing from this section of the standards?
Please tell us about this in the box below:

Part 3: Moving between and out of services

What I can expect:



I will have one written care plan which is made by me and the professionals supporting me. If I move between different services, this will include clear information which helps me make the move.



With my permission, this plan will be shared as I move between services so that I do not have to keep telling my story over again.



If I need to move between or out of services, I will be supported to get ready for this move. If I need someone like an advocate to help me, support will be available to me at a time and pace I need.








If I am discharged from mental health services, I will understand how to get care and will easily get support if I still need it.

Part 3 Questions








9. Do you agree that the standards in this section will make mental health services better for people who use them? Please tick the box that matches how you feel:

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








10. Do you agree that the standards in this section clearly tell people, families and carers what they can expect from a secondary mental health service?

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



11. Do you agree that the standards in this section will help make sure that services meet your needs whoever you are and whatever your background is?

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

12. Do you think there is anything missing from this section of the standards? Please tell us about this in the box below:

Part 4: Workforce

What I can expect:



I will be sure that the staff who work with me have the right skills and experience to care for and support me.








I will be sure that the staff who work with me are well supported to do their job and their wellbeing is looked after.

Part 4 Questions








13. Do you agree that the standards in this section will make mental health services better for people who use them? Please tick the box that matches how you feel:

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








14. Do you agree that the standards in this section clearly tell people, families and carers what they can expect from a secondary mental health service?

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



15. Do you agree that the standards in this section will help make sure that services meet your needs whoever you are and whatever your background is?

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

16. Do you think there is anything missing from this section of the standards? Please tell us about this in the box below:

Part 5: Governance and accountability standards

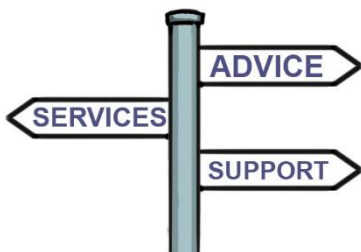
What I can expect:



I will be asked about my experiences and this feedback will be used to make services better.



I will be able to easily find accessible information on what actions I can take if these standards are not being met or I do not feel satisfied with my experience.








I will be told where to find independent advocacy services for support. I will be given the chance to share my experience in private and or be supported to make a formal complaint.

Part 5 Questions







17. Do you agree that the standards in this section will make mental health services better for people who use them? Please tick the box that matches how you feel:

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








18. Do you agree that the standards in this section clearly tell people, families and carers what they can expect from a secondary mental health service?

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

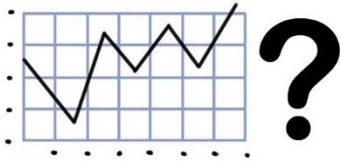


19. Do you agree that the standards in this section will help make sure that services meet your needs whoever you are and whatever your background is?

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

20. Do you think there is anything missing from this section of the standards? Please tell us about this in the box below:

Part 6: Measurement








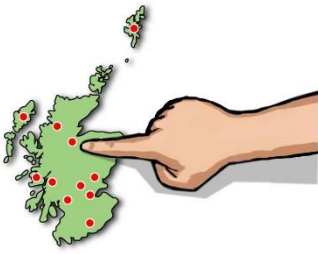
One of the main aims of the standards is that we can measure if they are working. We are suggesting that we do this in two ways.

Part 6 Questions








21. Do you agree that the standards should be measured using an agreed self-assessment tool?
This would mean that mental health service organisations would check how well they were doing.

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



22. Do you agree that the standards should be measured using a range of national guidelines?

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



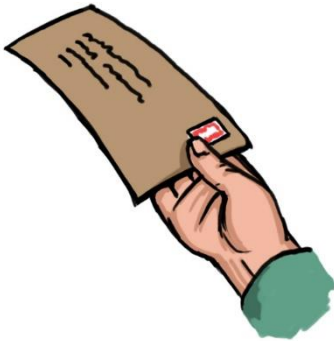
23. Are there any groups of people you think we should look at first when making sure everyone gets the same from mental health services? These could be people from ethnic minority backgrounds, people with disabilities, people who are LGBTI.

Please tell us what you think 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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