

South Ayrshire Health & Social Care Partnership

Adult Community Mental Health Strategy

March 2017



south ayrshire
health & social care
partnership



We will work to support people to live healthy and well within their local communities with their families and friends.

Providing effective support for people to maintain and recover good mental health that address their personal outcomes is a priority for South Ayrshire Health & Social Care Partnership.

- **WHAT WE DID:**
 - Engagement events for people with mental health issues and their families and cares;
 - Staff surveys for managers and frontline workers across the health, social care and third sector and independent sectors

The development exercise established strategic themes:

- Choice, Control, Safety and Carers
- Co-ordinated Flexible Tailored Provision
- Prevention, Recovery and Reducing Stigma
- Performance Management

I want to really be listened to and with sufficient time to talk about my experience

I want, as far as is practical, consistency of staff that deal with me and one main point of contact

I want my support to be personal to me and take into account my local situation

I want to establish positive and productive relationships with those who offer me care and support

I want services that are accessible

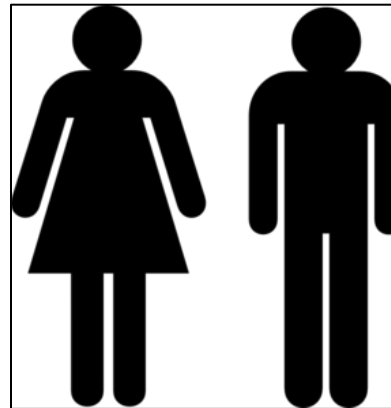
I want information about all the things that might support my mental health to be available

I want services to be consistent

Getting it right for me...

I want a wide set of options for my care and support to be available including clinical and non-clinical interventions

I want people to value the strengths and assets that I bring to my own care and offer opportunities to nurture and develop these



I want opportunities to support and learn from others who are going through similar experiences

I want services to be holistic and see me as a whole person who is living with a condition

I want the option of utilising technology when it is appropriate

And for carers...

We want to be involved in a more comprehensive way, respecting the person we care for's individual wishes but seeing us as a significant provider of their support

Flexible, Tailored Provision and Co-ordinated Approaches (1)

I want services that are accessible

I want a wide set of options for my care and support to be available, including clinical and non-clinical interventions.

I want services to be consistent.

Focus

- Services will be designed, commissioned and delivered in a way that meets the identified needs of individuals.
- Service design will be based on the needs and demands expressed locally, in a way that takes account of differences between localities.
- Embed recognition that mental health and wellbeing are connected to services provided elsewhere, e.g. housing, education, etc and develop links with these services and employment support, as well as supporting individuals to engage effectively with support that may be of benefit to them.

Flexible, Tailored Provision and Co-ordinated Approaches (2)

I want services that are accessible

I want a wide set of options for my care and support to be available, including clinical and non-clinical interventions.

I want services to be consistent.

Focus

- Evaluate links between Mental Health needs and inequality, e.g. income maximisation, employment support, etc.
- Ensure effective links between e.g. community mental health services, primary care and wider supports in pursuit of general wellbeing.
- Links will be made between services (CAMHS, etc.) to ensure that transitions are well planned and managed.
- People will be supported and be fully involved at periods of transition across all Mental Health Services.

Prevention

I want information about all the things that might support my mental health to be available

I want people to value the strengths and assets that I bring to my own care and offer opportunities to nurture and develop these.

Focus

- Services will be co-ordinated in ways that take account of preventative activity, and promote the strengths of individuals and communities (e.g. via the activities of Community Link Practitioners, and potential parallels with emerging work in Learning Disability Services).
- Support will be based primarily on the person, rather than clinical interventions to address to condition.

Recovery

*I want to really be listened to and with sufficient time to talk about my experience
I want opportunities to support and learn from others who are going through similar experiences.*

Focus

- Services will be based on the principles of recovery and recognise that clinical intervention is usually only necessary for a time-limited period in a person's life.
- Crisis situations will be examined and managed with a focus on recovery planning, rather than reactive intervention.
- Links will be made with services such as those considered by the Alcohol and Drug Strategy to support people to build on their strengths and reduce substance misuse.

Addressing Social Stigma

*I want people to respect and communicate with me as an individual and not label me
I want people to respect my rights, especially where fear or ignorance undermines
their views.*

Focus

- Recognise and acknowledge the stigma faced by people with Mental Health issues.
- Take steps to minimise the stigmatisation of those with mental health needs by their communities and society through effective communication and awareness raising.
- Minimise the potential for social stigma associated with mental health issues including all aspects of substance misuse and related harm and negative health outcomes including Blood Borne Viruses and Sexual Health.

Choice and Control

I want to have as much choice and control over my life as possible

Focus

- People who come into contact with Mental Health Services will be supported to take choice and appropriate control of their lives.
- Opportunity will be provided for people to choose how they interact with services with a focus on prevention and recovery themes.
- Self-Directed Support (Options 1 and 2) will be promoted and encouraged as a vehicle for people to make choices and to take control of service provision they may require.
- Independent services such as Advocacy will be made available to people to support them to make choices and take control of their lives.
- Technology Enabled Care (TEC) will be utilised to support people to manage their own health and wellbeing.
- Service delivery across Mental Health Services will promote choice and control as part of a journey towards recovery and good health and wellbeing.
- Clients will be supported to have good physical health alongside their treatment and recovery from mental ill-health. Services will support people to access health improvement services such as smoking cessation, weight management and promoting physical activity.

Safety

I want my support to be personal and support me to feel safe, taking into account my overall situation

Focus

- Carry out regular audit to inform and continually improve our approach to Adult Support and Protection.
- Protect people from harm, exploitation and abuse.
- Promote the health, wellbeing and safety of all people accessing Mental Health Services.
- Improve collaboration with other agencies focused on keeping people safe from harm.
- A calendar of training focused on identifying risk and prevention will be delivered within Mental Health Services.

Carers' Needs

I want to establish positive and productive relationships with those who offer me care and support

We want to be involved in a more comprehensive way, respecting the person we care for's individual wishes, but seeing us as a significant provider of their support'

Focus

- Support for caring relationships, and the wellbeing of carers themselves will be supported and enhanced
- Co-production of service interventions in ways which recognise carers needs and expertise.

HOW WILL WE KNOW WE HAVE MADE A DIFFERENCE:

We will measure qualitative and quantitative performance against the outcomes we have set and report to the Health and Social Care Partnership's Performance and Audit Committee.

This information will be publicly available to all stakeholders through the Health and Social Care Partnership Website:

<http://www.south-ayrshire.gov.uk/health-social-care-partnership/>

Our performance measures address:

- Uptake of Self-Directed Support Options 1 and 2;
- Improved partnership processes to respond to Adult Support and Protection Referrals;
- More people with mental health issues will be employment that they value;
- Increase in the range and number of supported accommodation models for people with mental health issues in South Ayrshire;
- Improved satisfaction levels with services and options available for them to support participation in community, educational, employment and leisure activities;
- Higher levels of engagement and involvement of people with mental health issues in service design and re-design; and
- New and more modern approaches to supporting people with mental health issues within communities and across sectors, for example increasing referral and service uptake from the main statutory services.

WHAT WE WILL DO NEXT:

We will:

- Develop the outcomes-based Implementation Plan for this Strategy;
- Link the Implementation Plan to available resources;
- Identify risks to achieving the Strategic Outcomes and propose mitigation measures;
- Establish a steering group with responsibility to manage the delivery of the Implementation Plan with representation from the respective partners, including provider organisations;
- Develop Commissioning Plans for all services to be provided;
- Put in place robust monitoring and reporting arrangements;
- Collect outcomes based evidence across all services;

CONSULTATION:

Overview of Consultation:

<http://www.south-ayrshire.gov.uk/health-social-care-partnership/strategy.aspx>

Survey available at:

<https://www.surveymonkey.co.uk/r/MHstrategyconsultation2017>