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Changing Community Care Supporting People with Mental Health Problems and/or Substance Misuse

About this document

The Highland Community Care Partnership (The Highland Council and NHS Highland) is currently putting together a new Joint Community Care Plan.

The Plan will clearly set out our approach to providing care and support over the next three years to adults who need community care services. It will show what changes and improvements we plan to make to meet current and future challenges.

This document aims to summarise our plans for supporting people with mental health problems and/or substance misuse (alcohol and drugs); and gives you the chance to give us your views.

It sets out:

- The outcomes we seek;
- The challenges we face (as we see them);
- What people who use services have told us; and
- Our proposed approach to delivering improved services.

Please give us your comments by completing the response sheet at the end of this booklet.

Your views are important to us – we want to make sure that our plans fully reflect what matters most to people.

Ag Atharrachadh Cùram Coimhearsnachd
A' Toirt Taic do Dhaoine le Duilgheadasan
Slàinte Inntinn is/no Mì-chleachdadh Susbaint

The outcomes we seek

Community Care is the term used to describe how we support adults who need extra help to live their day-to-day lives. It involves services provided by Health, Housing and Social Work. It involves people working in the private and voluntary sectors too.

People have told us they want to live as independently as possible. Our main aim is to ensure that we support people's independence. And that they:

- Live as long and healthy lives as possible;
- Feel safe;
- Stay in a home of their own wherever sensible;
- Are free from stigma and discrimination;
- Keep up their important relationships; and
- Develop through having interesting things to do.

We also want to make sure that we work together with people, allowing them as much control as possible, to make sure the help they get is right for them.

Q1. Are these outcomes the important ones?

(Please use the response sheet at the back of this document)

The challenges we face

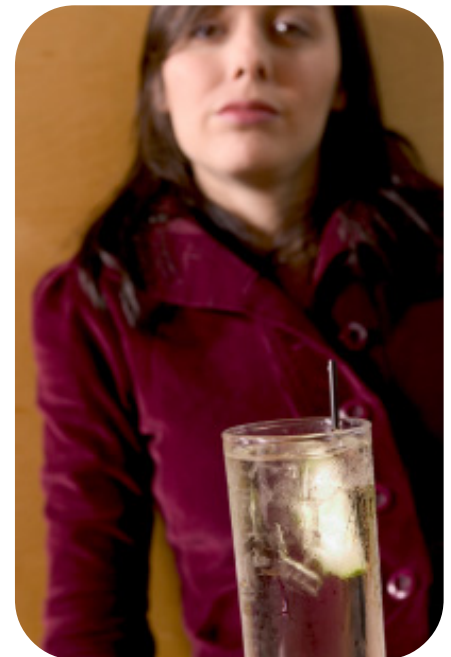
The overall care needs of adults living in the Highlands are changing.

Figures show that the number of people who are 75 or over in the Highlands will more than double between 2008 and 2033.

That people in Highland are living longer is a fact that should surely be celebrated by us all. However we know also that the demand on community care services grows markedly in the over-75s.

On top of this it looks likely that numbers of people needing help because of a learning disability, autism or mental health problem will continue to rise and their needs become more complex. The demand for help from those with a long term and/or lifestyle related health condition also seems set to increase.

Combine these increases in demand with a financial future where real cuts in public spending seem certain and it is clear to see the challenges that Community Care services face.



What people told us

The Highland Community Care Forum (HCCF) carried out a consultation in summer 2009. Many of the discussions focused on what being independent meant, what people had found helpful or difficult and what changes or improvements would help them remain at home.

To many people independence was about having the freedom to make choices, privacy, self-esteem, opportunities, or having your own home. For most it did not mean 'going it alone' but having access to the right level of help and community support. Some described "interdependence" as a more helpful way to think about how people support each other.

Some of the things people using mental health or substance misuse services told us have helped them retain independence or aided their recovery journey included:

- Clear communication by service providers so that people know who to speak to, what services are available and how to access them;
- Being able to make your own decisions and choices;
- Caring and understanding attitude from support services (being treated with respect, dignity and listened to);
- Having your own home with the appropriate support, especially at first;
- Living in a caring community where they have strong connections with family and supportive friends;
- Being part of a support group which gives encouragement and motivation to try new things and make new links to people and services;
- Preventative care and earlier help can delay or avoid a crisis later on (e.g. home adaptations, support to be able to cook, or deal with correspondence);
- Good respite opportunities for the individual and their carer;
- Adequate financial support and help with managing money relieves the pressure many people can experience;
- Good access to transport and being physically healthy and mobile;
- The opportunity to maintain or have social and leisure activities are key to people not becoming isolated ;
- Access to meaningful and flexible training, employment or voluntary opportunities enables people to feel more confident and widen their own expectations of living independently.

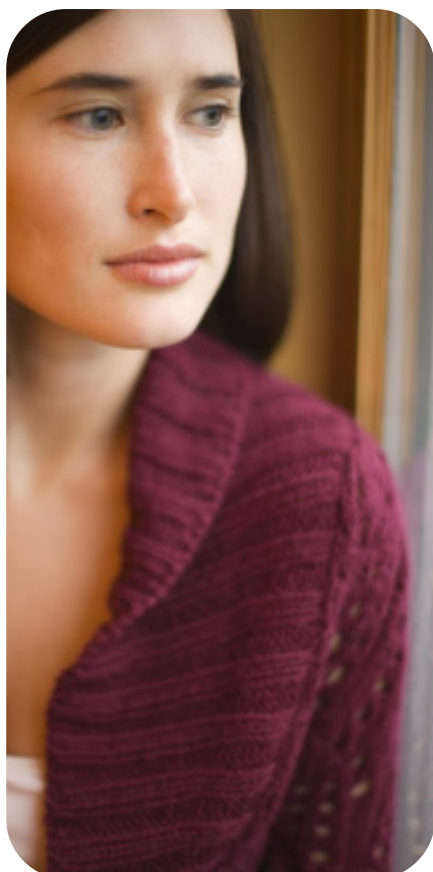
Q2. Are there other issues we should consider?

(Please use the response sheet at the back of this document)

Areas for change and improvement

To meet the challenges we face in providing care, and to do it in a way which reflects what people have told us, we recognise that our services to adults in need must change and must improve.

On this page and the next we list the areas for improvement which we propose to focus our efforts upon.



Embarking on the road to recovery

People's lives can be affected by a range of ongoing challenges to their health and well-being. This may be, for example, because of an enduring mental health problem, or it may be as a result of an addiction to alcohol or drugs.

However people can and do recover control in their lives, even where they may continue to live with ongoing symptoms and difficulties.

We propose that our mental health and substance misuse services should focus on the areas which have been shown to help people recover, for example: hope; purpose; relationship-building; and developing self-management. The role of our workers will be to provide a route map for that recovery journey without taking control away from the service user.

More Housing and Support solutions

Greater availability of affordable housing with the right level of help is the key to many people living successfully in the community.

We believe it is important to plan new housing with support in mind; and we aim to support more people to be able to find houses in both the social and private sectors.

By developing Care at Home services we aim to provide more and more flexible help to support people live at home.

Better joint working

We aim to join up health, housing and social work help so we can be more than the sum of our parts. One of the main things we propose to do is have one single helping process that all professionals use. This has to be simpler, with less bureaucracy, and give more freedom to just get on with things. This should mean earlier help, and more people getting the right help at the right time.



Working in a more targeted way

As an aid to improving joint working, services in Highland for mental health and/or substance misuse have clear targets to measure their performance.

Services are planning to deliver reductions in the suicide rate; reductions in the number of readmissions to psychiatric hospital; reductions in the rate of anti-depressants prescribed; and provide quicker help for those with dementia.

Focusing on these tangible results for people can, we believe, provide real momentum for improving the help we offer.

For details of Scotland's Delivery Plan for Mental Health please go to:
www.scotland.gov.uk/Resource/Doc/157157/0042281.pdf

Better information; better communication

Service users and carers have told us that providing clear and accessible information and advice is essential to ensure that they know who to speak to, what services are available and how to access them.

We think that by providing good information at the right time we can also help people help themselves. This could be information about ways to manage a medical condition, about the risks of alcohol or drugs, or about benefits people may be entitled to.

We believe providing good information is fundamental to people becoming more active in their care.

Carers as partners

Carers are people who provide help and support to relatives, partners, friends or neighbours without getting paid for it. This helps many people stay at home when they might otherwise have to go into a care home or hospital. It also helps prevent emergencies and stops people from needing other specialist services.

The work done by carers is immense. Unpaid carers are our partners in providing community care. We want to make sure we do all we can support them in their caring role.

Increasing access to talking therapies

"Talking therapies" such as Cognitive Behavioural Therapy have been shown to help people with some mental health conditions. We hope to increase the access people have to these talking therapies and reduce the number of people who are prescribed anti-depressants.

Having more say over services

It is becoming widely accepted that people should play as full a role as possible in shaping and delivering their own care, together with their paid and unpaid carers. That way the help people get should be closely tailored to meeting their individual needs and wants.

Whether or not people want to play a big role in directing their own care, for example using a direct payment, we think they should feel in control of the decisions which affect their care and their lives.

Q3. Are these the improvements we need to make?

(Please use the response sheet at the back of this document)

RESPONDING

The period for consultation and engagement runs from Monday 5 April 2010 to Tuesday 15 June 2010.

We want to hear as many views as possible, so please tell us what you think of our approach to improving services. It is important that we hear all views, both those for and against our approach.

Please answer as many or as few of the questions as you want. To help us analyse responses it would be helpful if you could also complete the 'About You' section at the end of the response sheet. This information will be used to help us find out if different groups of people have different experiences or perspectives.

Thank you for taking the time to give us your views.

Please return the response sheet to:

FREEPOST RSGZ-GUGG-LLSE

Community Care Consultation

The Highland Council Headquarters, Glenurquhart Road, Inverness, IV3 5NX

By Tuesday 15th June 2010

Please provide your name and address or email address if you would like to receive a copy of the Summary of Feedback.

DATA PROTECTION

The answers that you give in this consultation will be processed only by The Highland Council, NHS Highland and partners to find out what you think about public services and issues affecting life in Highland. All of the information you give will be held securely and will be treated as confidential. This data will be maintained in accordance with the Data Protection Act 1998 and will not be passed on or sold to any other organisation.

NEXT STEPS

Once the period of Consultation and Engagement ends all views will be considered, and the final draft of the Plan will be developed in the light of what people have said. We will gather all the views we receive and produce a Summary of Feedback document.

An updated draft of the Highland Joint Community Care Plan will subsequently be presented in 2010 to the Housing and Social Work Committee of The Highland Council and the NHS Highland Board for their approval.



RESPONSE SHEET

Supporting People with Mental Health Problems and/or Substance Misuse

Q1. On page 2 we set out the outcomes we seek for people.
Are these outcomes the important ones?

Yes No Don't Know

Comments (please continue on a separate sheet if you need to)

Q2. On page 3 we summarise user and carer views.
Are there other issues we should consider?

Yes No Don't Know

Comments (please continue on a separate sheet if you need to)

Q3. On pages 4 & 5 we outline areas for change and improvement.
Are these the improvements we need to make?

Yes No Don't Know

Comments (please continue on a separate sheet if you need to)

Continues over...

Supporting People with Mental Health Problems and/or Substance Misuse

ABOUT YOU

- **Age** (Please tick one)
 - 18 - 24 25 - 34 35 - 44 45 - 54
 - 55 - 64 65 - 74 Over 75

- **Gender**
 - Male Female

- **Do you consider yourself to have a disability?**
(i.e. a physical or mental impairment which has a substantial and long-term adverse effect upon your ability to carry out normal day-to-day activities)
 - Yes No

- **What is your town/city, or nearest town/city?**
.....

- **Do you consider yourself a recipient of a Community Care Service?**
 - Yes No

- **Do you care for someone who is a recipient of a Community Care Service?**
 - Yes No

- **Are you responding for an organisation?**
 - Yes No
 If yes, which organisation?

- **Do you work for The Highland Council?**
 - Yes No

- **Do you work for NHS Highland?**
 - Yes No

- **Your Ethnic Origin**
(Please tick one box from one section only)
 - A - WHITE**
 - Scottish English Welsh
 - Northern Irish British Gypsy / Traveller
 - Polish
 - Other, please state:.....
 - B - MIXED OR MULTIPLE ETHNIC GROUPS**
Any mixed or multiple ethnic group
 - Please state:
 - C - ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH**
 - Pakistani, Pakistani Scottish or Pakistani British
 - Indian, Indian Scottish or Indian British
 - Bangladeshi, Bangladeshi Scottish or Bangladeshi British
 - Chinese, Chinese Scottish or Chinese British
 - Other, please state:.....
 - D - AFRICAN, CARIBBEAN OR BLACK**
 - African, African Scottish or African British
 - Caribbean, Caribbean Scottish or Caribbean British
 - Black, Black Scottish or Black British
 - Other, please state:.....
 - E - OTHER ETHNIC GROUP**
 - Other, please state:.....

EASY TO READ/UNDERSTAND?

- **Did you find the layout and content easy to read and understand?**
 - Yes No Don't Know

Comments

CONTACT DETAILS

- **ONLY provide your name, address or email address if you would like to receive a copy of the Summary of Feedback.**

Name:.....

Address:.....

.....

.....

.....Postcode:.....

Email Address:

.....

Please return to:

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The Highland Council Headquarters
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By Tuesday 15th June 2010