

Mental Health (Health Social Care & Well Being Operational Plan)

The Cardiff Local Service Board (LSB) brings together the leaders of public services in the City. It aims to make these organisations work better together and improve services. The LSB includes:

- Cardiff Council
- Cardiff & Vale University Health Board
- South Wales Fire & Rescue Service
- South Wales Police
- Voluntary Action Cardiff (VAC)
- Welsh Assembly Government

To help these services work better together, they decided to choose goals that they will all work towards. These are:

1. People in Cardiff are healthy
2. People in Cardiff have a clean, attractive and sustainable environment
3. People in Cardiff are safe and feel safe
4. Cardiff has a thriving and prosperous economy
5. People in Cardiff achieve their full potential
6. Cardiff is a great place to live, work and play
7. Cardiff is a fair, just and inclusive society.

If all public services work toward these goals together, they should be able to share resources and improve the quality of life for everyone in Cardiff.

The Cardiff Health Alliance agreed to use these 7 goals to develop the Health, Social Care & Well Being Strategy (HSCWB) for 2011 to 2014. The Cardiff Health Alliance is a partnership of the Council, the University Health Board and the Voluntary Sector. It works to improve the health and well being of people in Cardiff.

The Health Alliance recognises that it is important to support the mental well being of people in Cardiff so the Health, Social Care & Well Being (HSCWB) Operational Plan includes a section on this.

The Mental Health Advisory Planning Group (APG) wrote a draft of this section. The APG includes professionals from the Council, the University Health Board, the voluntary sector, and representatives from the 'Sefyll' service user forum run by the Cardiff & Vale Mental Health Development Project.

We would like you to tell us if you think anything is incorrect or if something is missing. We also want to know what you believe we need to do to make things better.

Introduction

The World Health Organization says: "Mental Health is a state of complete physical, mental and social well being and not merely the absence of disease or infirmity." This means that everyone has mental health needs whether or not they have a diagnosed mental health problem.

Mental illness can have a major impact on the individual, their families, society and the economy, and therefore is central to each of the seven goals described above.

In recent years there has been a change of culture within mental health services. Services now have a greater focus on recovery, which means that they look at people's strengths and are more tailored to the needs and hopes of the individual. This should result in people having better skills for managing their own mental well being.

This should also lessen the numbers of people requiring long term support from services, which will help people to live fulfilled lives as independently as possible. If this approach is used successfully, the recovery focus will transform mental health services and unlock the potential of those affected by mental illness.

By providing help and support within local communities, and shifting the focus of mental health services from hospital into the community, we hope to reduce the negative effects that factors such as poverty, unemployment, stress, lifestyle choices, social isolation and stigma have on mental well being.

To help the population to be mentally healthy, organisations will aim to promote positive mental health, prevent mental illness, target social inclusion, and assist the recovery of those with a

diagnosed mental illness. Particular emphasis needs to be placed on challenging any negative attitudes and perceptions of mental illness through education.

People in Wales are living longer which means that there will be an increase in the numbers of individuals diagnosed with a dementia. Services need to be able to support this rising number by providing individuals with choice, and assisting to maintain their independence for as long as they are able.

Primary Care services are normally delivered within a persons own General Practitioner surgery or by local voluntary sector agencies. They are vital in helping people to deal with their mental well being before it gets worse and before they need Secondary Care services. Secondary Care is normally provided by Community Mental Health Teams or inpatient hospital services. Primary Care services are also crucial in identifying those people who really do need Secondary Care services to help with their mental well being.

Measures

The APG agreed that we would want to see improvements in these areas:

1. Life satisfaction score using the data from the Welsh Health Survey.
2. Number of people referred to Secondary Care services
3. Suicide rate for these age ranges: 18-25, 25-65, 65+
4. The percentage of people leaving secondary care mental health services after successfully completing their care plan
5. The number of Crisis Admissions for people of working age and older people.

The APG also felt it would be good to develop a way to measure:

- The percentage of people who have developed skills to self-manage their mental health and well being
- Information about the public's attitude to mental health and mental illness

- More details about the positive results for people who have accessed voluntary sector organisations.

The APG recognise that these are not the only things that could be measured. However, they decided that these were the most important ones.

Background

- The recent global recession has had a major impact on employment and poverty levels. These are both issues known to have an effect on people's mental well being. It is anticipated that this will effect how people rate their life satisfaction in the Welsh Health Survey. It is also expected that there will be an increase in people requiring support for these needs which will increase demand on services during a time of financial difficulties in the public sector.
- Historically there has been an over-reliance on secondary care services which has created an inappropriate level of dependence and institutionalisation. In recent years work has been done to reduce this, which has led to people receiving primary care services and home treatment.

Work will need to continue to move people back to primary care services and to ensure that those who remain in secondary care services are those who really need it. Once this is achieved, further improvements can be made to ensure the length of stay for people in secondary care services is also appropriate.

- The community based voluntary sector services are vital to reducing secondary care admissions. These are both mental health specific organisations but also generic services such as those relating to housing and benefits etc. because issues such as homelessness and debt have a big effect on mental health.
- Evidence shows that mental health problems occur more often in black and minority ethnic communities (BME), especially within the asylum seeker and refugee population (more details can be found in the Asylum Seeker & Refugee section). Services are not always available to respond to the different needs that these groups may have.

- The number of referrals to secondary care services can be reduced by making sure that the primary care services are working well. By improving the public's awareness of mental health issues, it is anticipated that there will continue to be an increase in numbers going to their GP for their mental health needs. We must make sure that we deliver high quality primary care services while making sure those who do need secondary care services are identified.
- Media campaigns have made the public more aware of mental health issues which have led to less stigma and negative attitudes. However, the level of discrimination against people with mental health illnesses is still higher than it should be. Now that organisations are looking to have more services based in the community, it is even more vital that these attitudes are addressed.
- It is important to highlight the suicide rate for different age ranges because the factors that cause people to take their own life vary greatly.

Partners

Services can make changes by working with other services. Some of the organisations who can help by working together are:

NHS	Commercial employers
Third Sector	Private sector
Cardiff Council including	Department of Work &
Adult Services; Schools &	Pensions
Lifelong Learning; Leisure &	Media
Play; Housing &	Criminal Justice Services
Neighbourhood Renewal;	Cardiff Health Alliance
Children's Services.	Community Safety Partnership
BME community leaders	Children & Young People's
Further education	Partnership
Substance misuse services	

Changes should also be made by working with service users and carers and listening to their experiences and ideas.

What are we going to do?

The APG decided that they will develop actions in these ways:

- Services will be reviewed to make sure that they are recovery focused and that workers are trained to support people to achieve a better quality of life.
- Increase the choice and quality of services that help people to resolve any mental health issues before they become more serious. For example, books on prescription and stress management courses.
- Health promotion including physical activity; Physical & Social Education in schools; and healthy eating initiatives.
- Focus on maintaining relevant meaningful activities and social/friendship networks within a family support structure (if there).
- Refocus mental health services from institutional hospital settings into the community, including improved access to Primary Mental Health Services.
- Enable people to manage their own mental well being, starting by promoting self management strategies in childhood.
- Support with vocational needs of all individuals.
- Further promotion of the benefits of obtaining Mindful Employer Status.
- Targeting the needs of individuals from black and ethnic minority groups, including asylum seekers and refugees.
- Staff training in supporting people to manage their own mental well being and in psychological therapies.
- Improve children and young people's awareness of mental health by targeting schools, colleges, and youth organisations.
- Reduce negative perceptions of mental illness in the media. Campaigns in other areas to reduce discrimination (e.g. race

related) have seen greater improvements so lessons need to be learnt from these.

- Improve awareness of services available to the public and identify mental health champions in communities.
- Improve joint planning and the collaborative delivery of services across the sectors.
- Improve links with substance misuse services to tackle the needs of those with drug and/or alcohol alongside mental illness.
- Promotion of mental well being through workplace schemes.