What matters to you?

A joint mental health strategy for the people of Fife
2013 - 2020
Contributors

This document was compiled and written by Wendy Simpson, with input and support from Liz Mitchell, Julie Paterson, Carolyn Walker, Neil Hamlet, Joanne Doolan, John Jones, Graeme Mill, Bob McLean, Graham Monteith, and Mary Porter, on behalf of the Fife Mental Health Strategy Implementation Group.

The design and format of the document was created by Emma George, Playfield Institute.

We would like to acknowledge, and sincerely thank, the people of Fife who attended our stakeholder events and who committed time, energy and enthusiasm to tell us what matters to them, which formed the main component of this strategy.
Contents

Foreword - Councillor Andrew Rodger and Anne McGovern, Joint Chairs of Health & Social Care Partnership .................................................. 4

Executive Summary ...................................................................................... 5

Chapter 1 - Background .............................................................................. 7

Chapter 2 - Vision for the future of mental health in Fife ........................ 11

Chapter 3 - Fife’s key aims, aspirations, themes and local priorities ...... 17

Chapter 4 - Fife’s achievements and work programmes .......................... 26

Chapter 5 - Development of the Strategy .................................................. 35
Foreword

Over the past twelve months many people have been involved in using and delivering Mental Health Services. They have worked together to identify what the key priorities are in order to achieve better patient/client experience, better outcomes and how this is done in a cost effective way. This work has not only enabled the development of a shared vision, but more importantly allowed us to determine how we will develop a picture of what is working and what is not based on information and evidence in order to achieve improvements. We would like to thank all those who have taken the time and effort to contribute to this work.

This strategy will be used to develop specific pieces of work, which have been identified locally as essential for the safe, effective, efficient and sustainable delivery of current and future services.

This will enable us to develop a “one team” ethos as the principle for the way that health and social care services work and respond to the needs of our patients/clients.

We firmly believe that the implementation of this plan will allow Mental Health Services to continue to build on their achievements.

Councillor Andrew Rodger  
Chair of Health & Social Care Partnership (2012-13)

Anne McGovern  
Chair of Health & Social Care Partnership (2013-2014)
Executive Summary

Act as if what you do makes a difference. It does.

William James
Executive Summary

In Fife, we have a good understanding of the importance of our mental health. We know it affects all aspects of our lives. We understand that improving our mental health has important positive consequences for our general health and for society as a whole.

We support the new Mental Health Strategy for Scotland, particularly its demand for a different approach to service design and its emphasis on focusing on the strengths of individuals as well as their carers, families and communities. In this document, we demonstrate our local agreement with the majority of themes and areas of change identified in Scotland’s strategy. Furthermore, we believe that it is necessary to put mental health promotion at the heart of everything we do, so our strategy fully integrates mental health promotion, prevention, care, treatment and recovery.

Most importantly, we care about what local people have to say, hence the title of this strategy: What Matters to You? We have discussed this question with over 300 local stakeholders and we have listened to them and analysed their responses in detail. The vision, aims and aspirations of this strategy are formed by what they had to say. So, our joint vision of a mentally healthy future for Fife is expressed as follows:

As a community, including service users, carers, service providers and the general public, we will all have a good understanding of how to promote our mental health and how to care for and recover from mental health problems and mental illness. We will all accept and value what matters to each other, and support each other to promote and maintain our mental health and quality of life, whether currently ill or well.

Beyond our commitment to the national strategy, we have highlighted our own broad aims and aspirations for what needs done to reach our local vision for Fife, with a strong focus on building a compassionate service, paying attention to the inherent strengths of individuals and communities, and widening the circle of people involved in improving mental health.

We feel proud of our achievements to date and the work we are currently doing to move towards this vision. So we have highlighted some aspects of this work in our strategy to remind us of our progress and to help us develop further our skills and good practice.

We know we have more to do. This strategy represents our broad vision and general aspirations for mental health. It is not an action plan, but will form the basis of our ongoing action planning over the next seven years. It will guide us and remind us of our over-arching vision as we re-shape services and re-allocate resources in our move towards integrated service delivery.
Chapter 1

Background

Flourishing is good for people, and for society

Corey Keyes
Chapter 1

Background

The Challenge to improve mental health and wellbeing

There is an increasing understanding of the importance of our mental health, as it affects all aspects of our lives. Mental health has been defined by the World Health Organisation as:

‘a state of wellbeing in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her community’ (WHO 2001)

It is also understood that improving our mental health has important positive consequences for our general health and for society as a whole:

...positive mental health improves the quality of our lives in ways including better physical health; faster recovery from illness; fewer limitations in daily life; higher educational attainment; greater likelihood of employment and earnings; and better relationships. Greater Glasgow and Clyde Director of Public Health Report (2011–13)\(^1\).

Improving mental health and treating mental illness are two of Scotland’s major challenges. Mental illness is one of the top public health challenges in Europe as measured by prevalence, burden of disease and disability. It is estimated that mental health problems and mental illness affect one in four of the population in the UK every year. Therefore, there is an increasing focus on improving mental health as a priority health area for the Scottish Government. This is evident through the development of various targets, standards, programmes and initiatives aimed at improving the mental health of the population and delivering quality services for people with mental health problems.

\(^1\) [http://www.nhsggc.org.uk/content/default.asp?page=s1872_2](http://www.nhsggc.org.uk/content/default.asp?page=s1872_2)
National drivers

Given the launch of the Scottish Government’s National Mental Health Strategy 2012–2015 in August 2012\(^2\), the time is now right to take forward an inclusive joint local mental health strategy for Fife.

*The new Mental Health Strategy for Scotland* is the successor document to ‘Delivering for Mental Health’ (Scottish Executive, 2006)\(^3\) and ‘Towards a Mentally Flourishing Scotland’ (Scottish Government, 2009–2011)\(^4\). It builds on these policy documents, thereby encouraging the integration of mental health promotion, prevention, care, treatment and recovery. This drive for integration echoes the widely respected and influential document guiding children’s mental health services: ‘The mental health of children and young people - A framework for promotion, prevention and care’ (Scottish Executive, 2005)\(^5\).

*The Mental Health Strategy for Scotland* demands a different approach to service design, with a particular emphasis on focusing on the strengths and assets of individuals, their carers and communities, to help promote resilience to mental health problems; to encourage self-management when problems arise; and develop peer support for improving recovery. It also encourages a wide range of partner agencies to work together effectively to promote good mental wellbeing in the general population; to reduce the prevalence of common mental health problems and to improve the wellbeing and quality of life for those experiencing mental illness.

The Scottish Government’s drive towards delivering personalised social care via self directed support shares the same ambition for person centred, outcome focussed effective practice. Mental health service improvement is also being driven by the NHS Scotland Quality Strategy's ambitions for person-centred, safe and effective care which are fundamental to the effective delivery of quality mental health services.

The current pressure on public finances and resources requires a focus on efficiency as well as effectiveness. Therefore, we need to emphasise the redesign of mental health services, particularly relating to reducing the reliance on hospital beds and building capacity in the community across the range of partner agencies.


Another current driver is the requirement for health and social care to work together in partnership, which is at the core of the principle based Mental Health Care and Treatment (Scotland) Act 2003.

**Local voices – What matters to you?**

It is vital that our local joint strategy captures the particular strengths and needs of people in Fife. The ‘Voice with a Choice’ event held at Rothes Halls in November 2011 and attended by over 100 stakeholders clearly confirmed the need for Fife to commit to the meaningful involvement of mental health service users, carers, their representatives and the general public in strategic planning, operational planning and service delivery. Service users and carers demanded improved options for care, treatment and support, with the emphasis on recovery, faster access to services and improved responsiveness in times of crisis.

Getting Better in Fife (NHS Fife, 2012) has stated that staff should feel supported and engaged. So, the question, ‘What matters to you?’ was also relevant and important to ask of workers in this area. Therefore, our three further consultation events, held in March 2013 (in Glenrothes, Dunfermline and at Stratheden Hospital, Cupar) comprised a mix of staff from all sectors as well as a good representation of service users and carers. The events were attended by over 200 people in total.

The vision, aims and aspirations of this strategy have all been formed on the basis of these stakeholders’ responses to the question, ‘What matters to you?’

**What is our joint mental health strategy for?**

Our overall aim is to improve the mental health and wellbeing of the people of Fife and deliver prompt, safe and effective treatment, care and support for those with mental health problems and mental illness. We will use our strategy to help us develop specific areas of work identified locally as essential for the effective, efficient and sustainable delivery of current and future services and to support the key themes identified in the Mental Health Strategy for Scotland. Our strategy will provide us with a sense of responsibility and clear direction for future service developments in all sectors involved in providing mental health services in Fife including NHS Fife, Fife Council, non-statutory services and Universities/Colleges. Our strategy will celebrate our achievements and current progress towards national and local goals. It will help create the right conditions for change by encouraging effective leadership and communication at all levels to support services and individuals to maintain our vision and work towards our goals.
Chapter 2

Vision for the future of mental health in Fife

Without leaps of imagination or dreaming, we lose the excitement of possibilities. Dreaming, after all, is a form of planning.

Gloria Steinem
Chapter 2

Vision for the future of mental health and wellbeing of the people of Fife

“Accessible, seamless, quality services, personalised and responsive to the changing needs of individuals, designed with and for the people of Fife”

This is the overall vision of Fife’s Health and Social Care Partnership in its Service Delivery Plan (2012/15) and, as shown by the title of this document, ‘What Matters to You?’, Fife is committed to delivering person-centred care and services. By doing so, we will ensure that an appropriate range of services is provided, with the emphasis on community-based care.

As described in this vision, the involvement of the general public, service users and carers is integral to the development and delivery of effective interventions, care, treatment and support. So, our strategic vision has been developed after full consultation with the general public and with service users and carers.

We started this consultation with the stakeholder event, ‘Voice with a Choice’ held in November 2011 in Glenrothes and attended by over 100 people. The focus of this event was on mental health service users’ and carers’ views about service provision. They considered what we do well in Fife and what we need to improve.

A summary of the main findings from ‘Voice with a Choice’ is as follows:

Attendees said that, in Fife, we should be working to:
- Maximise the quality of life of people with mental health problems
- Promote a more positive attitude to mental ill-health
- Promote better awareness and understanding of mental illness
- Provide the right type and level of support at the right time to people with mental health problems
- Respect the service user’s choice in their treatment and recovery plans
- Increase the support and involvement of families and carers
- Shift the balance of care, as far as possible, to support people who experience mental ill health in their own homes and communities rather than in hospital settings
- Promote more effective partnership working by clear communication between services and clearer pathways
- Provide appropriate training for workers, particularly in effective listening and compassion skills for working with those who are experiencing mental ill health and their carers / families
- Provide appropriate training for workers in other services to raise awareness of mental health problems
- Have a stronger focus on the promotion of wellbeing within mental health services with an emphasis on self-help, purposeful activity and independence

As a starting point for further discussion with the people of Fife, and broadening our consultation to include the promotion of the mental wellbeing of the public and the prevention of mental ill-health, we used the six overall outcomes developed by Lothian in their joint strategy for improving the mental wellbeing of Lothian’s population (2011-2016)\(^6\). The outcomes are as follows:

- More people will have good mental health
- More people with mental health problems will recover
- More people with mental health problems will have good physical health
- More people will have a positive experience of care and support
- Fewer people will suffer avoidable harm
- Fewer people will experience stigma and discrimination

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**Fife’s vision of the future**

The following vision of the future is derived from the notes of the discussion, with service users, carers and workers and the general public at our three stakeholder days in March 2013. It gives an indication of what matters most to the people of Fife.

*Note: All references to ‘people’ are inclusive of all age groups, i.e. children, young people, adults and older people*

**More people will have good mental health**

- Babies and young children will have positive, loving relationships with their carers.

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• People will recognise how mental health affects other aspects of their health and wellbeing
• People will be aware of key messages on how to keep mentally healthy and they will be able to use and promote appropriate resources.
• Children and young people will have educational opportunities to help them understand their feelings and manage their emotions more effectively
• There will be less social isolation within communities
• Communities will be aware of, use and build on their assets to improve mental wellbeing locally

**More people with mental health problems will recover**

• People will feel that there is hope of recovery, including those with a diagnosis of severe and enduring mental health.
• People will be treated as individuals, not diagnoses
• People will receive supported opportunities for meaningful activities to help them recover
• People will have easy access to local services and resources that will help them recover

**More people with mental health problems will have good physical health**

• People will have a better understanding of how to improve their physical health
• People will be encouraged and helped, e.g. by a having a ‘buddy’, to join in with activities and groups
• There will be lots of activities, at all levels, widely available and well publicised
• People will get regular physical health check ups and GPs will be able to ‘prescribe’ an activity to improve health, e.g. joining a walking group
• People will be seen as a whole with physical, mental and spiritual needs

**More people will have a positive experience of care and support**

• People will feel included and listened to.
• People will be treated like a ‘whole person’ not only the symptoms of their mental health problem or illness (whether in hospital or in the community).
• There will be time during care and treatment to develop trusting relationships where genuine conversations take place
• There will be commitment by all to support people’s right to take part in discussions and decisions about their needs and how these are to be
Barriers to this will be overcome by using advocacy services, Speech and Language Therapy, etc.

- People will know where to go when they are in crisis, they will be able to get there easily and they will receive a prompt response at any time of the day or week
- Each person will receive support and treatment according to their individual needs
- Support and activities will be provided on the wards, not just by staff, but by volunteers / other organisations
- Hospital stays will be short and their will be a focus on subsequent supported discharge and supported accommodation if required
- The environment of hospital wards will reflect and encourage positive mental health

**Fewer people will suffer avoidable harm**

- People with mental health problems will be treated equally as valued members of society
- There will be strong social connections within communities which will help protect people from becoming mentally ill
- Communities will be aware of what can cause and prevent mental health problems and mental illness and they will feel confident to support and protect each other
- People with mental health problems and their carers will feel empowered to take positive risks

**Fewer people will experience stigma and discrimination**

- More people will be talking about mental health problems and they will be seen as normal, like physical health problems
- There will be more education about mental health, e.g. service users will be going into schools and talking about their experiences
- Communities – including families, neighbours, GPs, employers - will be more supportive through being better informed and having the skills and knowledge to help
- People will not be ashamed to talk about their mental health problems
- There will be safe places where people with mental health problems can go.
- The environments in which people receive care and treatment will be improved.
- There will be opportunities and jobs for those affected by mental health difficulties
- Employers will have a good understanding of mental health difficulties
Summary

To sum up, our overall vision of a mentally healthy future for Fife, derived from the views of stakeholders at Voice with a Choice (2011) and the three recent consultation events (March 2013), can be expressed as follows:

As a community, including service users, carers, service providers and the general public, we will all have a good understanding of how to promote our mental health and how to care for and recover from mental health problems and mental illness. We will all accept and value what matters to each other, and support each other to promote and maintain our mental health and quality of life, whether currently ill or well.
Chapter 3

Fife’s key aims aspirations, themes & local priorities

What I’ve learned is that if people understand what needs to be done, almost anything can be accomplished

Marilyn Marks
Chapter 3

Fife’s key aims, aspirations, themes and local priorities

To work towards the vision set out by the population of Fife, we have identified the following key aims, using the information given at our four stakeholder sessions. These key aims fall under our overall themes of promotion, prevention, care & treatment and rehabilitation & recovery.

Key aims

<table>
<thead>
<tr>
<th>Promotion</th>
<th>Prevention</th>
<th>Care &amp; Treatment</th>
<th>Rehabilitation &amp; Recovery</th>
</tr>
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<tbody>
<tr>
<td>Together, we will create a positive image of mental health and we will provide information and activities to help everyone maintain good mental health</td>
<td>Together, we will provide information and support to everyone to help notice early signs of, and prevent, mental health problems and mental illness</td>
<td>Together, we will provide person centred respectful and effective care and treatment for those who develop mental health problems and mental illness</td>
<td>Together, we will provide respectful support and meaningful opportunities to help people recover from mental health problems and mental illness</td>
</tr>
</tbody>
</table>
Main aspirations

An in-depth analysis of the input from discussions at the stakeholders’ events was carried out. As a result, 14 main aspirations were identified from the data, as shown below. Stakeholders talked about their main aspirations for what needs to be done to meet the aims outlined above and to realise our vision. These aspirations are important for all the aims. Box 1 below provides examples of quotes from stakeholders which represent common views under each of the following aspirations.

1. We need to talk positively about mental health.
2. We need to raise general awareness of how to keep mentally healthy.
3. We need to provide effective education about mental health in schools.
4. We need to encourage a holistic approach to mental health.
5. We need to encourage stronger community involvement in building positive mental health.
6. We need to focus on providing opportunities to empower individuals to maintain and manage their own mental health.
7. We need to listen to people who have experience of mental health problems or mental illness and involve them in service design and provision.
8. We need to provide clear and accessible information about services.
9. We need to develop accessible and effective multi-agency service pathways.
10. We need to ensure respectful, empathic communication between service users, carers, families and workers at all times.
11. We need to provide person-centred and effective treatment and support.
12. We need to ensure that families and carers are consulted and involved when a family member is mentally ill.
13. We need to create mentally healthy environments.
14. We need to develop an ongoing, sustainable training programme for workers and carers across all sectors.
15. We need to develop services in the community to ensure we best meet the needs of service users.
Box 1: Stakeholders’ quotes which illustrate each aspiration

**We need to talk normally and positively about mental health**
“Everybody has mental health”
“Positive attitude to health, both physical and mental – just as we can be physically well (and unwell) so we can be mentally well”
“Making people aware that it’s ok to have mental health issues”
“Demystify mental illness – de-scare-ify what severe mental illness is”

**We need to raise general awareness of how to keep mentally healthy**
“Awareness-raising of these key messages of how to keep mentally healthy
“Workplace discussions surrounding keeping ourselves well”
“Promote coping mechanisms other than alcohol/drug use”
“Ground yourself when walking in fresh air – be in the present”
“A sense of purpose”

**We need to provide effective education about mental health in schools**
“Education in school around mental health and wellbeing – builds resilience and reduces the stigma and discrimination in later life”
“Demystifying mental illness in schools, e.g. through drama”
“Helping (children) to identify feelings, how to understand their feelings, how to express difficult feelings”
“Life skills, coaching/mentoring in schools”

**We need to encourage a holistic approach to mental health**
“See the person as a whole. Not just with a physical or mental health issue”
“Don’t consider mental health issues as separate from all health and social wellbeing issues”
“Not just nurses on the ward – whoever is relevant to the patient”
“Alternatives to medication – complementary therapies – other organisations can provide these instead of NHS Fife”
“Encourage/provide opportunities for physical activities / annual health checks”

**We need to encourage stronger community involvement in building positive mental health**
“A total community approach – assets/community capacity building – builds resilience and promotes wellbeing”
“Meaningful activities in community – prevent isolation”
“Building existing organisations to promote good mental health... e.g. youth groups, churches, women’s groups”
“Give money to external services such as befriending which would help with the pressure on the NHS”

**We need to focus on providing opportunities to empower individuals to maintain and manage their own mental health**
“Help us to help ourselves”
“Something to look forward to”
“Encourage/provide opportunities for physical activities”
“When someone is admitted the whole aim should be towards getting them out”
“Focus on long term recovery rather than short term interventions”
“Conversation to find out what used to be important to the person with a mental illness to help them move forward. What do they want to achieve?”
We need to listen to people who have experience of mental health problems or mental illness and involve them in service design and provision
“Valuing lived experience – peer support”
“People with lived experience coming together – huge value”
“People who have mental health issues are more experienced and should educate services who provide support”
“A facility whereby people can give back for help received through skills they have”

We need to provide clear and accessible information about services
“Clarity of the role of the service”
“One-stop shops – somewhere to find out about groups, services, info, etc.”
“Tell people about things – people need to know about facilities and services in their area”
“People don’t know about modern mental illness treatment”

We need to develop accessible and effective multi-agency service pathways
“Uniform services throughout Fife and easy access for everyone”
“Less silos – better joint working – shared care”
“Clearer pathways to appropriate services”
“Easier access to services if already used services”
“Consultants being more accessible”
“24/7 community mental health services – radical, flexible approach required”
“Clarity of response to an emergency situation”

We need to ensure respectful, empathic communication between service users, carers, families and workers at all times
“Please talk to me”
“When you have a mental health issue people then see you for what your illness is and forget about whom you are or who you have been”
“Get staff to spend less time on paperwork and get back to the essence of good mental health care – listening and talking”
“Provide good basic care and treat people with dignity and respect”
“Listening, being non-judgemental, giving time, trust, giving people ownership of their decisions in life”
“Work with individuals – not targets and outcomes. Targets detract from person-centred and person-led care”
“If a service or intervention is promised, then it needs to be provided”

We need to provide person-centred and effective treatment and support
“To be listened to and consulted on any treatment – not just told what is going to be done. I am the expert about me and how I feel and the symptoms/experience.”
“Discharge planning should be considered from time of admission”
“Services need to be individualised/more responsive/creative/flexible”
“Problems recognised and support given from appropriate person – the sooner it happens the better”
“Consultation with patients on a much more regular basis”
“A positive experience of care and support – afterwards you feel more resilient, get something from it”

We need to ensure that families and carers are consulted and involved when a family member is mentally ill
“Taking a family approach and not just looking at an individual – needs to be holistic”
“Improved facilities for families and service users whilst in acute settings that will provide privacy”
“Adult family counselling service”. Representation from all professionals round the table to help family deal with problems and illness”
“Protect and support the carers”

We need to create mentally healthy environments
“Better, encouraging environment (Hospital)”
“Environment of the ward can influence mental health”
“Using outdoor facilities, e.g. at Stratheden”
“Not big institutions”
“Still need places of safety – more purpose-built”

We need to develop an ongoing, sustainable training programme for workers and carers across all sectors
“Training— a need for staff to be released to attend courses – specifically mental health”
“Further training in SMHFA (Scottish Mental Health First Aid) for those who need it, e.g. community wardens”
“Training for the police on mental health”
“ASIST / SMFHA training for hairdressers, taxi drivers, etc. – think outside the box”
“Training and education of guidance staff (schools)”

Themes from the Mental Health Strategy for Scotland (2012-2015)

Towards a Mentally Flourishing Scotland (TAMFS) remains a focus for a positive approach to mental wellbeing. The new national strategy continues to endorse the TAMFS approach while addressing other service delivery themes. It identifies seven themes for mental health. Our local aims and aspirations, as shown above, clearly incorporate themes 1 – 7 as shown below:

The Seven Themes

1. Working more effectively with families and carers
2. Embedding more peer to peer work and support
3. Increasing the support for self management and self help approaches
4. Extending the anti-stigma agenda forward to include further work on discrimination
5. Focusing on the rights of those with mental illness
6. Developing the outcomes approach to include personal, social and clinical outcomes
7. Ensuring that we use new technology effectively as a mechanism for providing information and delivering evidenced based services.
The national strategy also identifies key areas for change as outlined below. We have prioritised these in response to local needs as identified by the stakeholders at our four events in Fife. The areas of change which have been identified locally as requiring further or ongoing action are indicated in bold.

The Four Areas of Change

1. Child and adolescent mental health, including a focus on:
   • **Infant and early years mental health prevention, with an emphasis on supporting parents**
   • Responding better to conduct problems
   • **Responding better to attachment issues**
   • **Addressing mental health needs of looked after children**
   • Improving CAMH services for children with a learning disability
   • Improving access to Specialist services
   • Reducing CAMHS admissions to adult beds
   • Use of mental health indicators

2. Rethinking how we respond to common mental health problems, including a focus on:
   • **Faster access to psychological therapies**
   • Equality of access to services
   • Social prescribing and self-help
   • **Alcohol brief interventions**
   • Debt – mental health awareness training for Citizens Advice Scotland
   • **Better identification and response to trauma**
   • Distress – caring response to underlying factors
   • **Supporting mental health and wellbeing of older people**
   • Improving mental health of those with physical illness, e.g. Living Better Project

3. Community, inpatient and crisis services
   • **Improving home treatment services and crisis prevention approaches**
   • Early intervention for first episode psychosis
   • Developing indicators of quality in community services
   • Audit of inpatient services
   • Delivery of patient safety programme
   • Health improvement for people with severe and enduring mental illness
   • **Improving employability of people with mental health problems**
4. Other services and populations
   • Mental health and offending – developing work in prisons
   • Developing appropriate specialist capability for Neuro-developmental disorders – ASD and ADHD
   • Developing support for veterans

Local service-led priorities

We wish to ensure that the strategy supports the work of local policy directives including NHS Fife’s ‘Getting Better in Fife’ (2012-2017), and Fife Council’s five inter-related aims which are:
   1. Growing a vibrant community
   2. Increasing opportunities and reducing poverty and inequality
   3. Improving quality of life in local communities
   4. Promoting a sustainable society
   5. Reforming Fife’s public services

The list of local, service-led joint priorities are listed below, in no particular order of importance:

1. Continue the improvements made in ensuring faster access to specialist services for children and young people with mental health problems.
2. Improve the care and treatment options for those with common mental health problems.
3. Provide appropriate inpatient and community based services for those with forensic mental health needs.
4. Work in partnership with all relevant stakeholders to develop the range of community care settings and options available for those with a severe and enduring mental illness, and so reduce the reliance on hospital care.
5. Support initiatives to improve the physical health of those with a mental illness and ensure consistent and effective standards of physical healthcare and treatment in psychiatric settings.
6. Ensure that both community care and inpatient care and treatment is person-centred, outcome focussed, safe and effective, and delivered in therapeutic environments/community settings appropriate to the person’s needs.
7. Ensure that vulnerable adults, young people and children are safe in their communities.
8. Reduce the length of stay in admission wards and maintain the significant reduction in readmissions through the development and redesign of community services and through effective crisis response.

9. Continue the development and delivery of services which ensure early diagnosis, treatment and support for those with dementia.

10. Maintain prompt access to services for those with alcohol and drug problems and, in collaboration with partner agencies, ensure the provision of effective interventions, care and support.

11. Help adults and older people to live as independently as possible.

12. Improve the provision of psychiatric liaison services to the general hospitals and review other areas of unmet and emerging need.

### Summary

This chapter has highlighted our key joint aims to help us meet our vision for Fife’s mental health and wellbeing. These aims cover the spectrum of mental health from promoting positive mental health to caring for and recovery from mental health problems and mental illness. We have also presented our 15 main aspirations for what needs done to meet these aims. We have demonstrated our local agreement with the majority of themes and areas of change identified in Scotland’s strategy. We have also presented local service-led priorities as we wish to ensure that this strategy refers to matters which are unique to the situation in Fife but which may not relate directly to the national strategy. It is clear that the areas of change identified by the national strategy and local service-led priorities will all help to meet our stakeholders’ vision, aims and aspirations, but any gaps will have to be identified and a detailed action plan created.
Chapter 4

Fife’s achievements and work programmes

"It is time for us all to stand and cheer for the doer, the achiever - the one who recognizes the challenge and does something about it."

Vince Lombardi
Chapter 4

Fife’s achievements and work programmes

There are many good examples of practice in Fife; recent achievements and work programmes, which are all helping to work towards our vision. This chapter reports on just some of the highlights.

Achievements and current work on mental health promotion and illness prevention

**Flourishing Infants in Fife**

Ongoing funding has enabled the continuation of the multi-agency advisory group for Flourishing Infants to ensure wide participation and ownership of the project around improving infant mental health. Direct psychological support is provided for parents struggling in their relationship with their babies or young infants, as is intensive interventions with parents and infants with additional support needs. Specialised ante-natal programmes are delivered for vulnerable parents-to-be. Continuing support is provided for other groups, including voluntary agencies delivering Mellow Parenting programmes for vulnerable families. The delivery of services is targeted in three specific areas of Fife known for poor outcomes and vulnerable families, with all services co-ordinated around existing child and family centres to ensure sustainability. The service also supports women and babies in the neo-natal unit at the Victoria Hospital and vulnerable families, identified through other services within the community, who require support with the relationship with their infant.

**The Gateway Project**

Funded by the Big Lottery for 3 years, The Gateway Project, started in 2012 is being delivered in partnership by Fife Gingerbread, Fife Council, Fife Family and Community Support Team, Barnardo’s, Adam Smith College and Volunteering Fife to provide early intervention and support for local families who have range of multiple and complex needs. This project is working with local primary schools to identify and support children and families in need. It also encourages families to refer themselves to the project for support and provides a range of interventions for families before they reach the point of crisis.
**Physical Activity for Health**
Active Fife are taking a community development approach to this work, involving teenage girls in delivering messages about physical activity for improving health and wellbeing. They are targeting inactive girls, i.e. those who tend not to participate in school or sports-club based activities. They have a physical activity campaign called "Gotta Be Active" which has created its own identity. Projects undertaken so far have been a music project and a film project\(^7\), which have directly led to girls being involved in walking projects. The work is guided by a multi-agency steering group. Current work includes promoting cycling as a form of active travel and leisure for girls.

**Collydean Community Connections**
This 2-year project is funded by the Fife Health & Wellbeing Alliance with the aim of tackling health inequalities in the Collydean area of Glenrothes until 2015. The project coordinates the provision of community-led approaches, with the aim of improving physical wellbeing and emotional resilience. The co-ordinator is supporting the community to take the lead on determining the aspects of improving health and wellbeing that are most important to them and the community will use the experience and knowledge of partner organisations to devise solutions. This is a partnership led by Fife Employment Access Trust (FEAT), including Glen Housing Association, Fife Shopping & Support Services and Collydean Primary School.

**Food and Health Workshops**
The Food and Health Workshop project (Sept 2012 until March 2013) offered staff working in the Levenmouth area an opportunity to refer interested clients into a four week programme which includes food budgeting, smart shopping and cooking skills as well as opportunities to experience growing food and physical activity opportunities and advice. The aim is to encourage families and individuals to live healthier lifestyles and to develop skills that will lead to sustained health outcomes, in particular helping to improve mental wellbeing and improve social interaction. The project promotes the link between growing food, a healthy diet and physical activity. The Food and Health workshops take place in a variety of venues across Fife.

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\(^7\) [http://www.youtube.com/watch?v=iH4H1iC4wwQ](http://www.youtube.com/watch?v=iH4H1iC4wwQ)
**Spiritual Care**

The Department of Spiritual Care in NHS Fife promotes mental wellbeing by helping people find hope, meaning and purpose in the midst of illness and uncertainty, affirming that tears and laughter, pain and joy are part of normal human experience.

The support may be religious, but not necessarily so. Through a number of ‘Listening Services’, Spiritual Care seeks to build resilience and enhance an individual’s health and wellbeing, by allowing the person to ‘tell their story’. Such an approach helps individuals to make sense of their situation and find meaning in their story. By allowing people to question and ‘hear’ what they are saying, people are supported to discover their own way forward as they try to deal with life’s fears and uncertainties. This offers the potential for transformation and change.

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**Achievements and current work on care and treatment**

**Circles Network Fife**

Circles Network Fife provides independent professional, collective and Citizen Advocacy Services to adults with Mental Health challenges and Dementia. The team strives to meet the needs of people who use the service. Between January and March 2013, the team worked with 182 individuals of which 88 were new to the service and 94 had been supported previously by the service. One service user expressed their view of the service: "there should be more advocates, I do not know where I would have been without the help of Circles Network. When you are down and ready to give in, they are there beside you offering support, fantastic service".

**Self Directed Support in Social Care**

Self directed support is the new way social care is made available to people. People can choose traditional services or receive the money so that they can employ staff or commission services themselves.

So far in Fife we have received positive feedback:

"...Nine months ago I was in a rut - I now have a focus and function..."
"...I can relate to what I have been through now. I feel mentally better..."
"...I have noticed a big difference in his mood..."
"...I now realise I need help but was in denial before..."
"...I could not have afforded this myself..."
**Alert Cards**

Alert cards have been developed recently and distributed in Fife. An Alert Card is a compact and discreet way of carrying important contact details, that may be useful for an individual should they experience a mental health crisis. It is voluntary. If, for example, someone comes to the attention of accident and emergency or police services, this will indicate that they may need specific support, e.g. for mental health issues, memory problems, ADHD, autism, etc. The card has space on the reverse for 3 contacts willing to be involved should a crisis situation arise.

![Alert Card](image)

**The Care Programme Approach**

The Care Programme Approach (CPA) was introduced in response to concerns about agencies working in isolation and the individual therefore not receiving a co-ordinated approach to their care. The CPA format for care planning has been in place in Fife for almost 20 years. The aim of this person centred approach is to ensure that individuals who have complex health and social care needs receive appropriate services that are planned, co-ordinated and subject to regular review.

**Dementia**

The Scottish Government have made dementia an explicit policy priority. This has been demonstrated by the setting of a target that by 2015/16, all people newly diagnosed with dementia will have a minimum of a year’s worth of post-diagnostic support coordinated by a link worker. In Fife, we have started work in bringing together partners from Health, Social Care and the Voluntary Sector to make sure that this aspiration becomes a reality. As part of this work we shall be raising awareness of the disease; making sure that more health professionals are available to assess patients quickly where dementia is suspected; and making sure that diagnosis always leads to an offer of locally based support for the patient and their carers.
Achievements and current work on rehabilitation and recovery

Employ your Mind

This is a unique partnership between Fife Employment Access Trust and NHS Fife Mental Health Directorate, providing one-to-one support and group work for people with complex, severe and enduring mental health conditions to access mainstream job-seeking services. This project combines the skills of both services to deliver cognitive remediation therapy to improve participants’ capacity to learn and provide employability support, including work placements and the opportunity to gain a recognised qualification.

Stratheden Rehabilitation Redesign Programme

The programme of redesign of Stratheden Hospital’s rehabilitation services is underpinned by the NHS and Community Care Act 1990 and informed by Audit Scotland’s report ‘Overview of Mental Health Services’ (May 2009) which identified the need for local authorities and NHS Boards to “continue to monitor and develop the move from hospital to community services ensuring that the resources to support this change are transferred as necessary”. The work being undertaken at Stratheden Hospital is progressing well. Plans are in place to develop additional resources to ensure that the right support, at the right time is in place to maximise the abilities and opportunities for those leaving hospital as part of the redesign programme.

Promoting Physical Health in Mental Health Care

The physical health of people with mental health problems is a priority for the Scottish Government. Through the development of core care pathways, clinical practice protocols and the skills development of staff we are working on improving the quality and consistency of physical healthcare and the management of common medical conditions in psychiatric settings. In both hospital and community settings we are working on supporting people to make better lifestyle choices and so improve their quality of life and general health.

8 http://www.employyourmind.co.uk
Achievements and current work on information provision

*Mood Café Website*[^9]
This website has been created by Fife Clinical Psychology and Public Health Departments. It is an online one-stop shop which provides a wealth of self-help advice, information about services and groups, as well as practitioner resources.

*HandsOnScotland*[^10]
This website was created by Playfield Institute for the Scottish Government. It is designed to provide ‘hands on’ advice and support for workers and parents to help manage troubling behaviours in children and young people and to promote flourishing. The website attracts, on average, 15,000 new users per month.

*Roving Health Points*
Roving health points offer advice and health checks by a dedicated Nurse who is situated in places that the public congregate such as Asda in Kirkcaldy, Leven Pool and Bingo Halls. We also offer the service in four Job Clubs in Levenmouth, run by Fife Council. Many of the issues raised by service users are around mental health problems, anxiety and family worries. The Nurse is able to offer advice, follow up and referral on. We are hoping to work with the Keep Well Team to offer this service as a mobile unit within areas of high deprivation.

*Touchscreen Technology*
The Improving Health Team has been working with Fife Employment Access Trust to offer touchscreen technology to the public. The touch screen enables a wide range of health information and details of local services to be displayed on a computer screen. In addition to the information being able to be viewed on screen, the Bluetooth facility enables the user to download information, PDF leaflets and newsletters directly into their mobile phone at no charge. At the moment we are providing a series of mental health leaflets and information.

[^9]: http://www.moodcafe.co.uk
[^10]: http://www.handsonscotland.co.uk
Achievements and current work on training

Building resilience and compassion in the workforce
Playfield Institute held a successful four day course for workers at the institute in March 2013 called 'Becoming a more compassionate and resilient worker', a course which has been developed by the Institute, building on several years experience of running mindfulness courses and providing training for trainers. The course is focused on using mindfulness techniques and compassionate attitudes to build mental wellbeing in the workforce and to promote person-centred care. Plans are now in place to develop this training further, particularly for mental health staff.

Mental health training for managers
This is a one day course, plus a two-hour online module covering: Definitions of mental health; Supporting staff with mental health conditions; Mental health improvement; Stress risk assessment; Recruitment, Return to work; Reasonable adjustments; Policy development and Overview of the equality act. 23 Organisations (7 public, 6 voluntary and 10 private sector) attended this course in 2012. The Mental health training on-line segment is suitable for all employees and has been completed by 130 Fife employees from a range of organisations, since its inception in 2010.

Work Positive Training
Work positive (Health Scotland’s Stress Risk Assessment tool) training has been widely promoted to encourage organisations to actively risk assess stress. Ten Fife organisations (2 public, 4 voluntary and 4 private sector) have attended this course to date.

ASD Champions
Champions for Autism Spectrum Disorder have recently volunteered from a number of different services. They are currently being trained as trainers to offer a short awareness training course on ASD, called ‘Discovering Autism’ which has been created by Fife’s ASD Coordinator.

Self Esteem and Physical Activity
Central to Active Fife’s work with teenage girls is the acknowledgement that there are recognised barriers to girls being more active. Significant amongst these is the way that many teenage girls feel about themselves and their bodies. This has led to the development of a "Teenage Girls, Physical Activity and Self-Esteem" training course which has been piloted with a group of practitioners working face to face with
teenage girls and which is now being delivered to all Active Schools Coordinators. They are also developing a Training for Trainers course around the materials used so that the course content can reach a wide audience.

Health Improvement Programme – Mental Health Training

The health improvement training programme, managed by Health Promotion on behalf of Fife’s Health and Wellbeing Alliance, includes several popular and well attended courses on mental health awareness-raising and mental health improvement:

- Scotland’s Mental Health First Aid (SMHFA)
- ASIST (Applied Suicide Intervention Skills Training)
- Introduction to dealing with personal Workplace Stress
- SafeTALK – an introductory course for suicide awareness
- Smoking and Mental Health
- Mental Health Promotion Training for Youth Workers
- Promoting Mental Health Improvement
- Building Self esteem in Boys and Young Men
- Working with Young Women on Self Esteem
- Understanding and Responding to Self Harm
Chapter 5

Development of the Strategy

A small body of determined spirits fired by an unquenchable faith in their mission can alter the course of history.

Mohandas K. Gandhi
Chapter 5

Development of the Strategy

The Mental Health Strategy Implementation Group was keen to follow up the Voice with a Choice event by developing a Mental Health Strategy for Fife. From the start, they developed the Strategy in partnership with people who care about staying mentally healthy, people who use mental health services, carers and workers in both health and social care settings.

Three consultation events, entitled ‘What Matters to You?’, were held in March 2013 (in Glenrothes, Dunfermline and at Strathteden Hospital, Cupar). The events were attended by over 200 people comprising a mix of the target groups, and included presentations from service users and a performance from a young people’s drama group, ‘Positively Creative’. A significant amount of time was devoted to ‘World Café’ sessions where participants were asked to address the following questions:

"What will you notice when Fife is a mentally fit and healthy place to live? What achievements can we build on? What are your aspirations and priorities"?

Following the consultation events, the feedback was collated and forms the basis of this strategy, outlined in Chapter 2: Vision of the Future of Mental Health in Fife, and Chapter 3: Aims and Aspirations.

The draft Strategy was presented to Fife Health and Social Care Partnership in June 2013. Now approved, the Strategy will be widely circulated in both electronic and hard copy and will form the basis of an Implementation Plan, overseen by the Mental Health Strategy Implementation Group, the progress of which will be reported annually to the Fife Health and Social Care Partnership.
Contact details

You can find the Strategy and its summary online at www.fifedirect.org.uk/hscp or contact Liz Mitchell:

☎ 03451 55 55 55 extension 446908
✉ liz.mitchell@fife.gov.uk
✉ Liz Mitchell, Rothesay House, Rothesay Place, Glenrothes, Fife, KY7 5PQ