



**East Lothian Joint Mental Health
Team
Main Priorities and Vision Statement
Review**

Consultation with people who use mental
health services in East Lothian

**A Report by the Consultation and Advocacy
Promotion Service
Registered Scottish Charity no: SC021772**



This resource has been produced by The Consultation & Advocacy
Promotion Service (CAPS)

'Vision Statement
Joint Mental Health Team – Consultation with people who use NHS services in
East Lothian'
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What is CAPS?

CAPS is an independent advocacy organisation for people who use, or have used mental health services.

CAPS works with mental health service users as individuals or as members of a group to set their own agenda, to find a stronger voice, to get their point across, and influence decisions which affect their lives.

CAPS is set up so that the organisation and its advocates are as free as possible from interests that might conflict with the interests of the people we support. CAPS provides collective advocacy in Midlothian and East Lothian and individual advocacy In Midlothian and East Lothian.

Collective Advocacy is about groups of individuals with a common cause who come together to raise awareness, campaign and influence service planning and provision.

Individual Advocacy is about a person having an advocate to help them express their views and have more influence over decisions being made about their lives.

CAPS does this by:

- developing and supporting user groups;
- encouraging a spirit of partnership between service users and the people who plan, pay for and provide those services;
- publishing service user views on mental health issues;
- involving service users in the development of services;
- making service users aware of new kinds of services and options that are available to them;
- providing advocates to work with individuals;
- recruiting, training and supporting volunteer advocates;
- promoting the principles of advocacy.

CAPS is funded by City of Edinburgh, East Lothian & Midlothian Councils, NHS Lothian, and East Lothian Community Health Partnership.

CAPS is a Scottish Charity, Number SC021772



What is the Joint Mental Health Team Service?

The service offers professional care set within the community to people experiencing mental health problems and their carers. Below is a list of services that they offer.

- Community Mental Health Team (CMHT)
- Intensive Home Treatment Team (IHTT)
- Psychological Therapy (PT)
- Occupational Therapy (OT)
- Social Workers
- Physiotherapy
- Allied Health Professionals
- Peer Support Workers
- Support for Carers

Current Situation

The East Lothian Joint Mental Health Team were interested to hear people's views on the following three areas:

Main Priorities:

- promote and support recovery
- build on person's strengths and aspirations
- provide evidence based effective treatment approaches
- acknowledge the key role played by families and friends in the person's recovery

Summary vision statement:

- "East Lothian Joint Mental Health Team will work with you and your family or carer to identify your care needs. We will provide you with evidence based treatments which will build on your own strengths and aspirations whilst supporting your recovery."

How to measure the work they do:

- So that people can easily understand

The consultation is an internal departmental exploration to help them identify whether their main priorities and vision statement have an understandable meaning to the people who access their services and how they can best measure the outcomes:

Why Produce this Report?

NHS staff within the East Lothian Joint Mental Health Team wanted to know whether their main priorities and vision statement related to the people who use their service. Further more, NHS staff were seeking views on how to measure the outcomes.

Group consultations were organised between September and November to gather people's views.

38 people attended from five different group/s and discussed their views surrounding the Joint Mental Health Team's key results areas, their vision statement and how to measure the outcomes.

CAPS produced an article in their September and October Newsletter encouraging people to get in touch with their views either by telephone, post or email. CAPS also offered to visit with groups in their local community.

No responses came from the newsletter article however CAPS invited five groups to participate in this consultation.

Process

In August 2011 the CAPS were contacted to seek out the views of people who use the service. CAPS suggested arranging to meet with groups of people from different areas. This meant seeking out people who use or have used the service. CAPS also placed an article within their newsletter and encouraged people to contact CAPS with their views.

A range of different methods were used to collect views about the service this included:

- **September and October Newsletter article encouraging people to contact CAPS**
- **Five Groups organised in local communities**
- **Talk to CAPS over the phone, by email or in person**

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= People agree



= People disagree



= People agree however recommend some changes

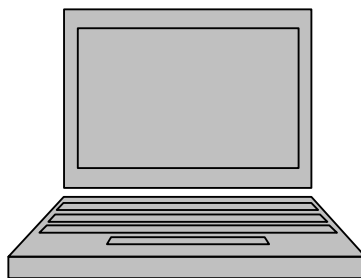


= Number of people

How the Consultation was Achieved



CAPS arranged to meet with five different groups who use or have used the Joint Mental Health Team's services. CAPS asked people their views to the teams main priorities and their vision statement. The discussions were based on the information issued by the Joint Mental Health Team which allowed people to express his or her view freely. Each person was given the opportunity to make recommendations and or alter the information provided. This was on the understanding that the NHS staff may or may not use any recommendations made.

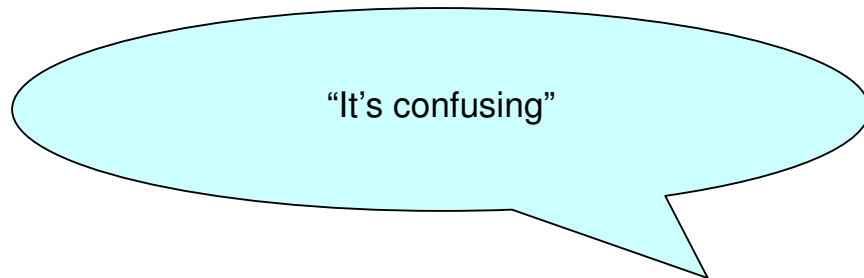
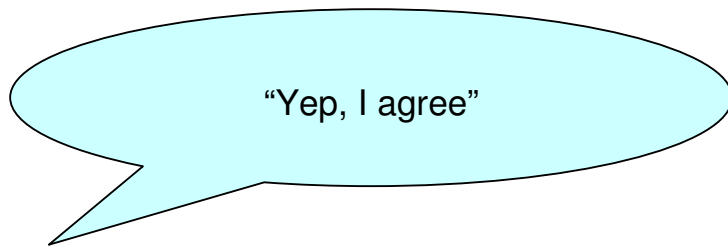


The consultation was promoted within CAPS East Lothian Newsletter over a period of two months and over three hundred electronic invitations were sent out.

What Did People Tell Us?

Main Priorities

People were asked whether they agree or not with the overall principles of the main priorities that the Joint Mental Health Team consider to be important.



Yes

11



Yes in principle, with some changes

27

Promote and Support Recovery

Most people recommended changing the wording and offered suggestions whilst others agreed that the wording needs no changes.

“Change the word recovery to person’s journey”

“Fulfils potential”

“Support a person to manage mental health illness”

“Brilliant”

“Recovery for what?
Employment, better life!”

“Take the word aspirations
away and replace with goals”

“Remove aspirations and replace
with goals, wants, needs and
feelings”

Build on Person's Strengths and Aspirations

"Brilliant"

"What's aspirations - dreams or goals"

"Change it to – to build confidence and outlook will help a person's strength and aspirations to grow/develop"

"Aspirations equals confidence"

"Too business like"

"They help me deal with my weaknesses and fears"

"It is too vague"

"It uses jargon"

"Remove the word aspirations and replace with aims...problem with language"

One person suggested replacing the word aspirations with the word goals another suggested replacing aspirations with goals, wants, needs and feelings.

Provide Evidence Based Effective Treatments Approaches

“Don't know what it means”

“Brilliant”

“What does this mean, what are these, are they treatments people would like to experience”

“Sounds false and corporate”

“Need to understand treatment pathways e.g. those are unwell, what their diagnosis is”

“C**p wording”

“It's confusing”

“Need empowered with information and education”

“Change evidence based effective treatment to **approved treatments**”

Acknowledge the Key Role played by Families and Friends in the Person's Recovery

"Remove the word acknowledge and replace with encourage"

"Brilliant"

"Sometimes this is not the key role, they can make the person more ill"

"ECT was considered an effective treatment once!! Can people choose their own treatments even if not evidence based"

"Okay"

Most people considered the role of family and friends to be important



Vision Statement

People were asked whether the vision statement captured the essence of the Joint Mental Health Team.



Yes 8



No 5



Depends on the changes 25

People gave their views of the vision statement:

“Remove evidence based with provide you with treatments and remove the word aspirations”

“Sorry, this statement is just asking for criticism, it doesn't sound sincere at all”

“Plenty of help, good advice”

“Been going on about this for a long time”

“Nice”

“Talk to the patients and not the support worker and put things in terms that people can understand instead of making you feel stupid and not brainy enough to understand”

“Feel this is too ‘in your face’ type advert”

People offered changes to the Vision Statement

- The majority of people found it difficult to understand “evidence based effective treatment approaches” situated within the main priorities. They did not know what it meant and when it was explained, the majority preferred just using the word treatments.
- The majority of people found it difficult to understand “evidence based treatments” and “aspirations” situated within the vision statement.
- One group suggested the following for the vision statement: “East Lothian Joint Mental Health Team is committed to working with you and your family or carer to identify your needs. We will provide you with treatments which can build on your own strengths and aspirations whilst supporting your growth and or development.”
- Another group suggested: “East Lothian Joint Mental Health Team will work with you and your family or carer to identify your care needs. We will provide you with treatments which will build on your own strengths whilst supporting your recovery.”
- One person suggested: “East Lothian Joint Mental Health Team will work with you and your family or carer to identify you care needs. We will provide you with drug treatments which will keep you stable and docile whilst keeping you in limbo and easy to manage.”

How to Measure Outcomes

- Ask people to fill out an evaluation form of the treatment process.
- Where large gaps in hospital admissions occur, indicating that the person is doing well in the community.
- Look at care plans – see if goals are being achieved
- Observations - Staff knowing the person that they are supporting and therefore, staff tend to observe if someone is okay or not. Knowing the person is important in order for the observations to be accurate.
- Get independent people to ask the users
- Ask all people, families, general public, everyone. So far, for those who are unable or find it difficult to respond or are unwell to use advocacy services...not just service users
- Ask people involved

Summary of Views

Main Priorities:

People agreed in principle with the four priorities however most recommended altering some of the wording to make it easier for people to understand.

Vision Statement:

The majority of people expressed concern about the wording and recommended some alterations to make it easier to understand. Some people expressed a dislike toward the statement whilst others understood the need for such a statement and that it is difficult to create a statement that people in all sectors would agree upon.

Measuring Outcomes:

The majority of people suggested asking those who use the service and using the tools that are in existence within the joint mental health team e.g. care plans etc. People felt that through having a relationship with his or her community psychiatric nurse offered a deeper insight into the growth and development of the person. Using organisations like CAPS to gather people's views was also suggested alongside Carers of East Lothian to collect carers' views and experiences. People also felt strongly that were an individual has been able to stay out of hospital is a sure sign that recovery is going well and therefore NHS staff ought to use admittance and discharge data.

Acknowledgments

We would like to thank all of the people who took the time to give us their views and tell us about their experiences.

- Tynepark Resource Centre
- Friday Friends
- Stepping Out
- Cameron Cottage
- Tranent Home Start