

# Together for Mental Health:

A Strategy for Mental Health  
and Wellbeing in Wales



Llywodraeth Cymru  
Welsh Government

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Summary Version

## Ministerial Forewords

When I launched our *Programme for Government* in 2011 I made a clear statement that creating the Wales of the future is something that involves all of us. What this means is that no matter in which field or area we work, be it health, education, housing, the economy, or elsewhere, our actions are all intertwined. The decisions we take in one area can have a positive or negative effect in others, the impact of which can far outlast the original decision. That is why this Welsh Government has made sustainable development our central organising principle, a desire to improve social, economic and environmental wellbeing to the benefit of the people and communities of Wales.

*Together for Mental Health* exemplifies this approach. It sends a clear message that the delivery of the improvements in mental health and wellbeing we want to see can only be achieved by concerted effort and commitment on behalf of all Welsh Government departments and our partners. This is why, on behalf of my Cabinet colleagues, I am pleased to commit the Welsh Government to delivering this Strategy.

Welsh Ministers are embracing their responsibilities to deliver improvements in mental health and wellbeing across their departments and portfolios. This may be by improving mental health awareness in the workplace, recognising the impact of child poverty or acknowledging the importance of sports

and culture, not just to our national identity but also to our individual and collective emotional wellbeing. Put simply, we all have a role and responsibility to deliver the objectives and outcomes arising from this Strategy. Equally, we all stand to benefit from its success, be that in a healthier population and workforce, which will help drive the economic regeneration we wish to see in our economy, or in stronger, more cohesive communities.

Developing good mental health and resilience in individuals is about developing a more socially just Wales. Welsh Ministers have committed to place this Strategy at the heart of policy development and we expect all of those who work with us to do likewise.



**Rt. Hon. Carwyn Jones AM**  
**First Minister**  
**October 2012**



I am pleased to present *Together for Mental Health*, our new, age inclusive, cross-Government Strategy for mental health and wellbeing. This Strategy elicited considerable interest during its consultation, with over 250 written responses helping to shape the final content.

We all recognise the importance of a healthy lifestyle but fewer of us take time to consider our mental health. A quarter of us will experience mental health problems or illness at some point, having an enormous effect on those around us. Worse still, sufferers often face discrimination and stigma.

*Together for Health*, our 5 year vision for the NHS is clear that good health is vital to the creation of a prosperous, successful and sustainable Wales. Addressing the disadvantages faced by people with mental illness and ensuring equal access to care and treatment is essential to this. *Together for Mental Health* builds on improvements in mental health services over the last 10 years, including the legal requirements of *The Mental Health (Wales) Measure 2010*. It takes this work forward, providing a long-term commitment to improve mental health and wellbeing, backed by significant funding.

The economic constraints we face mean services need to be redesigned to maintain standards and meet future demands. A key theme of this Strategy is the need to bring services together to form a single, seamless, comprehensive system for addressing mental health needs across all ages.

No single body or sector can transform mental health in Wales. It is not the preserve of the NHS and Social Services alone. Only a partnership across the Public and Third Sectors can deliver sustainable improvement. The Third Sector has a significant role as service providers, advocates and in raising awareness. The people of Wales are also key partners as each citizen has a personal responsibility for their own health and wellbeing.

*Together for Mental Health* is the approach we have taken in developing the Strategy. It will continue as we progress this work together through our new National Mental Health Partnership Board that will oversee delivery and implementation.

I invite you to join with us to deliver this challenging but achievable Strategy for mental health and wellbeing in Wales.



**Lesley Griffiths AM**  
**Minister for Health and Social Services**  
**October 2012**



## Introduction



Together for Mental Health is a cross-Government Strategy setting out our goals for improving mental health and mental health services in Wales. It is our first Mental Health Strategy that covers all ages; children and young people, adults of working age and older people.

It looks to promote the mental wellbeing of all people in Wales and to ensure that people with mental health problems and mental illness get the support they need. This should be through an approach, which helps them to recover and looks at all the areas of a person's life.

This Strategy is based on a human rights approach and is an important step in supporting the rights of children and young people under the United Nations Convention on the Rights of the Child. (UNCRC)

The Strategy has been written through engagement and consultation with key partner agencies, service providers, service users and carers.

### Why do we need a Mental Health and Wellbeing Strategy?

We want people in Wales to live healthy, productive lives, in safe communities that they can be a part of. We also want to support the development of a fairer society where everyone is able to make the most of themselves and be as independent as possible.

Improving mental health and mental wellbeing is part of this because it should help for example:

- Address health and other inequalities
- Increase levels of education, gaining qualifications and employment opportunities
- Tackle poverty, drug and alcohol misuse, and homelessness
- Reduce the number of young people entering the youth justice system.





## What do we know about mental health and mental illness in Wales?

Statistics around mental health and mental illness in Wales include:

- 1 in 4 adults experiences mental health problems or illness at some point during their lifetime.
- 1 in 6 of us will be experiencing symptoms at any one time.
- 2 in 100 people will have a severe mental illness such as schizophrenia or bipolar disorder.
- 1 in 10 children between the ages of 5 and 16 has a mental health problem and many more have behavioural issues.
- Approximately 50% of people who go on to have serious mental health problems will have symptoms by the time they are 14 and many at a much younger age.
- Between 1 in 10 and 1 in 15 new mothers experiences post-natal depression.
- 1 in 16 people over 65 and 1 in 6 over the age of 80 will be affected by dementia.
- 9 in 10 prisoners have a diagnosable mental health and/or substance misuse problem.

## What is the impact of poor mental health and mental illness?

Poor mental health and mental illness can affect people of all ages, communities and the economy.

**On an individual:** It can have an effect on all areas of life including life expectancy. In 2011 UK research found that people with severe or lasting mental illness died on average 10 years earlier than the general population.

Some mental health problems can be passed on through family generations. Poverty, loss, trauma and abuse can also cause mental health problems. These problems can make it harder to gain qualifications, get a job or stay in work, have an income or have good housing. This can lead to physical health problems because of poor diet, lack of exercise, and drug or alcohol misuse.





**On the economy:** The *Friedli/Parsonage report* estimated that the yearly cost of mental ill health in Wales was £7.2 Billion in 2007-08.

This includes costs like:

- Health and social care
- Output losses because people couldn't work
- The impact on people's lives.

## What progress have we made under previous mental health strategies?

Our earlier strategies that have helped improve support for people of all ages.

Some of the positive steps taken include:

- The *Mental Health (Wales) Measure 2010* which is extending care in GP surgeries and ensuring that Care and Treatment Plans look at every area of a person's life
- More people being cared for closer to home as community support services have been developed for people of all ages
- Over 25% of people employed in Wales covered by the *Healthy Working Wales* Scheme
- Giving more opportunities for people of all ages to get involved in the decision making about the planning of services, and how they are delivered and designed in local areas
- A range of initiatives providing support for children and their families, helping them cope and stepping in early when problems start
- Nearly 8,000 staff trained in Mental Health First Aid, over 1,200 in Youth Mental Health First Aid and over 3,000 in Applied Suicide Interventions Training Skills
- The development of Criminal Justice Liaison Services to spot and support mental health problems as soon as possible in people in the criminal justice pathway.



## How does this Strategy fit with the wider policy agenda of the Welsh Government?

Improving mental health and addressing mental illness help us to deliver other Welsh Government priorities.

## What outcomes do we hope to achieve with this Strategy?

The Strategy has 6 high level outcomes:

- The mental health and wellbeing of the whole population is improved.
- The impact of mental health problems and/or mental illness on individuals of all ages, their families and carers, communities and the economy more widely, is better recognised and reduced.
- Inequalities, stigma and discrimination suffered by people experiencing mental health problems and mental illness are reduced.
- Individuals have a better experience of the support and treatment they receive and have an increased feeling of input and control over related decisions.
- Access to, and the quality of preventative measures, early intervention and treatment services are improved and more people recover as a result.
- The values, attitudes and skills of those treating or supporting individuals of all ages with mental health problems or mental illness are improved.

More detailed outcomes to achieve these aims are set out at the beginning of each chapter.

## How will we deliver the Strategy and know it is making an impact?

The Delivery Plan for this Strategy sets out the actions that Welsh Government and key partner agencies will take to make this happen.

- A new National Mental Health Partnership Board will be set up to oversee implementation and progress towards our outcomes.



## Chapter 1



# Promoting Better Mental Wellbeing and Preventing Mental Health Problems

## Outcomes

- Population wide physical and mental wellbeing is improved, people live longer, in better health and as independently as possible for as long as possible.
- People and communities are more resilient and better able to deal with the stresses in everyday life and at times of crisis.
- Child welfare and development, educational attainment and workplace productivity are improved as we address poverty.



## Summary

Mental wellbeing is when a person knows their own abilities, can cope with life's stresses, work productively and be an active part of their community. It's about feeling good and functioning well.

In the past mental health strategies in Wales have focused on treating and supporting people with mental illness. In this Strategy we also look at how we can help people have and keep good mental health. Part of this will be by noticing when there is a risk of someone having a mental health issue and helping them to take action early.



## How will we deliver the outcomes?

- We will work with Health Boards, Local Authorities and other partners to make sure that people know how to look after their own mental health and wellbeing
- We will take steps to help break the cycle of inequality and poverty in Wales, with vulnerable people getting the help they need
- We will support programmes and services that help people to have safer and enjoyable lives
- We will work with schools and employers to make sure people have healthy and supportive education and workplaces
- Public service providers will promote mental wellbeing among those using their services, their staff, and where relevant, their students
- We will support people to grow old well, keep their independence and to plan for their futures
- We will make sure that people with a mental illness, get the support they need and are informed about how to have better mental wellbeing.

## At a population level

Building resilience, protecting and promoting mental health and wellbeing is at the heart of what we are doing to achieve a healthier and fairer society. Tackling problems like housing, poverty, unemployment and drug and alcohol misuse are really important. So is making sure people have lively bright communities, healthy schools, good work places and strong relationships.

## Within communities

Good mental wellbeing is part of communities being healthy and lively with everyone working and living positively together. In areas where there is the most poverty, there is also likely to be the highest levels of poor mental health and mental health problems. We will continue to work through projects including the *Communities First* Programme to increase people's life skills and understanding of good mental health.





**Planning and Environment:** Having good housing and communities is an important part of mental health and wellbeing. We have plans and policies in place to help develop new housing areas to give people a better quality of life.

**Sporting Activities:** Exercise can have an important role in mental wellbeing. Getting children and young people into the habit of exercise will help them to be healthy. These will include play areas, cycle paths, places to go walking, safe streets and green open spaces.

**Arts and Culture:** Taking part in arts and culture helps mental health because it helps people to relax, express who they are and improve confidence and self esteem through drama, literature, music and art.

**In Schools:** Schools play an important role in children and young people's lives. We have many successful projects and plans in place to support mental wellbeing in early years, learn life skills and help young people prepare for their adult lives. There are also school-based counsellors to help with issues like bullying.

**In the Workplace:** Our *Healthy Working Wales* Scheme gives support to employers and employees to improve health at work, prevent ill health and to support people returning to work.

When anyone, including young people, faces unemployment, they are more at risk of becoming isolated, losing confidence or having low self-esteem. Over time this can damage their mental health and wellbeing. We want to work closely with partners to help them by giving them the chance to volunteer or get involved in other activities.

Following the recent review of the *Talk to Me Action Plan*, we will continue to progress action to reduce suicide and self harm.



## For individuals

**For all ages:** Everyone needs good information about the ways that they can have better health and wellbeing. This is particularly important for people with mental illness who have higher risks of poor general health. We are supporting programmes like *Stop Smoking Wales*, *National Exercise Referral Scheme* and *Change4life* that help to tackle problems like lack of exercise, poor diet and drug and alcohol misuse.

We will also focus on helping people at risk of mental health problems including those whom:

- Are vulnerable groups and with protected characteristics under the Equality Act
- Are asylum seekers
- Refugees
- Have left the armed services
- Women subject to violence and children experiencing domestic abuse
- Are homeless
- Have experienced domestic violence
- Are in the youth justice system or custody.

Local Authorities and partners will therefore have a new duty for the wellbeing of people in need.

**For children and young people:** Our approach has the rights of the child and UNCRC at its heart. We are committed to its '7 Core Aims' and we want all children and young people to:

- Have a flying start in life
- Be well educated
- Enjoy the best possible health
- Have access to an enriched environment
- Be listened to and treated with respect
- Feel safe
- Not be disadvantaged by poverty.





Improving the health of children is a priority. We will continue to support a range of programmes such as *Flying Start*, *Families First* and *Teams Around the Family*. We want to help children, young people and their families by showing them how to have life coping skills and how to notice the first signs of a mental health problem so they can get the help they need as soon as possible. Colleges and university staff should also need to understand the role they play in helping students when they go through transitions.

**For adults and older people:** Promoting mental health and wellbeing with people who are older helps everyone in society. Their independence and the ability to stay in their own home is important to good mental health, and feeling lonely or isolated can lead to mental health problems. Support and counseling at key times like retiring, loss of a partner or moving home is a priority.

There are projects that help older people to volunteer, do courses and other activities that help mental and emotional wellbeing.

There are also other activities that older people can do to help lower the risk of dementia like:

- Exercising both mind and body
- Not smoking
- Achieving and maintaining a healthy weight and eating a healthy diet
- Controlling high blood pressure, blood sugars and reducing cholesterol.





## Chapter 2



# A New Partnership with the Public

## Outcomes

- People with protected characteristics and vulnerable groups, experience equitable access and services are more responsive to the needs of a diverse Welsh population.
- Welsh speakers in Wales are able to access linguistically appropriate mental health treatment and care where they need to do so.
- People in Wales have the information and support they need to sustain and improve their mental health and self manage mental health problems.
- People with mental ill health experience less stigma and discrimination and feel that these problems are being tackled.
- People feel in more control as partners in decision making about their treatment and how it is delivered.
- Families and carers of all ages are involved in assessments for support in their caring roles.
- People of all ages and communities in Wales are effectively engaged in the planning, delivery and evaluation of their local mental health services.



## Summary

For this Strategy to work we need the public and public services to have good information about mental health issues and mental wellbeing.

We want people to get the support and help they need as soon as they spot there is a problem. Tackling the stigma that is attached to mental health and dementia is a key aim and will encourage people to get advice from family, friends and services.

## How will we deliver the outcomes?

We will:

- Do more to help people understand mental health issues and to seek help early to manage their own care.
- Work with *Time to Change Wales* (TTCW) to make sure that we tackle stigma and discrimination.
- Expand primary care mental health services in places like General Practitioner (GP) surgeries by meeting the requirements of *The Mental Health (Wales) Measure 2010*.
- Make sure Statutory Care and Treatment Plans are developed with service users of all ages taking part in the decisions that affect their lives co-produced and, where ever possible involving families and carers where appropriate.
- Make sure that health and other public services engage with service users and carers of all ages to plan, design, deliver and evaluate services.

## Ensuring equality

Lots of different people, from a mix of different cultures and traditions, live in Wales.

Service providers must meet their legal duties to ensure that people's human rights are protected. Services must be based on individual need so that no-one is disadvantaged. Strong leadership and good staff training will help us to achieve this.

## Meeting the needs of Welsh speakers

Having services available in Welsh is a need for many Welsh speakers. People with mental health problems can be more vulnerable if the help and support they need is not available in the language they speak. The 'active offer' principle means that services must offer Welsh language rather than someone having to ask.





## Promoting mental health awareness

**For the whole population:** We will make sure that the public have up-to-date, good quality information about how to look after their mental health and how to spot when they, or someone in their family, have the beginnings of a mental health problem.

We will promote the help lines that we fund for all ages, so that people can get help and advice at any time. Staff working in mental health services must have information about what help and is available so they can help people get the support they need.

**For children and young people:** We will be working with schools via the Healthy Schools network, youth clubs, colleges, Youth Offending Teams, and other groups to raise awareness about mental health issues and wellbeing.

We will work with children and young people to make sure that services meet their needs, that they are involved in decisions that affect their lives when possible, and that they get the information in the right format in the places that they go.

**For adults and older people:** For people of working age, negative attitudes towards mental illness in the workplace can lead to people fearing they'll lose their job or be treated unfairly. This can mean that people try and cover up problems. We will promote the *Healthy Working Wales* Scheme that helps employers and employees to get support and advice around mental health issues through websites and advice lines.

Older people and their families need help to know how to plan for their future. Information packs, websites and help lines will be increasingly available to help families who need advice about issues like Dementia.





## Reducing stigma and discrimination

People with mental health illness can face stigma and discrimination. In children and young people this can lead to bullying and in adults it can damage opportunities and reduce people's hope. We are working to tackle this.

Some of the negative attitudes towards mental health problems and dementia come from the media like TV, newspapers and other printed materials. Even inside our services some staff misunderstand and fear people with mental health problems and mental health illness. Our work with TTCW aims to change public attitudes and behaviour towards mental illness and reduce the stigma and discrimination experienced by people with mental health problems.



## Engaging people in their own care

We want service users, their carers, and families to be able to take an active part in planning and managing their own care. Service providers need to make sure that there is good information, help and support so that people have real choices. Under *The Mental Health (Wales) Measure 2010* people receiving secondary care (specialist mental health services) have a care co-ordinator who will make sure that their Care and Treatment Plans are developed with them whenever possible. An advocate can also help their views get heard.





## Support for families and carers

Families and carers of all ages, especially young carers, have an important role in the care and treatment of people with mental health problems. They need support to carry out this role including information, training, financial and emotional support.

Carers of all ages have a legal right to ask for an assessment of their own needs.

We are currently updating the *Carer's Strategy for Wales* to make sure that carers are aware of their rights.

## Active involvement of service users in service design, delivery and monitoring

People of all ages who use mental health services must be involved in service design and how it is provided. Their views and voice can make services better. This includes being involved on professional appointment panels for staff and mental health planning groups. They may need training and support to do this.



## Chapter 3



# A Well Designed, Fully Integrated Network of Care

## Outcomes

- Service users experience a more integrated approach from those delivering services.
- People of all ages benefit from evidence-based interventions delivered as early as possible and from improved access to psychological therapies.
- Service user experience is improved with safety, protection and dignity ensured and embedded in sustainable services.
- Providers are positively managing risk, supporting people to increase their levels of hope and aspiration and enabling them to realise their full potential through recovery and enablement approaches.



## Summary

We want to make sure that less people in Wales develop mental health problems.

For people who do need services at any time of their lives, we want the problems to be spotted early so they can get the help and support that they need quickly and stop these problems from getting worse. As mental health problems often happen alongside other health and social issues, we want services to work together to give support.



## How will we deliver outcomes?

- Partner agencies will be expected to jointly plan and provide integrated services and environments to meet the needs of those with mental health problems in a person centred approach.
- Health Boards, Local Authorities and other service providers will be expected to show that the support and treatment offered are based on evidence, are safe and therapeutic, keep people's dignity and independence promoting recovery or enablement.
- Agencies will make sure that their services offer good early intervention, using a “psychologically minded” approach to improve outcomes and to help reduce unnecessary hospital admissions.
- Service providers will review their approach to risk management and safeguarding issues.
- Primary Care Mental Health Services will be developed in line with the requirements of *The Mental Health (Wales) Measure 2010*.
- Service planners will be asked to review care pathways with service users to make sure they are seamless, meet the specific needs of all age groups and work together to meet the complex needs of people with co-occurring problems like learning disabilities or substance misuse problems.





## Service providers working together

Improving mental health needs all sectors to work together with people being treated equally, with dignity, respect and compassion so they can trust and have confidence in the services they receive.

Mental health services and physical health services must work together to make sure that the physical health needs of people with mental illnesses are met. Staff working in primary and secondary services such as GP surgeries, community health services, physical health teams and psychiatric units must work together and be trained in how best to support people with mental health problems and illness.

**Joining Health and Social Care:** *The Mental Health (Wales) Measure 2010* places statutory duties on the NHS and Local Government to provide joint solutions between health and social care for people of all ages. This will be strengthened in the *Social Services Bill*.

**Direct Payments:** For some people direct payments mean they can make a choice and manage the care and support services they use. This gives them more control.

**The Third Sector:** Voluntary organisations, companies and charities, known as the Third Sector, play an important part in supporting people with mental health issues. Statutory services need to work in partnership with them.







## Holistic care throughout the care pathway

We want to look at all aspects of a person's needs and treat the whole person.

### Primary Care

Our aim is for mental health problems to be identified as early as possible and for people to get the help they need when they need it. The care and support given through GP surgeries is a key part of this. They are often the first people to identify the signs of mental health problems and can link people to other services when they need them. More services are being developed in primary care settings through *The Mental Health (Wales) Measure 2010*. Community pharmacies, dentist, and health visitors also play a part in this.

**For children and young people:** Spotting the signs of a mental health problem and providing help as soon as possible is important. Tier 1 Children and Adult Mental Health Services (CAMHS) work with others such as School Nursing services and *School-based Counselling* and Youth Offender Teams to meet these needs and improve appropriate access to CAMHS.

Youth justice services and CAMHS need to develop links with police and other appropriate criminal justice agencies to make sure those who have become disengaged from mainstream services can be identified and given the relevant care and support to enable them to lead crime free lives.

**For people with a learning disability and mental health problems:** Primary mental health services will need to make sure that they are skilled and supported by Learning Disability Specialist Teams.





**For older people:** GP surgeries, community nurses and other care services are key in spotting mental health problems like depression and anxiety, and in identifying early signs of dementia in older people. Appropriate referrals to memory clinics, psychosocial or psychological interventions, enable people to make timely, financial and future decisions.

### **Community Services**

Some people with mental health problems will need specialist services. CAMHS teams and Community Mental Health Teams (CMHTs) for adults and older people must make sure all people needing specialist services can access them quickly and easily including evenings and on weekends.

Specialist services such as Community Intensive Intervention Teams (CIITs) for children, Crisis Resolution and Home Treatment services and Assertive Outreach Services have been introduced and need to be further developed. Service providers need to review their community services to make sure they are meeting requirements and *The Mental Health (Wales) Measure 2010*.

### **Inpatient Care**

A small number of people with mental health problems and mental illness will need inpatient treatment. Progress over recent year's means much of this is provided close to home, in new improved facilities.

**For all ages:** Modern units to offer single sex facilities, usually in single rooms, gender safe communal areas, family areas, privacy and safety and dignity for children and young people.

Age-appropriate environments should be provided for children and young people. This means that they should not be placed in adult wards except for exceptional circumstances.

Care and Treatment Planning should focus on recovery and finding the right time for people to leave hospital. This should include working with their whole family.





Many older people, and some younger people, will be cared for in residential or nursing care places rather than hospitals. Specialist community mental health services should provide in-reach to these settings. For those people who need to receive care or secure provision away from their local area, their Health Board needs to develop a care pathway to make sure all their needs are met in line with Parts 2 and 3 of *The Mental Health (Wales) Measure 2010*.

People should return as close to home as possible, as soon as clinically and practically appropriate.

### **Support for individuals in the criminal justice service**

People in the criminal justice system with mental health problems have an equal right to treatment and support. To ensure that we do this well requires action including:

- Ensuring police, health services and social services work together to use good practice around arrangements and place of safety requirements
- Further developing Criminal Justice Liaison Services in police custody suites and courts to identify those in mental distress and facilitate access to care and treatment
- Timely and appropriate mental health advice and reports to custody suites and courts
- Good quality information to offenders with mental health problems and learning disabilities
- Primary and specialist care services planned and delivered through partnership with Health Boards, Local Authorities, Her Majesty's Prison Service (HMPS) and other custodial contractors in line with Part 1 of *The Mental Health (Wales) Measure 2010*
- Timely transfer of prisoners to general acute mental health hospitals and specialist secure hospitals under the *Mental Health Act 1983*
- Multi-disciplinary risk assessment and case management undertaken prior to and at the point of release from prison for those with mental illness and co-occurring conditions such as substance misuse
- Effective support with rehabilitation and resettlement prior to and at time of release from prison.

Approximately one third of the prison population from Wales is held in prisons in England. This includes all women prisoners. Mental health services in Wales need to work together with teams in English prisons to ensure people are supported to have a safe return to their home areas.

### **Children and young people in contact with the criminal justice system**

For Youth Offending Teams to support young people in accessing treatment and services for identified mental health problems, co-occurring conditions and emotional and behavioural issues, a Health Board Mental Health Advisor role is needed. This role will support each Youth Offending Team, aligned with Forensic CAMHS team, and strong links between CAMHS and Youth Offending Teams to enable access to relevant help and support for young people identified at risk of offending and anti-social behaviour.

### **Service development priorities**

There are a number of issues that still need addressing:

**For all ages:** Everyone should be treated with dignity and respect. We need to make sure that:

- Mental health services are safe and respectful for all who use them, and that vulnerable people of all ages are protected
- High quality services promote independence whether in a person's own home, hospital or other setting
- Linguistic matters can be clinical needs rather than choice for service users. Services must be suitably developed for delivery in English and Welsh
- People get the right help, at the right time, to bring about the right outcomes. This is particularly important in the treatment of a first episode of psychosis
- A range of evidence-based psychological interventions, including talking therapies should be available, for people of all ages as part of treatment and therapies
- Specialist services are available in the community







- Best practice is used in risk management
- Agencies work together to ensure support is provided on suicide prevention and for those who self harm.

## Co-occurring conditions

Services should work together to support and care for people who have mental health problems alongside other health or social problems.

**Substance Misuse:** The *Working Together to Reduce Harm Strategy* shows the importance of services working together to treat people who have substance misuse and mental health problems. Delivering *A Service Framework to Meet the Needs of People with a Co-occurring Substance Misuse and Mental Health Problem* remains a priority.

**Eating Disorders:** Services should be provided in line with the guidance in *Eating Disorders - A Framework for Wales (2009)*. For people whose needs cannot be met through their GP, they should be provided by local community health services. Where specialist care is needed, eating disorder community services are provided in North and South Wales. Eating disorder services will be reviewed as part of the Delivery Plan for this Strategy.

**Personality Disorders:** People with severe personality disorder should be able to get help through local services but for those who are high at risk to themselves or others and cannot be managed within mainstream services, access to specialist personality disorder services should be available. Guidance is provided in the National Public Health Service for Wales' document *Meeting the Health, Social Care and Wellbeing Needs of Individuals with a Personality Disorder*.





**Learning Disabilities:** People with learning disabilities are at a greater risk of mental health problems across all diagnostic categories including dementia. People with learning disabilities who also have mental health needs should be able to get the services they need when they need them. The *Good Practice Framework for People with a Learning Disability requiring planned Secondary Care* highlights the need for agencies to work together to provide an integrated care pathway.

**Autistic Spectrum Disorders:** In 2008, we launched our *Autistic Spectrum Disorder (ASD) Strategic Action Plan*. The Action Plan has led to many new developments in Wales and the lessons learnt as a result will allow Wales to better respond to ASD.

**Sensory Impairments:** People with a sensory impairment are at a higher risk of mental illness and find it difficult to receive services. Health Boards and organisations should work together to make sure everyone's needs are met in line with *Accessible Health Care for People with Sensory Loss in Wales*.

**Victims of rape, sexual abuse and sexual violence:** Victims of rape and sexual violence can experience mental harm that lasts longer than physical harm. We want to strengthen mental health services for those who experience sexual abuse and violence and make sure that all services understand the role they can play in line with our strategy *The Right to Be Safe*.





### **For children and young people:**

- Agencies should work together to promote resilience in children and young people developing life and coping skills and keeping mental wellbeing. This is really important if their main carers have mental health problems or for children who are part of the 'looked after system' and living in residential or foster care may require specific and specialist support.
- We want services to step in early and support children and young people who have been subject to neglect, abuse or trauma because they are at high risk of mental health problems.
- We will extend our early years and family initiatives for the under 5s which include working with the whole family and helping with areas like parenting skills.
- Transitions between child and adult services need to be well managed and smooth. Particular attention is needed for 16 to 19 year olds who may be moving between services at the same time as they are facing stresses such as moving away from their family.



### **For adults:**

- Support for veterans is a priority. Local services need to be responsible for the needs of those who leave the armed forces and specialist mental health services come through the all-Wales Veterans Health and Wellbeing Service.
- Action will be taken to review the remaining priorities set out in the *2010 Secure Services Action Plan*.
- Mental Health and Criminal Justice Planning Groups (MHCJPGs) need to be re-formed in line with Welsh Government guidance.



### **For older people:**

All services should be available based on need; age should not be a barrier:

- Older people must have access to a range of evidence-based services with transfer to specialist older services being based on need not age.
- Help should be there for the growing number of older people, who experience mental health problems such as anxiety or depression, with staff trained to recognise early signs of these functional illnesses and dementia.
- Mental health liaison teams should provide support and advice to staff in general hospital settings to meet the needs of older people in their services with mental health problems or dementia.
- Services need to be developed to respond to the rise in older people with dementia and with young onset dementia, improving care through implementing the *National Dementia Vision for Wales and the Intelligent Targets for Dementia*.
- New technologies should be used to help older people stay in their homes and those who live in rural areas.

## Chapter 4



# One System to Improve Mental Health

## Outcomes

- People of all ages experience sustained improvement to their mental health and wellbeing as a result of cross-Government commitment to all sectors working together.

## Summary

In this Strategy we have raised how mental health problems and mental illness can affect many aspects of life including general health, relationships education, employment and social wellbeing. We want people who develop mental health problems and mental illness to have a good quality of life, realise their potential and no longer face inequalities. To do this, people may need more support to manage their own lives, have stronger relationships and a sense of purpose. This should lead to improved education, better changes to gain or retain work and a stable place to live.

Improving the mental health for people of all ages therefore needs all Government departments, public services, voluntary and independent sectors to work together. The goals of *Programme for Government* to improve the lives of the people of Wales must apply equally for people with mental illness and this chapter looks at action to support this.





## How will we deliver the outcomes?

### We will:

- Ensure that people with mental health problems experience less discrimination, are able to live a more fulfilling and independent life, enjoying access to a full range of work, cultural, education, spiritual and life experiences. We will do so by identifying actions across the Welsh Government to support the delivery of this Strategy.
- An approach based on effective person centred Care and Treatment Planning for people of all ages which address all areas of life, will be firmly embedded in service provision.

## The 8 Areas of Life





Care and Treatment Planning for people of all ages should set out the outcomes that service users wish to achieve. They should be taken from the view of a person's life that has the most impact on their mental health and mental wellbeing. We know that other issues such as poverty, housing, education, employment and poor physical health can affect mental health problems and mental wellbeing. Looking at all areas of a person's life is really important. For children and young people this is a way of making sure that the '7 Core Aims' under the UNCRC are realised.

## **Rights and Entitlements; Finance and Money**

Poverty can have an affect on a person's mental wellbeing. Our *Child Poverty Strategy* aims to reduce inequalities faced by the poorest people in Wales.

Mental health problems may also cause people to neglect their finances whilst someone living with dementia may worry about how their family will cope as their illness gets worse. Similarly lack of money and debt problems can exacerbate stress and anxiety, physical and mental health problems like depression low self-esteem, relationship breakdown and even to loss of employment.

We want people to be able to get the help and support from services when they need it, including help to receive benefits. Through our *Financial Inclusion Strategy* we are tackling financial exclusion and over-indebtedness. We know that people with mental health problems are really worried about UK welfare reforms. We are seeking to reduce their impact for the people of Wales.



## A Safe Home or Accommodation

People who have a mental illness should have support to make sure they live in safe and secure places. This is in line with our *Programme for Governments* aim “to ensure that people have a high-quality, warm, secure and energy-efficient home to live in”. Poor housing and homelessness can add to mental health problems and without a safe and secure place to live, many parts of life can be difficult.

Emotional wellbeing for 16 to 25 year olds, problems can happen if there is a breakdown in family relationships or if they are leaving care. We need to make sure that they get the help and support they need and help them avoid homelessness. It is important to help older people stay in their homes independently as long as they can.

A full range of housing solutions, with support, should be available at all stages of the recovery process.

Homelessness is damaging to mental health and physical health for all ages. Local Authorities, housing associations, housing services and other government departments need to work with mental health services to make sure that everyone gets the help and support they need when they need it the most.

Our *Supporting People* programme should provide help for people to live independently in their tenancies. The *Housing Bill* will include legislation to help prevent people becoming homeless, support those who do and seek improvements to private rented properties.

We are working with partner agencies to do more so that vulnerable people receive home fire safety information, checks and have smoke alarms fitted where necessary.



## Health, Personal Care and Physical Wellbeing

People who experience mental health problems should be supported to enjoy the same life quality and expectancy of physical health as the general population. The Code of Practice to Parts 2 and 3 of *The Mental Health (Wales) Measure 2010* points out that a person's personal care needs and physical wellbeing should be included when planning care and agreeing outcomes regardless of their age. Where some medications can have possible side effects people must be made aware of the potential risks and steps taken to minimise them.

We also know that service users have less healthy lifestyles, smoke more and diets may be poor. Help, advice and support should be available; this includes regular exercise being offered to people in inpatient settings.

## Early Years, School, Education and Training

We want everyone to be able to reach their full potential, and not to be treated unequally or be held back. Mental illness can often interrupt schooling and education. Places need to be held open for them wherever possible.

Teaching school children emotional intelligence and skills in coping at an early age will help them to be more aware and able to cope with life changes and think about mental wellbeing. Teachers need to make sure that they utilise support services to ensure children with mental health problems are identified and offered to stay in education. We are developing an *Additional Needs Learning Bill* that aims to provide a simpler, more joined-up system for children and young people with additional needs.

## Work, Occupation and Valued Daily Activities

Work and valued occupation are good for mental health. Sheltered employment or volunteering can also help people with mental health problems regain confidence and skills, gain self-esteem, increase contact with society and provide a structure to daily life.







Today many young people find it difficult to get a job, gain higher education, or receive training. This lack of economic activity can cause stress. Support for people who are not in education, employment or training (NEET) is a priority for us.

The *Healthy Working Wales* Scheme supports employers, employees and health professionals to improve health at work, prevent ill health and support people returning to work. We will encourage employers to recognise that mental illness is not necessarily a barrier to being a good worker. Special enterprise can also help people enter or return to the workplace. Jobs Growth Wales will create 4,000 job opportunities offering young people 6 months work experience.

We also need to help people to have a mentally well retirement in recognition that many older people experience bereavement, depression and social isolation.

## Family, Parenting and/or Caring Relationships

People who experience mental health problems should have the same rights to family life as everyone else. They may need help to achieve this and should be able to get this when they need it.

The foundation for mental health and wellbeing starts in the early years of a child's life. We will continue to support projects that help families and parents to ensure children have the best start in life.

Mental illness can affect a person's way of parenting so help may also need to come from social services and health services working together.

Carers of all ages may need additional support and advice so it is important that all services work together and understand the role they play.





## Access to Play, Sports and Friends; Social, Cultural or Spiritual needs

Mental illness can sometimes lead to isolation. People need support, and advice to help them to gain the skills and confidence to develop relationships and have full lives.

Enjoying a good quality of life, with good relationships, where people can be a full part of their community enjoying play, leisure activities and recreational facilities is really important for everyone. It is part of mental wellbeing. Care and Treatment Plans should recognise the role spirituality, religion and faith play in a person's life. Participation in culture, the arts, music and other activities can play a part in improving people's mental health. The Welsh language is also an important part of the identity of many people in Wales.

Care and Treatment Planning should also help people to access leisure and recreation including physical exercise for people in inpatient settings.

## Medical and other forms of treatment including psychological interventions

People should always be told about treatment options so that when possible they can be involved in choosing what is best for them. All information should be easy to find, up-to-date, available in the language that the person wants and good quality so everyone know the choices they have. Where possible, care and treatment should be based on evidence and good practice, through NICE Guidance and relevant clinical standards.

Older people with memory problems in particular, may need support to make sure they get their medication at the right time, every time and stay independently living in their own home.

Improving transport is a key issue particularly where even "local services" may be many miles away. Health Boards and Local Authorities need to develop innovative approaches to improve access in line with our *Rural Health Plan for Wales*.



## Chapter 5



# Delivering for Mental Health

## Outcomes

- Staff across the wider workforce recognise and respond to signs and symptoms of mental illness and dementia.
- Inspirational leadership and a well-trained, competent workforce in sufficient numbers ensure a culture which is safe, therapeutic, respectful and empowering.
- Evidence-based high quality services are delivered through appropriate, cost effective investment in mental health.



## Summary

It needs the commitment of everyone including staff in the NHS, Local Government and partner agencies to take this Strategy forward. We also need good quality information to help deliver these improved services.



## How will we Deliver these Outcomes?

We will:

- Make new arrangements to oversee the delivery of this Strategy involving all key partners, stakeholders, service users and carer representatives.
- A well led, fully engaged, workforce will be supported to develop the skills to respond to population needs and deliver outcomes.
- Make sure services use best practice and evidence-based treatments and that knowledge of what works is accessible and easily available to professionals and the public.
- Make sure better data is collected (including for those with protected characteristics) and is used to allow services to plan and respond to the needs of those who use them.
- Ensure we have safe, efficient and effective services, providing value for money.
- Make sure investment in mental health services by Health Boards is more open and easy for people to understand.
- Report annually on progress against the outcomes of the strategy.

## Implementing the Strategy

**At an all-Wales level:** We will involve all Welsh Government policy areas, a range of partners and stakeholders. We will set up a new National Mental Health Partnership Board (NPB). Its role will be to make sure that this Strategy and its Delivery Plan is implemented.

Health Boards and Local Authorities will continue to be held to account for their contribution to delivering this Strategy through existing performance arrangements, local mental health partnerships will be established to ensure this and report to the National Board.





**At a local level:** All Health Boards are expected to have effective corporate governance and leadership arrangements as recommended in the *Adult Mental Health Services Follow up Report*.

They will need local mental health partnership arrangements to plan, and monitor mental health wellbeing and mental health services. This includes working with housing, criminal justice agencies, education and others and makes up links into existing local partnership groups, such as community safety partnerships and children and young people partnerships.

## Delivering with our Staff

None of these changes would be possible without dedicated, committed staff. We want to make sure they receive the support and training they need to carry out their roles. We must look after our staff's mental wellbeing. Health Boards and Local Authorities should act as role models ensuring the wellbeing of their staff, and supporting those who develop problems to stay or return to work.

**Mental Health awareness within the wider Workforce:** We want all staff, not just those working directly in mental health services, to understand mental health issues. Training should be available to everyone so that we can tackle stigma and help people to get the support they need as soon as they need it.

Raising awareness of dementia is a priority for all staff.





**Training the Mental Health Workforce:** We want staff to work alongside service users and carers with compassion, humanity, dignity and respect. All staff need to be trained to deliver services that look at people's whole lives, not just their mental illness and treatment needs.

We want training and education experiences of mental health professionals in Wales to be of high quality so we can attract and keep staff in Wales. This includes training people in skills such as sign language and Welsh, as well as in assessing risk, helping people recover and in using evidence based treatment and good practice.

**Workforce redesign:** Recruiting and keeping a sustainable mental health workforce is more and more difficult, particularly as the workforce gets older. Organisations need to develop creative ways to redesign their services. They need to look at new and different ways of working to provide citizen-centred services in line with *"Working Together for Wales"*.

## Delivering excellence and performance

**Informed service planning and monitoring:** To help monitor how this strategy is being carried out across Wales we will develop a Mental Health Core Dataset. This will have set definitions so that everyone is using the same measures for the work they are doing. This will make sure comparisons are meaningful.

**Adopting best practice and implementing lessons learnt:** Service providers need to be working to improve what we do. This will include learning lessons from each other (peer review), and best practice examples from across Wales and other parts of the UK, as well as following national guidelines like NICE.







**Improving quality and safety:** Services are expected to meet the standards for Health Services in Wales set out in *Doing Well, Doing Better*.

**Research and Development:** Mental health is one of the key areas of research across Wales; this will continue to be developed. The National Centre of Mental Health (NCMH) has been set up to improve quality of life by researching and sharing knowledge and good practice. It studies the causes, triggers, diagnosis and treatment of mental health issues for people of all ages.

**Measuring outcomes of individual service users:** We have started work with partner groups, service users and carers to develop an 'outcomes framework' that looks at things from the service users point of view – we describe this as 'from a service user lens'. We will be developing this over the first years of the Strategy. Part of this will capture how a person's mental health issues change over time.

**Service user surveys:** People who use services should be involved in how they happen. Service providers should give people the opportunity to feedback their views and experiences at least once a year.

**Measuring the wider effectiveness, quality and outcomes of services:** We expect management systems to be based on outcomes rather than only activity or process measures. This will make sure that the mental health services are consistently of high quality.





## Making every penny count - getting the best from investment in mental health

**Investment in mental health:** Approximately 12% of the NHS budget is spent on mental health services in Wales. This Strategy recognises the long-term benefits of mental health promotion and prevention.

Health Board mental health funding is 'ring-fenced'. Like all services, mental health services are expected to make savings but any savings released for reinvestment must be put back into mental health programmes, not into other areas of health.

**Cost Effectiveness:** Working together, embedding research and development, sharing best practice and using things like joint purchasing should both save money and improve services.

**Funding the delivery of *Together for Mental Health*:** Mental health services funding is ring-fenced. This includes £4 million in 2012-13 and £5 million in future years to support The *Mental Health (Wales) Measure 2010*. Much of the funding for this strategy will come from the Health Board and Local Authority revenue allocations but a range of other funds such as grants to Voluntary sector bodies will support it too.

We will also work with partner agencies to seek other funding to support mental health developments, such as the European Social Fund, the Rural Development Grant (RDG), and the BIG Lottery to help deliver this Strategy.

## Document Download



**A Strategy for Mental Health and Wellbeing in Wales**



**Together for Mental Health: Delivery plan: 2012-16**

