

# Promoting Good Mental Health

Our Community Mental Health and Wellbeing Delivery Plan 2020-2023





# Aberdeen City Health & Social Care Partnership

*A caring partnership*

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# Community Mental Health Delivery Plan & Actions on a Page

OUR VISIONS

**OUR STRATEGIC VISION:** We echo the vision set out in the National Mental Health Strategy 2017 – 2027 “People can get the right help at the right time, expect recovery, and fully enjoy their rights, free from discrimination & Stigma.”

OUR AIMS

**Prevention** - People are supported to enjoy the best possible mental health & Wellbeing

**Self Management** - People who experience poor mental health are supported to self-manage in their communities.

**Recovery** - people who experience mental illness are supported through their recovery

**Dignity & Rights** - Support provided respects the dignity and rights of the individual

**Support for Carers** - Carers of people with poor mental health will be supported to be equal partners

OUR ACTIONS

Explore the creation of community mental health and wellbeing workers

Improve & promote “Know who to turn to” information for mental health & wellbeing

Promote use of electronic tools to promote wellbeing activities in communities

Work with locality empowerment groups to ensure local needs are addressed

Increase trauma awareness within communities

Improve discharge planning into the community.

Improved engagement & feedback to support Improving services.

Early intervention with young people and Improved transitions moving to adult services

Using information from those with experience to develop services.

Work with partners To review service delivery & resources

Alternative treatment options through digital solutions

Support the role of carers

Promote use of Advanced Statements to improve care and treatment.

Improved patient pathways

Work with partners to showcase local supports



## Foreword

Promoting good mental health and wellbeing is a priority for Aberdeen City Health and Social Care Partnership. Ensuring effective support is available for people to help maintain and recover good mental health will be of key importance if we are to collectively value the contributions that everyone can make to our community regardless of periods of ill-health.

This Delivery Plan sets out our collaborative approach to community mental health and wellbeing in Aberdeen. Ensuring that Health and Social Care professionals, individuals, their families and communities, including organisations which provide mental health support, are all considered as equal partners is vital.

We will work alongside all partner organisations and stakeholders, including close working relationships with other Integration Joint Boards (Aberdeenshire and Moray), Community Planning partners and other services such as Child and Adolescent Mental Health Services and In-Patient and Specialist Services at Royal Cornhill Hospital.

Ensuring that a person-centred approach is at the heart of support to maintain or recover good mental health will involve the efforts of many areas. Co-ordination with colleagues in: Integrated Children's and Family Services, Housing, Community Planning, Primary Care, Police and Fire Services, as well as other Council and NHS Grampian Services in addition to the Third and Independent Sectors will support the maximisation of a truly holistic approach to mental health and wellbeing.

We aim to support people to have the best possible mental health and wellbeing. If people require support this should be delivered where possible in their communities, whilst promoting their rights and respecting their dignity. Our recovery focus values the individual as an expert by experience and aims to provide timely and appropriate support to Carers.

Whilst we cannot ignore that demand for public services is increasing, and resources, whether staffing or financial, are reducing it is important to recognise that when we work together in a person-centred way different opportunities for innovation can present themselves. We collectively hold a number of skills, experiences and knowledge, which when used in the right way, can offer meaningful and valued support to individuals and our community, placing good mental health and wellbeing at the centre.



Sandra MacLeod  
ACHSCP Chief  
Officer

Sandra MacLeod



### 3. Introduction

Promoting good mental health and wellbeing in Aberdeen is a goal we all seek to achieve.

This delivery plan outlines our vision, aims and actions.

Aberdeen City Health and Social Care Partnership (ACHSCP) is responsible for the delivery of Health and Social Care services in Aberdeen City. This joint approach between Aberdeen City Council, NHS Grampian and wider partners holds responsibility for adult community mental health and wellbeing services. More information regarding ACHSCP and the services it provides can be found [here](#).

Mental Health and Wellbeing services are delivered by many partners across Aberdeen City with collaboration a key focus to ensure quality, sustainability and responsiveness are at the centre.

All services provided by ACHSCP are delivered in line with our [Strategic Plan](#). This plan sets out our organisational vision, values and aims.

At the heart of Health and Social Care in Aberdeen are the aims of:

A range of commitments and priorities are clearly identified within this plan, including:

Commitment: Promote positive health and wellbeing

Priority: Develop Mental Health Strategy (Year 1) and deliver on this in future years

This delivery plan seeks to highlight the actions which will be undertaken in order to promote good mental health across Aberdeen City.



**Did you know...**  
The Community Planning Partnership brings together public sector agencies who are working together to deliver improved outcomes for people in Aberdeen.  
The Local Outcome Improvement Plan sets out the detail of how improvements will be made, including in relation to mental health.

## 4. Our Strategic Vision

We echo the vision set out in the national Mental Health Strategy 2017-2027 and welcome the ambitious shift in emphasis, placing wider focus on mental health and wellbeing as a matter of broader public interest, not just the remit of health and social care services.

“ people can get the right help at the right time, expect recovery,  
and fully enjoy their rights, free from discrimination and stigma ”  
Mental Health Strategy 2017-2027

### Did you know...

The Distress Brief Intervention supports people presenting in distress to front line services, such as Accident & Emergency or the Police. The aim is to provide a framework for improved inter-agency working and collaboration to provide an effective response to people in distress.

A **Distress Brief Intervention (DBI)** is a time limited and supportive problem-solving contact with an individual in distress. It is a two-level approach. DBI level 1 is delivered by front line staff and involves a compassionate response, signposting and offer of referral to a DBI level 2 service.

DBI level 2 is provided by trained staff who would see the person within 24-hours of referral and provide community problem solving, support and signposting for a period of up to 14 days. The approach is being initially piloted in five sites across Scotland - Aberdeen City is one of the pilot sites.



Whilst traditional views see the response to mental health and wellbeing as a medical matter, the focus of the national Mental Health Strategy on wider links into statutory services and our communities is one which we aim to follow. The response to mental health and wellbeing need not always be one of a medical nature, improving supports available in communities and across core issues such as employment, welfare and physical health should be valued. Treatment may be the right approach for some people, with a person-centred focus treatment can be delivered in the right place, right time and in the right way to support the recovery journey.

We all have mental health, which can range from good to poor, and can fluctuate over time or due to wider circumstances. Mental health remains a major public health challenge, locally and nationally, despite Aberdeen having higher self-reported mental wellbeing than other parts of Scotland.

There are many factors which affect mental health and wellbeing, including physical health and wellbeing, employment, housing, poverty, adversity & trauma, isolation and personal resilience. People with mental ill-health are known to be more likely to experience poorer physical health and may have reduced family or community connections. We need to think in a more rounded way about how we promote good mental health and wellbeing which, supports a reduction in health inequalities.

Over recent years we have commenced a gradual shift away from providing centralised hospital -based services to develop care and treatment, which is closer to the individual and where possible in their community. We will continue in this shift to ensure the potential within individuals and communities is recognised and valued.

Our strategic approach is built on the core view that people facing mental ill-health or poor mental wellbeing are experts by experience. They are a key partner in the delivery of any support or services they may access. We aim to empower people to build personal resilience, which is crucial for them to thrive and grow. By taking a recovery focus we understand that every individual's experience and journey is unique and the support we offer requires to be flexible over time, in nature and in intensity.

A variety of supports and services will always be required, which includes hospital based or specialist services as well as broader community led supports. These should be delivered by a range of partners, including individuals themselves. Individual responses to their own mental health, including reactions to trauma, will guide the way care and support is provided. Learning from the experiences of individuals, including their experiences of care and support targeted at maintaining or improving mental health and wellbeing, will inform the ways in which services and broader support mechanisms are designed and commissioned.

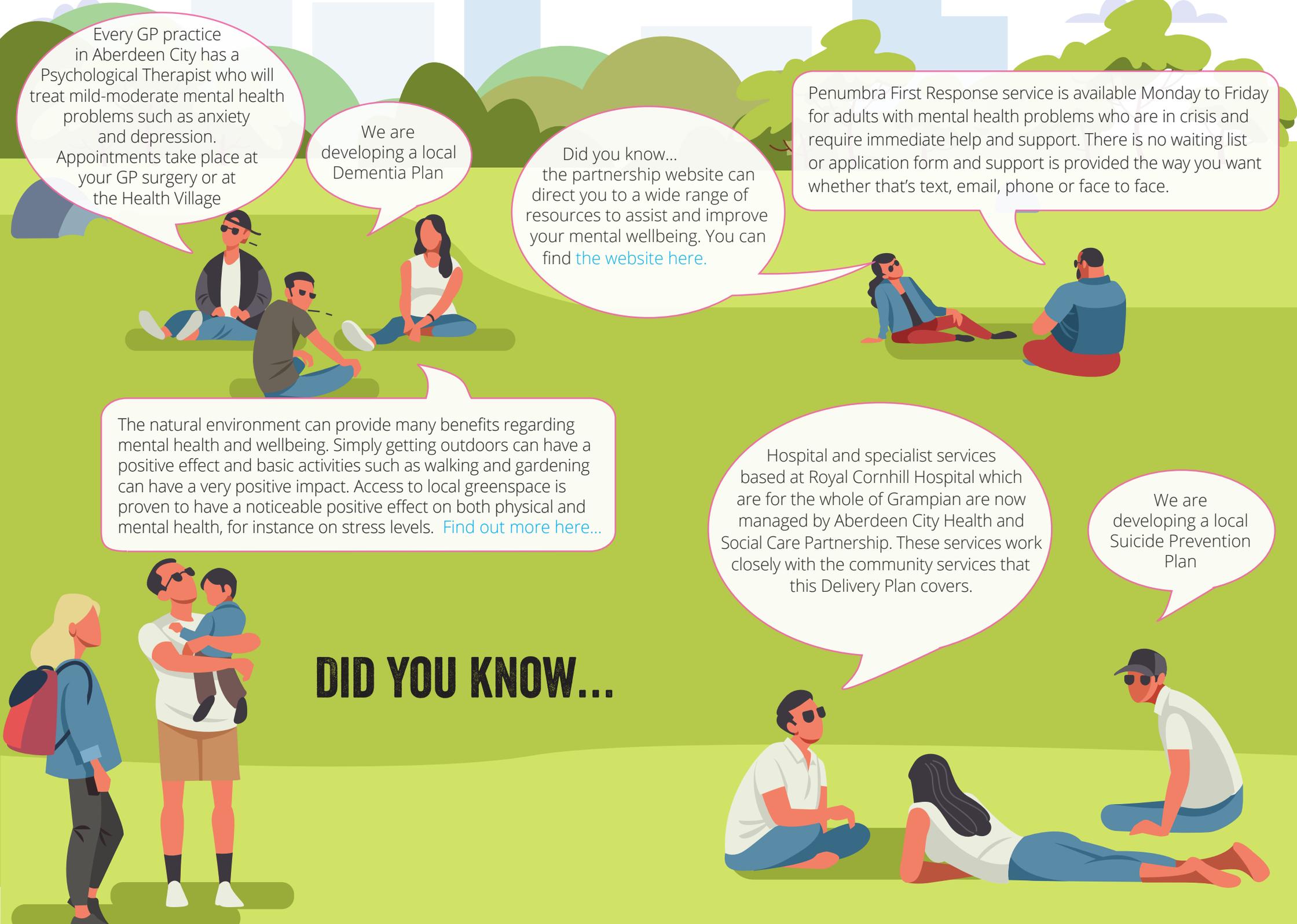
In line with the Scottish Transforming Psychological Trauma Framework (2017) work is also being undertaken to ensure that services are trauma- informed and that the needs of individuals affected by trauma are recognised and responded to in a way that supports recovery.



## National Mental Health Strategy Action 15

Using new monies from Scottish Government we are developing posts for Psychological Wellbeing Practitioners who will provide guided self-help and group work for mild mental health problems such as stress and low mood.

We expect to have this new workforce in place by the summer 2020. We are also developing support services within Accident & Emergency, the Kittybrewster Custody Suite and HMP Grampian.



Every GP practice in Aberdeen City has a Psychological Therapist who will treat mild-moderate mental health problems such as anxiety and depression. Appointments take place at your GP surgery or at the Health Village

We are developing a local Dementia Plan

Did you know... the partnership website can direct you to a wide range of resources to assist and improve your mental wellbeing. You can find [the website here](#).

Penumbra First Response service is available Monday to Friday for adults with mental health problems who are in crisis and require immediate help and support. There is no waiting list or application form and support is provided the way you want whether that's text, email, phone or face to face.

The natural environment can provide many benefits regarding mental health and wellbeing. Simply getting outdoors can have a positive effect and basic activities such as walking and gardening can have a very positive impact. Access to local greenspace is proven to have a noticeable positive effect on both physical and mental health, for instance on stress levels. [Find out more here...](#)

Hospital and specialist services based at Royal Cornhill Hospital which are for the whole of Grampian are now managed by Aberdeen City Health and Social Care Partnership. These services work closely with the community services that this Delivery Plan covers.

We are developing a local Suicide Prevention Plan

## DID YOU KNOW...

## Our Partners

The aspiration of promoting good mental health and wellbeing is one which we cannot achieve alone.

A range of partners will be vital to the success of this vision, each bringing varied skills, knowledge, experience and expertise. This broad partnership can only strengthen our collective approach, with all partners valued equally for their contributions.

Viewing people with experience of mental ill-health or poor mental wellbeing as partners is crucial to the successful delivery of support and services. Developing and maintaining strong relationships with experts by experience and wider community groups will be a key focus during the life of this delivery plan.

A variety of methods already exist within Aberdeen City which enable good connections to be made with individuals with experience, their families and other interested parties. The Mental Health Partnership Group have provided valuable insight which has guided the creation of this delivery plan.

A Provider Network of Third and Independent Sector organisations is established in Aberdeen and will enable good relationships to be built and maintained with organisations who provide services and supports.

ACHSCP operates a 3-locality model within Aberdeen City which correlates to the model operated by the Community Planning Partnership. Active citizen led groups already form part of the governance arrangements within localities and the wide reach of such groups will be valuable in ensuring this delivery plan is broadly known and can be achieved within our communities.

Did you know...

Aberdeen City have a carers service specifically for carers of people with mental health problems. They can get specialised help and support as well as having a right to a carers support plan to help them in their caring role.



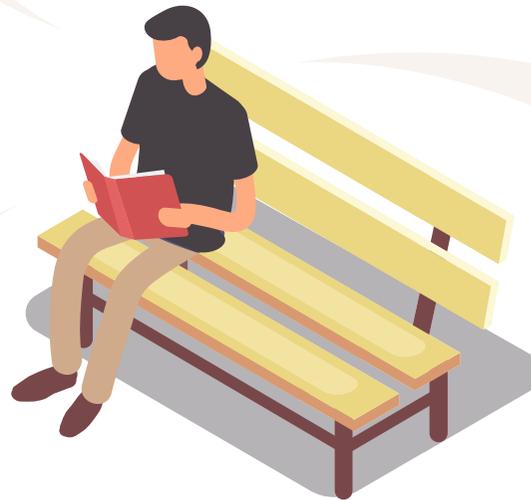
The Mental Health Partnership Group is an established group made up of representation from Mental Health Care Providers, General Practice, Public Health, Police, Housing, Social Work and Third Sector (such as ACVO and Penumbra).

Did you know...  
all school nurses are undertaking Low Intensity Anxiety Management training as part of our commitment to early intervention

Prevention forms one of the ACHSCP core strategic aims. This, alongside early intervention, personalisation and supported self-management will be the keystones of our approach.

Strong emphasis will rightly be placed on the community ability to actively support the promotion of good mental health and wellbeing. Where possible local communities will be a focus point for any delivery of services to people facing mental ill-health or poor mental wellbeing.

This should support our approach, which seeks to reduce stigma and discrimination and enhance people's ability to live as independently as they choose.



Did you know...  
There are various supports available for Children and Young People, ranging from support and awareness raising in Schools through to more specialist support for those with higher needs.

There are projects currently underway through the Local Outcome Improvement Plan (LOIP) which seek to improve and support the mental health of Children and Young People. You can find out more about [Improvement Projects here](#).

Specialist Children and Adolescent Mental Health Services, CAMHs, are one of the services now managed by Aberdeen City Health and Social Care Partnership on behalf of Grampian. You can find out more about [these services here](#).

### Local Outcome Improvement Project

Aberdeen City Health and Social Care Partnership are working to reduce the number of males who commit suicide by increasing the number of people trained in how to talk to someone they think are at risk.

We have rolled out training to taxi drivers, hairdressers, tattoo artists and universities.

## 6. Our Aims and Actions

Our core aims and priority actions can be summarised as follows:

Prevention:

- 1 People are supported to enjoy the best possible mental health and wellbeing.  
Working in partnership to reduce the preventable causes of mental ill-health and providing earlier access to support, which promotes good mental wellbeing.

**Priority Action(s):**

- Explore the creation of community mental health and wellbeing worker
- Work with partners to showcase local supports for mental health and wellbeing, including protective factors which maintain good mental health

Self-management:

- 2 People who experience poor mental health are supported to self-manage in their communities.  
Empowering and supporting individuals to use their own skills and connections to maintain good mental health and wellbeing.

**Priority Action(s):**

- Promote use of electronic and other information tools to tell people about wellbeing activities and groups available within communities
- Work with Locality Empowerment Groups (information/local support) to ensure local needs are addressed as well as possible within resources
- Review & promote existing “know who to turn to’ information on Mental Health and Wellbeing



Recovery:

**3** People who experience mental illness are supported throughout their recovery.

Individuals define their own recovery journey and are supported in this journey where required

**Priority Action(s):**

- Review Discharge Planning to enhance transition between hospital and home/other care settings
- Citizens have access to a clear pathway when accessing multiple services (i.e. people with a more than one condition)

Dignity and Rights:

**4** Support provided respects the dignity and rights of the individual  
Emphasis is placed on valuing the views and experiences of people in relation to their mental health, whilst seeking to reduce stigma and discrimination

**Priority Action(s):**

- Enhance engagement with individuals and carers to ensure they are equal partners in care
- Embed a human rights approach within mental health supports and services, advancing peer support and the voice of people with lived experience

Support for Carers:

**5** Carers of people with poor mental health will be supported to be equal partners

Carers are actively recognised and valued for the vital role they place in supporting an individual in their recovery

**Priority Action:**

- Recognise, optimise and support the valued role of Carers within MH Services

*A full list of actions for this Delivery Plan are provided in Appendix 1, with more detail regarding how they will be measured and achieved.*

The Mental Health Partnership Group will hold accountability for the Delivery Plan and seek to ensure all actions are progressed and achieved.



## 7. Our Next Steps

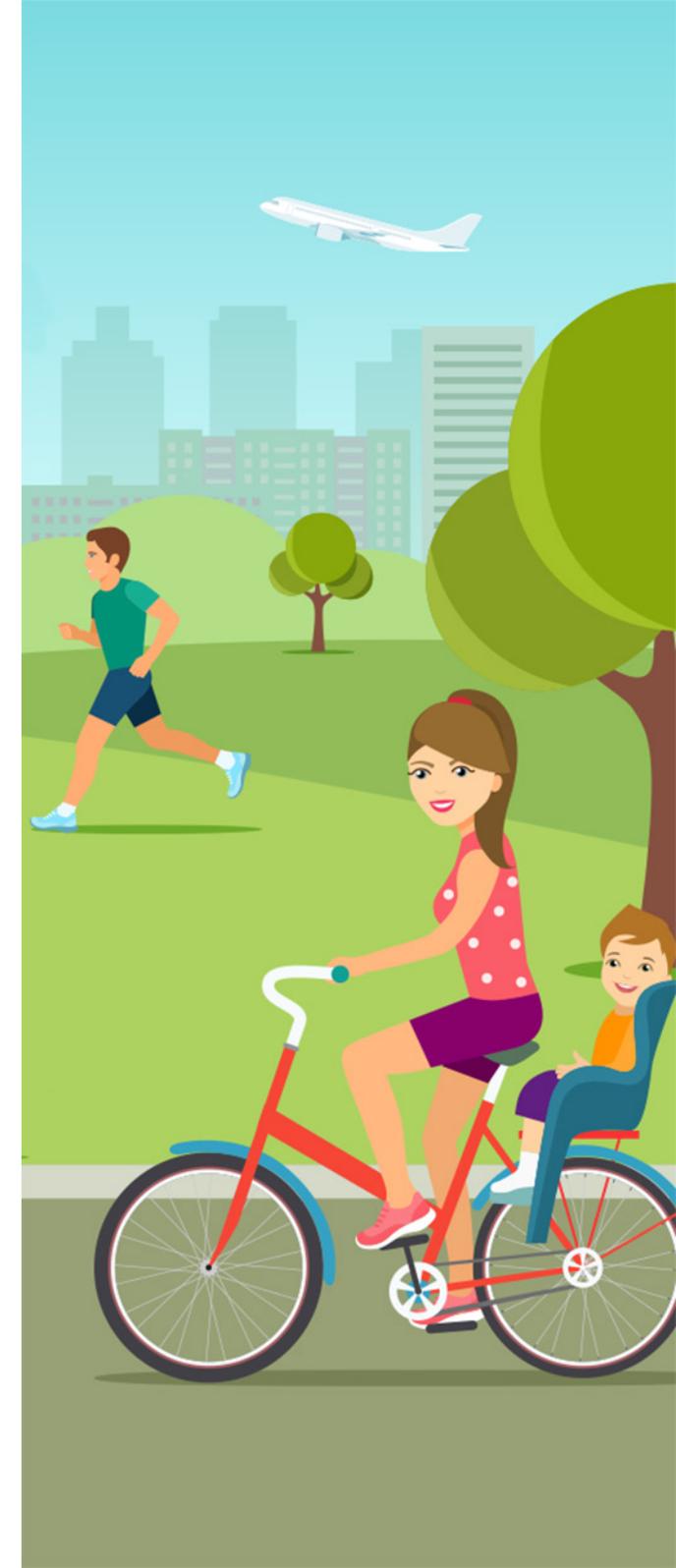
The contributions of a variety of partners will be required to achieve the actions within this delivery plan.

Partners from all areas including Health and Social Care Services, Community Planning organisations, individuals, their families and communities will all play key roles in enabling Aberdeen City to be a place where good community mental health and wellbeing is actively promoted

Innovative solutions will be required to address long-standing and complex issues. The changes we hope to make will not happen right away. But this strategic approach will pave the way for longer term success. It is important to ensure that we all recognise the role we play and our collaborative approach will be one founded on good quality, honest and respectful relationships.

We invite everyone to take an active interest in promoting good mental health and wellbeing, whether this is for themselves, a family member, the community or for wider societal change in Aberdeen.

We will seek to engage in meaningful conversations with a range of partners as we progress through the life of this Delivery Plan. We will report regularly on our progress, both within our own organisational governance channels and into the public sphere, enhancing our collective accountability to achieve the aims outlined and ultimately to promote good mental health and wellbeing in Aberdeen.



Appendix 1 Please note the actions are not listed by order of priority

# ACTION PLAN

ACTION	DATE	HOW WILL WE KNOW IT'S WORKING?	HOW WILL WE ACHIEVE THIS?
<b>1</b> Explore the creation of community mental health and wellbeing workers	By March 2021	People report improved access to information and appropriate services/support	A working group within the Action 15 Steering Group will consider how this role can be created, funded and delivered, considering other existing projects
<b>2</b> Promote use of electronic and other information tools to tell people about wellbeing activities and groups available within communities	From 2020	People report improved access to information and appropriate services/support  Information will be up to date and comprehensive	Take part and circulate information on the guidance and launch of <a href="#">Scotland's Services Directory</a> .  Encourage organisations to use and update these tools
<b>3</b> Contribute to local Digital & Technology work streams to provide efficient alternative treatment options. ( <a href="#">e.g. NHS Near Me</a> )	From 2021	Alternative treatment options in place to give citizens a degree of choice to meet their needs	Colleagues with a remit for digital to be invited to attend the Mental Health Partnership Group to learn more
<b>4</b> Jointly with our Partners (i.e. Police, Third Sector, Housing etc) to review service delivery, current resources and future needs	From 2020	Improved planning future shape of services/resources better meeting the need  Review complete & recommendations identified	Partners will be invited to join the Mental Health Partnership Group to set out the terms of reference of the review
<b>5</b> Work with Locality Empowerment Groups (information/local support) to ensure local needs are addressed as well as possible within resources	From 2020	Locality priorities identified and met within resources available	Teams will be aligned to the locality structure and representatives will link into the Locality Engagement Groups

ACTION	DATE	HOW WILL WE KNOW IT'S WORKING?	HOW WILL WE ACHIEVE THIS?
<b>6</b> Establish clear links with Integrated Children's Services partners and plans for children and young people's mental health and wellbeing	From 2020	Transitions are well managed for individuals moving into adulthood  Early intervention with young people being supported by Adult Community Mental Health Services	Integrated Children's Services will be represented within the Mental Health Partnership Group  'Transitions' workstream is being progressed within the Mental Health and Learning Disability Service
<b>7</b> Review Discharge Planning to enhance transition between hospital and home/other care settings	By 2021	Transitions will be successful due to good communication & involvement with all parties	A working group will be created including representation from specialist and community mental health settings, including social care and housing
<b>8</b> Work with partners (including Integrated Children's Services) to increase Trauma Awareness	From 2021	Staff, partner agencies and appropriate members of the community (i.e. Teachers, Taxi Drivers, hairdressers etc) have undertaken Trauma Informed Training	Learn from Integrated Children's Services plan for Trauma Informed Practice Training  Undertake a training audit
<b>9</b> Recognise, optimise and support the valued role of Carers within MH Services	From 2020	Carers feeling listened to and involved in their family members care	Work with existing carers support services and groups (including representatives on the Integration Joint Board) to understand how this can be developed and achieved
<b>10</b> Enhance engagement with individuals and carers to ensure they are equal partners in care	From 2020	Receive regular feedback and use information to improve services.	Work with existing support services and group (e.g. advocacy and representatives on the Integrated Joint Board) to understand how improvements can be made

ACTION	DATE	HOW WILL WE KNOW IT'S WORKING?	HOW WILL WE ACHIEVE THIS?
<b>11</b> Promote knowledge and use of Advanced Statements to improve care and treatment	From 2020	Percentage increase in recorded Advanced Statements	Provide information/training to staff and partners including people with mental ill-health and their carers
<b>12</b> Review & promote existing "know who to turn to" information on Mental Health and Wellbeing	By March 2021	Increased hits to "Know who to turn to" website Local information will be available	A working group will be established to review current information and will include local innovative supports, such as Man Chat Aberdeen
<b>13</b> Citizens have access to a clear pathway when accessing multiple services (i.e. people with a more than one condition)	From 2021	People report improved coordination between services, including support for people with co-morbidity (i.e. Dual diagnosis)	A working group will be established to ensure the existing pathway is suitable and provide information on the pathway to the public
<b>14</b> Embed a human rights approach within mental health supports and services, advancing peer support and the voice of people with lived experience	From 2020	Services and service developments being influenced and informed to a much greater extent by those with experience.	The Mental Health Partnership Group will invite the Service User and Carer Engagement Officer to form part of the group and to advise on involvement and engagement
<b>15</b> Work with partners to showcase local supports for mental health and wellbeing, including protective factors which maintain good mental health	By March 2021	People report improved access to information and appropriate services/support	A working group will support partners to develop a community event to showcase support in Aberdeen.

## Appendix 2 **GLOSSARY**

It is important to have a common and shared understanding of what we mean when working together to improve mental health and wellbeing, the following definitions are included for reference.

<b>Outcomes</b>	The end result
<b>Poor mental health</b>	Is when our mental health is not what we would want it to be.
<b>Mental illness</b>	Is a disease that causes mild to severe disturbances in thought and/or behaviour resulting in an inability to cope with life's ordinary demands and routines.
<b>Recovery</b>	Recovery means being able to live a good life, as defined by the person, with or without symptoms.
<b>Wellbeing</b>	The state of being comfortable, healthy, or happy.
<b>Self-management</b>	Taking of responsibility for one's own behaviour and wellbeing.
<b>Stakeholder</b>	A person, group or organisation that has interest or concern.
<b>Prevention</b>	The action of stopping something from happening or arising
<b>Strategic priorities</b>	Are a part of the Core Culture; they are the values aligned with the organisation's Vision and Goals
<b>Health Inequalities</b>	Are the unjust and avoidable differences in people's health across the population and between specific population groups.
<b>Unpaid carer</b>	Is anyone who cares, unpaid, for a friend or family member who due to illness, disability, a mental health problem or an addiction cannot cope without their support.
<b>Locality Model</b>	Services are operated in a locally defined boundary area.

## Appendix 3 RELATED POLICY DOCUMENTS

There are several related policies that underpin and reinforce the need for a broad mental health and wellbeing strategy.

These include:

- National Mental Health Strategy
- Self-Directed Support
- Health and Social Care Integration
- National Health and Wellbeing Outcomes
- Adult Support and Protection (Scotland Act 2007)
- Mental Health Act (Care and Treatment) (Scotland) Act 2003
- Adults with Incapacity (Scotland) Act 2000
- National Dementia Strategy
- Realistic Medicine
- Welfare Reform Act 2012
- Equality Act 2010
- Scotland's National Action Plan for Human Rights 2013-2017 (SNAP)
- Carers (Scotland) Act 2016
- A Life Alongside Caring – Carers Strategy
- A'thegither in Aberdeen - Learning Disability Strategy 2018-2023
- Aberdeen Autism Strategy 2019-2022
- Aberdeen City ADP Drug Strategy 2011-2021
- Aberdeen City ADP Alcohol Strategy 2009-2019
- Aberdeen City Health and Social Care Partnership Strategic Plan 2019 - 2022





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