



Department of  
**Health**

An Roinn Sláinte

Mánnystrie O Poustie

[www.health-ni.gov.uk](http://www.health-ni.gov.uk)

# Service Framework for Mental Health and Wellbeing 2018-2021

## Easy Access Version (March 2018)

Welcome to the easy access version of the Service Framework for Mental Health and Wellbeing.

It sets out what you can expect from the Health and Social Care (HSC) services in Northern Ireland if you have a mental illness or you care for someone who does.



## INTRODUCTION

Welcome to the easy access version of the Service Framework for Mental Health and Wellbeing.

It sets out what you can expect from the Health and Social Care (HSC) services in Northern Ireland if you have a mental illness or you care for someone who does.

The full document is more than 45 pages long. You can get a copy by using the contact information on the Service Framework for Mental Health and Wellbeing page of this document.

Sometimes we use medical or complicated words. These words appear in bold type and you can look them up in a list at the end of the document.

The list also explains some words that are in brackets and the roles of the organisations that come under the headings 'Who is responsible for making sure it happens?'

Ten standards are marked with this symbol:



**This means the standard is general and has health and social care messages for everyone not just for people with mental illness.**

## **A FEW WORDS FROM THE CHIEF MEDICAL OFFICER**

The overall aim of the Department of Health (DoH) is to improve the health and social wellbeing of the people in Northern Ireland.

The revised Service Framework for Mental Health and Wellbeing 2018 is one of a range of Service Frameworks developed by the Department in support of this aim. Service Frameworks are a major strand of the reform of health and social care services and help to ensure that care is safe, effective and person-centred.

Recent focus by the NI Executive is to develop a Programme for Government with clear outcomes to benefit the people and society of Northern Ireland. Two of the outcomes in the draft PfG aim to:

- (i) ensure that we care for others and help those in need, and
- (ii) improve the length and quality of life for those living here.

To achieve these outcomes government will help to improve the general mental health of people by supporting and promoting positive mental health and wellbeing through prevention, early intervention and, where necessary, providing appropriate treatment and care with a focus on the principles of recovery.

This Framework builds on the 2010 version but offers a more streamlined approach with fewer standards, and includes both service and experience indicators. The Framework reflects the principles and values of the 'You In Mind' Regional Mental Health Care Pathway 2014, hereafter referred to as 'You In Mind', and recognises that all treatment and care needs to be highly personalised and recovery orientated.

The purpose of the Framework is not only to provide guidance on the steps of care to be delivered but it is designed also to enhance the quality of service experience and promote consistency of service delivery across Northern Ireland.

The scope of the Framework includes a focus on the required service elements of access to mental health services, assessment, diagnosis,

treatment, self-management and the recovery of all adults who have a mental health problem or condition.

The Framework represents the mechanism whereby 'You In Mind' will be audited. It will be implemented alongside the 'You In Mind' regional care pathway. In this respect, the Framework provides the standards and outcomes measures that will help us verify that the standards and services within 'You In Mind' are actually being delivered.

**Dr Michael McBride**  
**Chief Medical Officer**

# STANDARDS

There are a total of 19 Standards in this Service Framework. They are split up into two groups – Generic Standards and Specific Standards. Generic Standards simply means that these standards are included in all the Service Frameworks, not just this one. Specific Standards are those standards which only apply to Mental Health Services.

## Generic Standards

There are 10 standards which are included in all Service Frameworks because they apply to all HSC professionals and service users, regardless of their health condition or social grouping. These are called generic standards and they include:

- communication;
- involvement;
- independent advocacy;
- carers;
- healthy eating;
- physical activity;
- smoking cessation;
- alcohol;
- safeguarding; and
- palliative care

These generic standards reinforce the holistic approach to health and social care improvement and reflect the importance of health promotion in preventing medical or social care issues occurring in the first place. Their inclusion ensures:

- equity of opportunity for all;
- the communication of consistent messages to service users and providers of HSC; and
- a consistent approach on the design and delivery of services

# Standards 1 to 4



**The first 4 Generic Standards focus on communication and patient involvement**



**Who is responsible for making sure they are done?**

- ✓ HSC Board
- ✓ HSC Trusts
- ✓ Primary Care
- ✓ The Public Health Agency

## #1 Communication

Everyone delivering health and social care should communicate effectively with patients, clients, carers and the public.



**What are we trying to achieve?**

We want to make sure everyone working in the HSC communicates well with everyone using HSC services.

**Why is it important?**

As well as keeping everyone clear and well informed, good communication has a big impact on things like preventing disease and the management of long-term conditions.

## #2 Involvement

Patients, clients, carers and the public should have opportunities to get involved in the planning, delivery and monitoring of the care they receive.



### **What are we trying to achieve?**

We want to make sure that all patients, carers and the public get involved with their care.

### **Why is it important?**

Research shows that involving patients and the public in health and social care is better for patients, helps communication and improves outcomes of care.

## **#3 Independent advocacy**

Anyone using HSC services should be able to get an **independent advocacy** service if they need it. This applies to carers too.



### **What are we trying to achieve?**

We want to provide independent advocacy services so people have someone on their side making sure they have more control over their health and social care.

### **Why is it important?**

Independent advocacy can make a real difference to people's lives by allowing HSC users and their families to express their views and wishes.

## **#4 Identifying and supporting carers**

All HSC staff should identify carers (whether they are parents, family members, siblings or friends) at the earliest opportunity so they can work in partnership with them and make sure they have the support they need.



### **What are we trying to achieve?**

We want to recognise carers as individuals in their own right and as key partners in providing care and support, so that they feel valued and able to get the support they need.

### **Why is it important?**

Carers are key partners in the provision of health and social care. Involving carers in the planning, delivery and monitoring of services improves outcomes for the carer and cared for person.



# Standards 5 to 8



The next group of 4 Generic Standards focus on how we can stop people from getting sick in the first place and



**Who is responsible for making sure they are done?**

- ✓ HSC Board
- ✓ HSC Trusts
- ✓ Primary Care
- ✓ The Public Health Agency
- ✓ Patient and Client Council
- ✓ Regulation and Quality Improvement Authority

## #5 Healthy eating

All HSC staff, as appropriate, should give relevant healthy eating advice and support to all HSC users.



### **What are we trying to achieve?**

We want to make sure that users of health and social care services, where appropriate, get the right healthy eating advice and support.

### **Why is it important?**

Evidence shows that eating a well-balanced diet can help prevent diseases linked to being overweight and can help people to be healthier and feel better.

## # 6 Physical activity

All relevant HSC staff should give support and advice on appropriate levels of physical activity.



### What are we trying to achieve?

We want to ensure that users of HSC services get good advice and support for physical activity to promote good health.

### Why is it important?

Physical activity promotes good health and helps prevent disease

## # 7 Smoking

All relevant HSC staff should advise people who smoke to stop. They should know about **smoking cessation** services and direct smokers to them.



### What are we trying to achieve?

We want people who are ready to stop smoking to get help through stop smoking services in a choice of settings.

### Why is it important?

Smoking is a major health hazard and one of the main risk factors for many types of cancer.

## #8 Alcohol

All relevant HSC staff should provide support and advice on recommended levels of alcohol consumption.



### **What are we trying to achieve?**

We want to make sure that people who drink harmful amounts are aware of the dangers of alcohol and get the right advice at the right time.

### **Why is it important?**

Drinking too much alcohol is associated with many diseases. There are also links between too much alcohol and injuries and violence.

# Standards 9 and 10



The final 2 Generic Standards focus on protecting vulnerable people and helping people at the end of their life



**Who is responsible for making sure they are done?**

- ✓ HSC Board
- ✓ HSC Trusts
- ✓ Primary Care
- ✓ The Public Health Agency
- ✓ Patient and Client Council
- ✓ Regulation and Quality Improvement Authority

## #9 Safeguarding people

All HSC staff and anyone providing services on their behalf should make sure that people of all ages are safe from harm through abuse, exploitation or neglect.

### What are we trying to achieve?

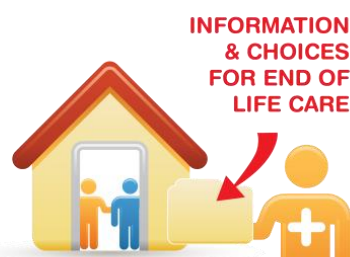
We want to prevent harm taking place and keep people safe. We also want to respond effectively if there is a concern that someone has been or is likely to be harmed

### Why is it important?

People of all ages have the right to be safe

## #10 End of life care

All people with advanced progressive incurable conditions, in conjunction with their carers, should be supported to have their end of life care needs expressed and to die in their preferred place of care





## **What are we trying to achieve?**

We want to help people and their families plan ahead about the care and treatment they would like to receive and where they would like to receive it. We also want to minimise the pain and distress to both the patient and their families.

## **Why is it important?**

It is vital that a patient is able to choose, as much as is possible, the place and circumstances in which they die. They should have as much control over it as they can. Good end of life care means less distress for the patients' families and carers. It also means the patient dies with the least pain or distress and as peacefully as possible.

## STANDARDS 11 to 20

Standards 11 to 20 are Specific Standards which only apply to people who need access to mental health services. They have been grouped into 6 areas or “domains”. These areas are:

- Access to Mental Health Services
- Assessment, Formulation and Diagnosis
- Personal Well-being Planning
- Care and Treatment
- Staying Engaged and Self-Management
- Research and Development

### Access to Mental Health Services

# 11 - I can access Mental Health Services when I need them



**What are we trying to achieve?**

That you were seen by Mental Health Services within the agreed timescales.

That you were provided with information about Mental Health Services

**Why is it important?**

Knowing how to get help and getting that help is important to help you on the road to recovery.

**Who is responsible for making sure it happens?**

- ✓ HSCB
- ✓ PHA
- ✓ Primary Care



**How we know it's working**

We will ask patients about their experiences and monitor referrals. We will also ask the Trusts to check how they are performing.

## # 12 – I receive appropriate information about what happens next when I am referred to Mental Health Services



### **What are we trying to achieve?**

Your Appointment letter includes a copy of What to Expect at your First Appointment.

You receive a copy of 'Your Guide to Mental Health Services' at your first appointment.

You receive relevant information about specific care and treatment services you will receive.

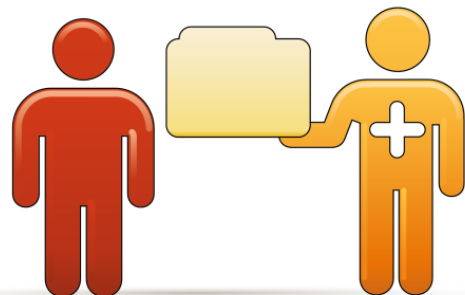
You find the information you received useful and helpful.

### **Why is it important?**

People need to know what to expect from the help they receive.

### **Who is responsible for making sure it happens?**

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts



### **How we know it's working**

We will ask patients about their experiences.

We will also ask the Trusts to check how they are performing.

## Assessment, Formulation & Diagnosis

**# 13** – I have an assessment undertaken including personal safety assessment where appropriate, and I am given my diagnosis, where relevant, in a timely manner



### What are we trying to achieve?

You were fully involved in your assessment process.

You received a personal safety assessment as part of your overall mental health assessment of needs.

You, and your family, were involved in the assessment undertaken and understood the diagnosis given, with your consent.

### Why is it important?

People need to feel involved in the help they receive and understand what to expect next.

### Who is responsible for making sure it happens?

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts

### How we know it's working

We will ask patients about their experiences.

We will also ask the Trusts to check how they are performing.





## **Personal Well-being Planning**

**# 14** – With my consent, I jointly develop and receive a Personal Wellbeing Plan (PWP), which includes a Personal Safety Plan where appropriate.



### **What are we trying to achieve?**

You are fully involved in and jointly develop your Personal Wellbeing Plan with staff, including your Personal Safety Plan, based on your assessed needs.

Your family/carers were involved in the development of your PWP, with your consent.

### **Why is it important?**

People need to feel involved in the help they receive and that family members can be involved too if you want them to be.

### **Who is responsible for making sure it happens?**

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts

### **How we know it's working**

We will ask patients about their experiences.

We will also ask the Trusts to check how they are performing.

## Care & Treatment

# 15 – I receive appropriate care and treatment according to my assessed needs



### What are we trying to achieve?

You receive care and treatment according to your assessed needs

You, and your family, where appropriate, were fully involved in planning your care and treatment based on your needs

### Why is it important?

People need to know they are going to get the right help to make

### Who is responsible for making sure it happens?

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts

### How we know it's working

We will ask patients about their experiences.

We will also ask the Trusts to check how they are performing.



**# 16** – I will review, with staff, progress against my PWP on a regular basis.



**What are we trying to achieve?**

You made positive progress against your Personal Wellbeing Plan

**Why is it important?**

People should know that they are getting better.

**Who is responsible for making sure it happens?**

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts

**How we know it's working**

We will ask patients about their experiences.

We will also ask the Trusts to check how they are performing.

## Staying Engaged & Self-Management

**# 17** – I am involved in my own self-management and any decision to discharge me from Mental Health Services and I know how to re-enter services when I need to.



### What are we trying to achieve?

You are supported with managing your own recovery.

You, and your family, work in partnership with Mental Health Services to plan your discharge when you are ready to do so.

You are given information about how to refer back into Mental Health services if you need to.

### Why is it important?

People should feel that they are taking an active role in their progress. People need to know that they are actively involved in decisions about their care and know how to get more help if they need it.

### Who is responsible for making sure it happens?

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts
- ✓ Primary Care

### How we know it's working

We will ask patients about their experiences.

We will also ask the Trusts to check how they are performing.



## # 18 – Mental Health Services ask me and my family/carers for feedback about my care experience to improve quality of service



### **What are we trying to achieve?**

You provide feedback about your experience of Mental Health services

Your family/carers are asked and provide feedback about their experience of Mental Health services

### **Why is it important?**

Comments from patients and their families help to improve services to you and others needing help.

### **Who is responsible for making sure it happens?**

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts

### **How we know it's working**

We will ask patients and carers about their experiences.

We will also ask the Trusts to check how they are performing.

## Research and Development

**# 19** – All HSC services promote, conduct and use research to improve the current and future health and wellbeing of the population



### **What are we trying to achieve?**

We want to encourage research within Mental Health Services.

### **Why is it important?**

Research helps us better understand what people are experiencing and help us to improve the treatments and service we offer.

### **Who is responsible for making sure it happens?**

- ✓ HSCB
- ✓ PHA
- ✓ HSC Trusts

### **How we know it's working**

We will monitor the amount of research that takes place.

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