

**Date:** 23 June 2004

**Venue:** Committee Room 3, National Assembly for Wales

**Title:** Proposed Topic for Short Policy Review:  
Mental Health National Service Framework Standard 2 - User and Carer Empowerment

## **Purpose**

1. The Committee is invited to consider the proposed topic for a short policy review to commence in the autumn.

## **Recommendation**

2. The Committee is recommended to undertake a review of Standard 2 the Mental Health National Service Framework (NSF) – User and Carer Empowerment. Although the NSF is aimed at adults a policy review of Standard 2 could also encompass children and adolescent mental health services.

## **Background**

3. The NSF for Mental Health in Wales sets standards and guidelines for mental health services provided in health and social services settings for adults of working age (18-65) and links closely with the Adult Mental Health Strategy for Wales.

4. The Adult Mental Health Strategy for Wales has within its chapter on partnership in mental health services an objective stating that:

*Users and carers must be constructively involved at all levels of mental health services: National Assembly, Health Authority, LHG/Unitary Authority, Trust, Unit and Sector Teams. (p21)*

5. The National Service Framework identifies eight standards and 44 key actions for implementing them. Standard 2 of the Mental Health NSF concerns the empowerment and support of service users and carers and aims to:

*Encourage full and genuine participation by users and carers in all aspects of mental health services including planning and commissioning*

6. There are five key actions within Standard 2:

**Key Action 4** concerns the involvement of users and carers in the development of their individual care plans

**Key Action 5** concerns the provision of ‘comprehensive, clear, appropriate and helpful information’

**Key Action 6** concerns the provision of advocacy services

**Key Action 7** concerns arrangements for user and carer participation in the planning, design, delivery and monitoring and evaluation of mental health services

**Key Action 8** concerns the provision of assessment and support for carers

## **Discussion**

7. Services for the mentally ill are a high priority in the Committee’s strategic forward work programme. Funding for implementation of the Mental Health NSF was identified as a priority when the Committee considered the budget priorities for 2005-06 on 26 May.

8. The adult mental health services NSF is currently the subject of a review, the first stage of which has prioritised key actions. The review is being taken forward by the Welsh Assembly Government and its partners in the National Public Health Service in Wales and the voluntary sector.

9. Four themes have been highlighted, although user involvement has not been specifically identified. The four themes are:

- Service and workforce reform
- Systems development
- The Care Programme Approach
- Mental health promotion and social inclusion

10. Three specific mental health targets have been included in the Service and Financial Framework

(SAFF) for 2004-05, and one of these relates to service user involvement. The others relate to the introduction of the Care Programme Approach and to a requirement for a costed plan for CAMHS.

11. Standard 2 is recommended as a focus for the Committee's work as there is scope for the Committee to complement, rather than duplicate, the work of the Assembly Government's review.

## **User involvement – stakeholder views and key documents**

12. In its response to the review of the Mental Health NSF Cyngor Mind Cymru identified the following as key issues to be addressed within Standard 2:

- The need to ensure that user and carer involvement is consistently good across Wales
- The prioritisation of Key Action 4 on the involvement of users and carers in the development of their individual care plans
- The importance of achieving the target of the availability of mental health advocacy services across Wales by 2005 (Key Action 6).

13. The views of some stakeholders were obtained for a Members Research Service paper for the Health and Social Services Committee meeting on 3 March 2004, which considered the review of the Mental Health NSF. These expressed widespread support for the aims of the NSF, which is seen as setting a positive and progressive agenda for the development of mental health services in Wales. A number of concerns were identified in relation to the lack of new resources to implement the NSF and delays in implementation. Concerns were also expressed around the lack of effective user participation in the implementation of the NSF and in the development, commissioning and evaluation of services generally. There was a feeling that many users are reluctant to criticise services for fear of having their own services taken away.

14. The importance of involving patients and the public in the provision of services is also highlighted in the 'Wanless' report on Health and Social Care in Wales:

*For solutions to be sustainable, patients and the public should have the opportunity for full involvement in decision-making about the future shape of service provision and the complex choices required.*

*...Public engagement should not be an add on – local and national organisations will need to prioritise the strategic and systematic capacity building required for effective collective influence. (p61)*

## **The Way Forward**

If the Committee agrees to address this subject, Members Research and Committee Services will submit a paper to the meeting on 14 July, setting out

- draft terms of reference;
- a consultation letter; and

- a programme for the review.

<sup>1</sup>*Adult Mental Health Services for Wales: Equity, Empowerment, Effectiveness, Efficiency:* <http://www.wales.gov.uk/subihealth/content/pdf/adult-health-e.pdf>

<sup>2</sup>*Cyngor Mind Cymru: Response to the Review of the National Service Framework for Mental Health* available from the Members' Research Service

<sup>3</sup>A copy of the paper is available from the Members' Research Service. The stakeholders were Mind Cymru, Jeff Williams (user representative and co-chair of the NSF Implementation and Advisory Group), Association of Directors of Social Services Wales and Hafal (service provider).

<sup>4</sup>*Review of Health and Social Care in Wales The Report of the Project Team advised by Derek Wanless:* <http://www.wales.gov.uk/subieconomics/content/hsc/cover-e.htm>