

Date: **Wednesday 14 July 2004**

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

Title: **Short Policy Review
Standard 2 of the Mental Health National Service Framework – User and
Carer Empowerment**

Purpose

1. Members are invited to agree the process for handling the review, the terms of reference and issues for consultation.

Recommendation

2. We recommend that, subject to the views of members on the terms of reference and issues set out below, that the Committee Clerk issues a letter of consultation as soon as possible.

Background

3. The Committee agreed at its meeting on 23 June to undertake a short policy review on Standard 2 of the National Service Framework for Mental Health (HSS(2)-08-04(p7)) .

Terms of Reference

4. There are five key actions under Standard 2 (see para 6 of HSS(2)-08-04(p7)). These cover a range of issues -

- Constructive user and carer participation in the development of individual care plans and in the planning, design, delivery, monitoring and evaluation of mental health services;

- The provision of comprehensive, clear, appropriate and helpful information;
- The provision of advocacy services; and
- The provision and assessment and support for carers.

5. As the review is to be undertaken over a short period of time it might be best to focus on just one aspect of the key actions. User and carer involvement in planning underpins the other actions and has been highlighted by Mind Cymru and others as a key issue to address. Therefore we suggest the following terms of reference:

To review Key Actions 4 and 7 within Standard 2 of the Mental Health National Service Framework (NSF), as they apply to adults of working age who are covered by the NSF, and also as the principles apply to the elderly and to children and adolescents. In particular to:

- i. review the current requirements and guidance for the involvement of users and carers in the development of individual care plans; and*
- ii. review the current arrangements for user and carer participation in planning, design, delivery, monitoring and evaluation of mental health services.*

The Committee will consult with users and carers as well as service providers and commissioners in undertaking this review.

Process

6. We recommend the following:

6.1 Public consultation with key stakeholders, including carers and users and statutory and voluntary agencies. If the consultation letters are issued on 15 July we suggest that the closing date be 20 October, to allow for the holiday period. We suggest that the Consultation letter ask for evidence on the following

- 1. What does 'full' and 'genuine' participation mean to you/your organisation?*
- 2. What are the barriers to full and genuine user and carer participation in:*
 - a) the development of individual care plans; and*
 - b) in the planning, design, delivery, monitoring and evaluation of mental health services?*
- 3. How can these barriers be overcome and by whom?*

4. *What should be the role of:*

- i. the LHB;*
- ii. the NHS Trust;*
- iii. the Primary Care Team.*
- iv. the voluntary sector;*
- v. the local authority. and*
- vi. the service user / carer?*

5. *Please identify examples of good practice in encouraging full and genuine participation by users and carers in all aspects of mental health services.*

A list of those organisations to be consulted is at annex 1.

6.3 The review will also be advertised in the specialist press.

6.4 Members' Research Service will undertake a **Literature Review** over the summer recess and report to the committee in the Autumn term. The aim of this will be to identify research in this area and examples of good practice.

6.5 Members may like to consider whether they should take some of the evidence informally, perhaps in groups of two or three meeting a focus group and then reporting back formally to the Committee as a whole. This would be a more effective way of taking evidence from users and carers.

6.6 We recommend that evidence is taken through the autumn term aiming for the final report to be cleared by the Committee at the first meeting in the new year.

**Members Research and Committee Services
July 2004**

Annex 1

Community Health Councils - Chief Officer
Local Authorities - Chief Executive
Local Authorities - Directors of Social Services
Local Authorities - Directors of Housing
Local Health Boards - Chief Executive
Local Health Boards - Medical Director
Local Health Boards - Nurse Director

NHS Trusts - Chief Executive
NHS Trusts - Medical Director
NHS Trusts - Nurse Director

1 to 1

3 CDS Three Counties Deaf Support
4 Winds User Led Association
Aberconwy MIND
Abergavenny MIND Association
Abertillery Mental Health Self Support Group
Aberystwyth Action Group for Mental Health
Adult Mental Health NSF Implementation Advisory Group
Age Concern
All Wales CAMHS Senior Nurses Forum
Alzheimer's Society
Alzheimer's Society - Abergavenny
Alzheimer's Society - Amman Valley
Alzheimer's Society - Bangor Support Group
Alzheimer's Society - Blackwood and District
Alzheimer's Society - Blaenau Gwent
Alzheimer's Society - Bridgend
Alzheimer's Society - Carers Llanidloes
Alzheimer's Society - Carers Machynlleth
Alzheimer's Society - Carers RCT
Alzheimer's Society - Carmarthen
Alzheimer's Society - Ceredigion
Alzheimer's Society - Colwyn Bay Support Group
Alzheimer's Society - Conwy
Alzheimer's Society - Dwyfor
Alzheimer's Society - Llanelli
Alzheimer's Society - Maesteg Support Group
Alzheimer's Society - Monmouth
Alzheimer's Society - Montgomeryshire
Alzheimer's Society - Neath Port Talbot
Alzheimer's Society - Newport
Alzheimer's Society - North Ceredigion
Alzheimer's Society - North West Wales
Alzheimer's Society - Pembrokeshire Branch
Alzheimer's Society - Pontypridd
Alzheimer's Society - Porthcawl Support Group
Alzheimer's Society - Rhondda Cynon Taff
Alzheimer's Society - Rhyl and District
Alzheimer's Society - Swansea

Alzheimer's Society - Wrexham
Anglesey Crossroads Caring for Carers
Anheddau Outdoors
Arts Care
Arts Disability Wales
ASBAH yng Nghymru/ASBAH in Wales
Asian Cultural Association
Asian Womens Group
Association of Directors of Social Services
Association of Muslim Professionals
Association of Swimming Therapy - Wales
Atsain - Music Therapy Trust Wales
Awetu
AWFPC
Bangladesh Welfare Association
Bangladesh Welfare Association - Swansea
Bangladesh Women's Association Cardiff
Bangladeshi Women's Group
Bangladeshi Women's Group South Wales
Barnados Cymru
Black Environment Network
Black Voluntary Sector Network Wales
Blackwood and District Alzheimer Carers Group
Blaenau Gwent Crossroads
Blue Heather
Brecknock Access Group
Brecknock and Radnor Crossroads Limited
Brecknock Carers Centre Association
Brecon and District Contact Association
Bridgend Obsessive Compulsive Disorder Group
British Medical Association - General Practitioner Committee Wales
British Psychological Society (Wales)
Bro Taf Mental Health Voluntary Sector Network
Bryncynon MIND
Brynithel Mental Health Self Support Group
Cardiff Carers Network (Mental Health)
Cardiff Chinese Community Services Association
Care and Repair Cymru
Care and Repair Cymru - North Wales Office
Care Cymru
Carers Wales
Centre for Mental Health Service Development
Ceredigion Mental Health Forum

Changing Attitudes Project
Children in Wales
Children's Commissioner for Wales
Churches' Counselling Service in Wales
Clinical Child Psychologists in Wales
Connect 141:121
Contact a Family
Crossroads - Swansea & NPT
Crossroads Caring for Carers - Alyn & Deeside
Crossroads Caring for Carers - Carmarthen
Crossroads Caring for Carers - Ceredigion
Crossroads Caring for Carers - Conwy
Crossroads Caring for Carers - Islwyn
Crossroads Caring for Carers - Porthcawl
Crossroads Caring for Carers - Wales
Crossroads Caring for Carers - Wrexham
Crossroads South Denbighshire
Crossroads Wales - North Wales
Crossroads Wales - South East Wales
Crossroads Wales - South West Wales
Cruise Cymru
Cymdeithas Alzheimer
Cymdeithas Tai Clwyd
Cynon Mental Health Resource Centre
Cynon Valley Crossroads
Cynon Valley Mental Health Drop-in
Cynon Valley Mental Health Support Association
Cyswllt Deaf Childrens Society
DAFFODILS
Daisy
Dan-y-Deri Mental Health Resource Centre
Deeside Day Care Association
Deeside 'Mind' Association
Delyn Community Cares Trust
Depression Alliance Cymru
Dolen - Blaenau Gwent
Dolen - Bridgend
Dolen - Caerphilly
Dolen - Ceredigion
Dolen - Conwy
Dolen - Denbighshire
Dolen - Gwynedd
Dolen - Merthyr Tydfil

Dolen - Monmouthshire
Dolen - Neath and Port Talbot
Dolen - Newport
Dolen - Pembrokeshire
Dolen - Powys
Dolen - Rhondda Cynon Taff
Dolen - Swansea
Dolen - The Vale of Glamorgan
Dolen - Torfaen
Dolen - Wrexham
Dolen - Ynys Môn
Eating Disorders Support Group
Eating Disorders Wales
Forge Centre, Port Talbot
Flintshire Crossroads
Flintshire Mental Health Advocacy Service
Flintshire Primary Care Service for Children
Growing Space
Gwydir Day Centre Llanrwst
Hafal
Hafal - Adfer Hyder Project
Hafal - Carers - Blaenau Ffestiniog
Hafal - Carers - Mold
Hafal - Carers Group - Bridgend
Hafal - Carers Group - Colwyn Bay
Hafal - Carers Group - Holyhead
Hafal - Carers Group - Llandudno
Hafal - Carers Group - Llanelli
Hafal - Carers Group - Newport
Hafal - Carers Group - Porthmadoc
Hafal - Carers Group - Rhondda
Hafal - Carers Group - Ystradgynlais
Hafal - Carers Wrexham
Hafal - North Wales Office
Hafal - South East Wales
Hafal - South West Wales
Hafal - Vale of Glamorgan
Health and Social Care Network
Health Commission Wales
Help us to Survive
Home and Community Care Services Ltd
Home-Start Wales
Innovate Trust

Leonard Cheshire - Coomb Cheshire Home
Leonard Cheshire Foundation
Llanelli Mind
Llanhennock Leonard Cheshire Home
Llanhilleth Mens Stress Group
Lynx Workshops
M H Carers Support Group
Manic Depression Fellowship
Manic Depression Fellowship - Brecknockshire
Manic Depression Fellowship - Bridgend
Manic Depression Fellowship - Caerphilly
Manic Depression Fellowship - Cardiff
Manic Depression Fellowship - Ebbw Vale
Manic Depression Fellowship - Meirionnydd
Manic Depression Fellowship - Merthyr
Manic Depression Fellowship - Newport
Manic Depression Fellowship - Rhyl
Manic Depression Fellowship - Swansea
Manic Depression Fellowship - Torfaen
Manic Depression Fellowship - Vale of Glamorgan
Manic Depression Fellowship Cynon and Merthyr
Manic Depression Support Group
Mental Health Advocacy in Pembrokeshire
Mental Health Carers Support Group
Mental Health Drop In
Mental Health Forum
Mental Health Forum Swansea
Mental Health Matters (Bridgend CB)
Mental Health Users Forum
Mewn Cymru
MHRIC
Mid and West Wales M E Group
Mid Glamorgan County Blind Welfare Association
Mid Powys MIND
Mind Charity Shop
Mind Cymru
Minority Ethnic Womens Network (MEWN)
Monmouthshire Care and Repair
Monmouthshire Crossroads
Montgomery Community Care Project Limited
Montgomery Welfare Committee
Montgomeryshire Crossroads
Morgannwg League Friends of the Mentally Ill

Multicultural Crossroads Caring for Carers
Multicultural Youth Centre
NCH Cymru
Newport Crossroads
Pembrokeshire Care Society
Pembrokeshire Crossroads
Pembrokeshire Deaf Children's Society
Pembrokeshire FRAME Limited
Pembrokeshire MIND
Penarth and the Vale Crossroads (EMI) Ltd
Pendulum Group
Penley Rainbow Centre
People and Work Unit
People in Partnership
Permanent Waves Women's Arts Association
Person to Person Citizen Advocacy
Pontardawe Hafal Carers Support Group
Pontrhydrun MDF Friendship Group
Pontypool Schizophrenia Fellowship
Port Talbot Mind
Reflections
Reflections User Group
Rhondda Crossroads Care Attendant Scheme
Rhondda Cynon Taff Health and Social Care Network
Rhuddlan Crossroads Care Attendant Scheme
Royal College of General Practitioners
Royal College of Nursing (Wales)
Royal College of Paediatrics and Child Health (Wales)
Royal College of Psychiatrists in Wales
Samaritans
Schizophrenia Association of Great Britain
Schizophrenia Fellowship Gwent Group
Schizophrenia Support Group - Rhyl
South Glamorgan Mental Handicap Arts Resource
South Monmouthshire Mental Health Project
South Wales Mental Health Advocacy
Sunrise Colwyn Bay
Sunrise Llandudno
Swansea Valley and District Home Care Co-op Swansea Women's Resource & Training Centre
Swansea, Neath and Port Talbot Crossroads
Taff Ely Crossroads Care Attendant Scheme
Tenby Resource Initiative
The League of Friends of Pen-y-Fal Hospital

Toc H - North Wales
Toc H Bala
Toc H Buckley
Toc H Colwyn Bay
Toc H Corwen
Toc H Criccieth
Toc H Dolgellau
Torfaen Crossroads
Torfaen MIND
Unllais
US Network
VAMT Health and Social Care Network Forum
Voices from Care
Welsh Local Government Association
West Glamorgan Sport for Mental Handicapped
Wrexham Care Association
Young Minds