

Service Statement

Document Information

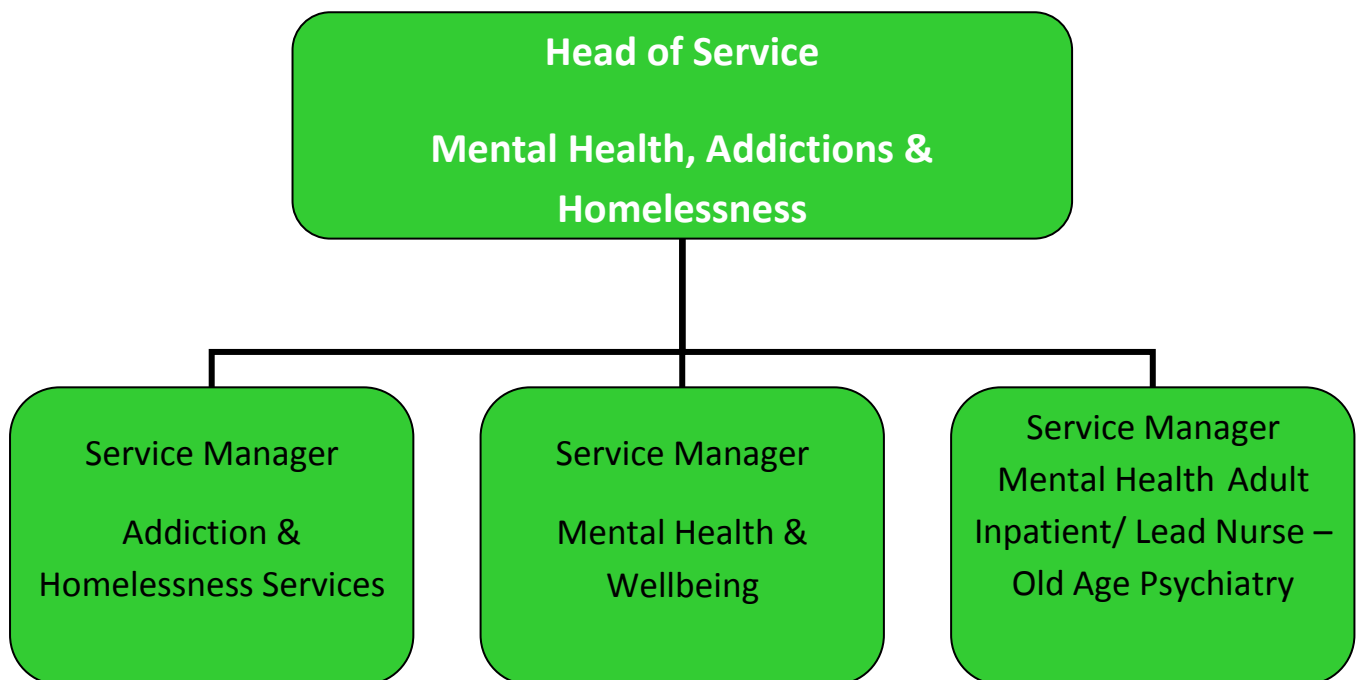
Title	Health and Social Care Partnership Mental Health, Addictions and Homelessness (Mental Health Services)
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Description	This document summarises the Services provided , objectives, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	D Gillespie	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control

1. Overview of Service

1.1 Service Management Structure



1.2 Service Description

Inverclyde HSCP provides a range of Mental Health Services that cover many aspects of care, from promoting better mental health in the community through to providing in-patient care for people with severe and enduring illness.

Our Mental health support services are located throughout Inverclyde and include community day services and inpatient services and the range of interventions and services include:

- Primary Care Supports and Psychological Interventions
- Integrated Community Mental Health Teams
- Crisis Responsive Support
- Acute admission beds
- Intensive psychiatric care beds
- Specialist Services

2. Statement of Service Objectives

- To deliver excellent personalised care, treatment and support which anticipate and prevent the development of illness

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- To help people receive care in local community settings where possible.
- To help people receive care which maximises recovery and minimises the disabling impact of their illness
- To help people receive care on a timely basis in good quality services which are acceptable to service users and their carers.
- To help people to live well with Dementia.
- To ensure all patients and their carers have a positive experience.
- To work in partnership with other agencies to tackle the causes of ill health.

The focus of the Service is to ensure the health and wellbeing of those we serve and to be a leader in the development of mental health care and treatment thus helping to deliver the Council's corporate vision of **Getting it Right for Every Child, Citizen and Community**.

2.1 The service contributes strongly to the delivery of the Single Outcome Agreement and is particularly relevant to the following outcomes:

- SOA 2** Communities are stronger, responsible and more able to identify, articulate and take action on their needs and aspirations to bring about an improvement in the quality of community life.
- SOA 4** The health of local people is improved, combating health inequality and promoting healthy lifestyles
- SOA 5** A positive culture change will have taken place in Inverclyde in attitudes to alcohol, resulting in fewer associated health problems, social problems and reduced crime rates.
- SOA 6** A nurturing Inverclyde gives all our children and young people the best possible start in life.
- SOA8** Our public services are high quality, continually improving, efficient and responsive to local people's needs.

A diagram showing how the Service contributes to *Getting it Right for Every Child, Citizen and Community* and how the Service will promote the development of the '**SHANARRI**' key wellbeing indicators that the Council wishes to 'get right' for all Inverclyde's citizens is contained within Appendix 1.

3. Our Commitment to our Customers

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising and building on the strengths of the individual.
- We will promote people's right to choice, confidentiality and protection.
- We will assist people to improve the quality of and increase their control over their own lives.

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- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate against people or groups on grounds of age, race, religion, sexual orientation, gender or disability.
- We will work in partnership with users, carers and other providers of services to ensure continuous improvement in our performance.

4. What You Can Expect From Us

- We will promote mental health for all, working with individuals and communities.
- We will deliver high quality mental health care.
- We will ensure that anyone with a mental health problem can access local services.
- We will ensure that individuals with severe and enduring mental illness have a care plan which meets their specific needs, including access to services round the clock.
- We will provide safe hospital accommodation for individuals who need it.
- We will enable individuals caring for someone with severe mental illness to receive support which they need to continue to care.

5. Service Standards

As a CHCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise the unique professional roles and expect staff to adhere to their respective professional bodies' standards as outlined below.

The Scottish Social Services Council (SSSC) agreed a *Code of Practice (2002)* for social service workers and employers can be found on:

<http://www.sssc.uk.com/Codes-of-Practice/sssc-codes-of-practice-for-social-service-workers-and-employers.html>

The General Medical Council (GMC) agreed Good Medical Practice (2013) can be found on:

http://www.gmc-uk.org/guidance/news_consultation/20477.asp

The Nursing & Midwifery Council (NMC) agreed The Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) can be found on:

<http://www.nmc-uk.org/Nurses-and-midwives/Standards-and-guidance1/The-code/>

The Health and Care Professions Council agreed the Standards of Conduct, Performance and Ethics (2008) can be found on:

<http://www.hcpc.org.uk/publications/standards/index.asp?id=38>

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6. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.
- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. The link below provides details on how to contact us.

<http://www.inverclyde.gov.uk/health-and-social-care>

- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 714100 or 714900	01475 714001

7. If You Make a Complaint to Us

For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
<p>Write to:</p> <p>The Complaints Officer</p> <p>Inverclyde HSCP Princes Street House 19-29 Princes Street Port Glasgow Inverclyde PA14 5JH</p> <p>Phone: 01475 715274</p>	<p>Phone: 0141 201 4500</p> <p>Email: complaints@ggc.scot.nhs.uk</p> <p>See our website at www.nhsggc.org.uk where you can find information under "Get in Touch / Get Involved".</p>

Alternatively, request a complaints form in any Inverclyde HSCP premises.

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Successful Learners

Confident Individuals



Effective Contributors

Responsible Citizens