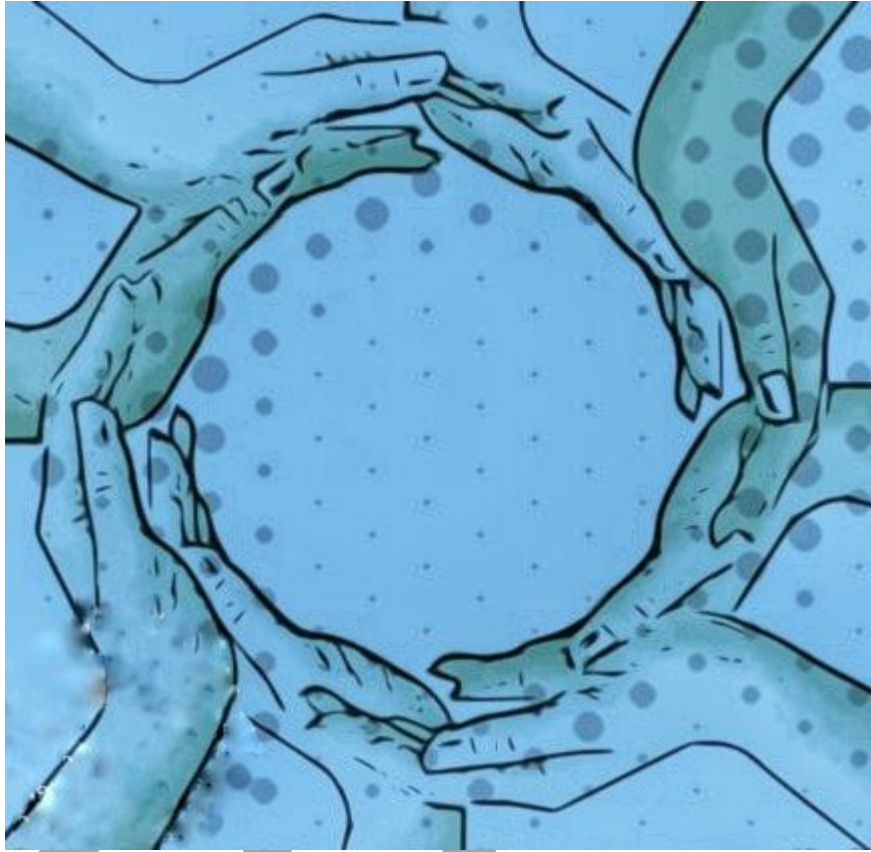
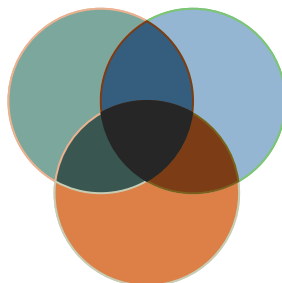


Together Stronger

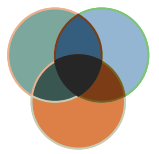


"Relationships are so important... good care can't exist without good relationships"

NHS Highland Mental Health and Learning Disability Services



Contents



Hello!

Why

Language

What

Who

Communities

Context

Hearing

Strategy

Commitments

Commitment 1

Commitment 2

Commitment 3

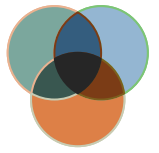
Commitment 4

Commitment 5

Infrastructure

Thank you!

Hello!



Together Stronger is NHS Highland's approach to delivering Mental Health and Learning Disabilities Services, over the next five years (2023 -2028). It includes all the services and specialities that sit within in the Mental Health & Learning Disability division in the Highland Health and Social Care Partnership (HHSCP).

We talked to a lot of people about what they wanted and needed from Mental Health and Learning Disability services in Highland and recognised that although there are differences relating to what services should be available, there is a shared vision about how services should be experienced by the people involved.

In a world of changing resources and demand, we therefore agreed to create a set of commitments about how we will deliver all of our services. These commitments are there to ensure that people have the best experience that they can, whether that be as an individual receiving care or support, a family member or carer, a member of our workforce or a member of another organisation who interacts with us.

We commit to developing good relationships by working:

Compassionately

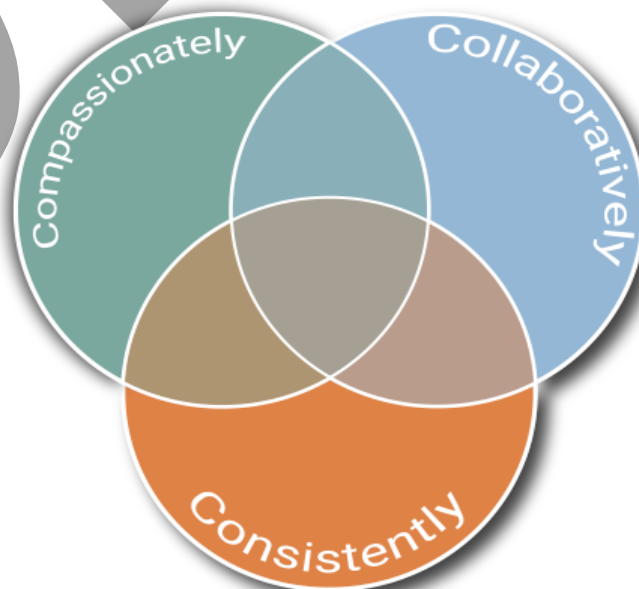
by creating relationships based on empathy, respect and dignity

Consistently

by providing high quality services in a fair and equitable way

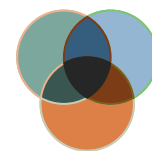
Collaboratively

by working meaningfully with everyone involved in care equally



Why

(How and why does this strategy exist?)



The provision of Mental Health & Learning Disability health and social care services across Highland is delivered by a complex network of NHS services, third and independent sector organisations, partners, volunteers, paid / unpaid carers, and those with lived experience.

Together, we must build and develop the care we provide so that there are no gaps in service, no people who cannot access the support they need, when and where they need it. To achieve this, we must build meaningful relationships, where everyone sits around the same table as a valued member and where every voice is listened to equally.

To create this strategy, we engaged with our partners, workforce, carers, communities, and those with lived experience, across our remote and rural geography.

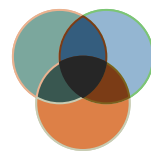
We would like to thank all who engaged with us for their collaboration and for enabling relationships.

COMPASSIONATE
COLLABORATIVE
CONSISTENT
Engagement

76 Community /
Partner sessions

18 NHSH Workforce
sessions

14 Sessions included
those with lived
experience



Language

(What do the words we use mean?)

Mental Health

Mental health is a part of our overall health, alongside our physical health. It is what we experience every day, and like physical health, it ebbs and flows daily. Good mental health means we can realise our full potential and feel safe and secure. It also means we thrive in everyday life.

Mental Wellbeing

Mental wellbeing is our internal positive view that we are coping well psychologically with the everyday stresses of life and can work productively and fruitfully. We feel happy and live our lives the way we choose.

Mental Illness

Mental illness is a health condition that affects emotions, thinking and behaviour, which substantially interferes with or limits our life. If left untreated, mental illnesses can significantly impact daily living, including our ability to work, care for family, and relate and interact with others.

Acronyms

We use a few acronyms in this document (we have tried to keep it to a few!). These are:

MH: Adult Mental Health Services

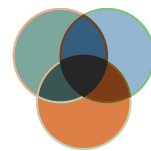
DARS: Drug and Alcohol Recovery Services

OA&D: Older Adult & Dementia Services

LD: Learning Disabilities Services

NC: New Craigs Hospital

What



(What are the services we provide?)

Our Adult Mental Health and Learning Disabilities services cover a wide range of different services. We work with people over the age of 18 years, who need care both in hospital and community settings.

NHSH Adult Mental Health and Learning Disabilities Services

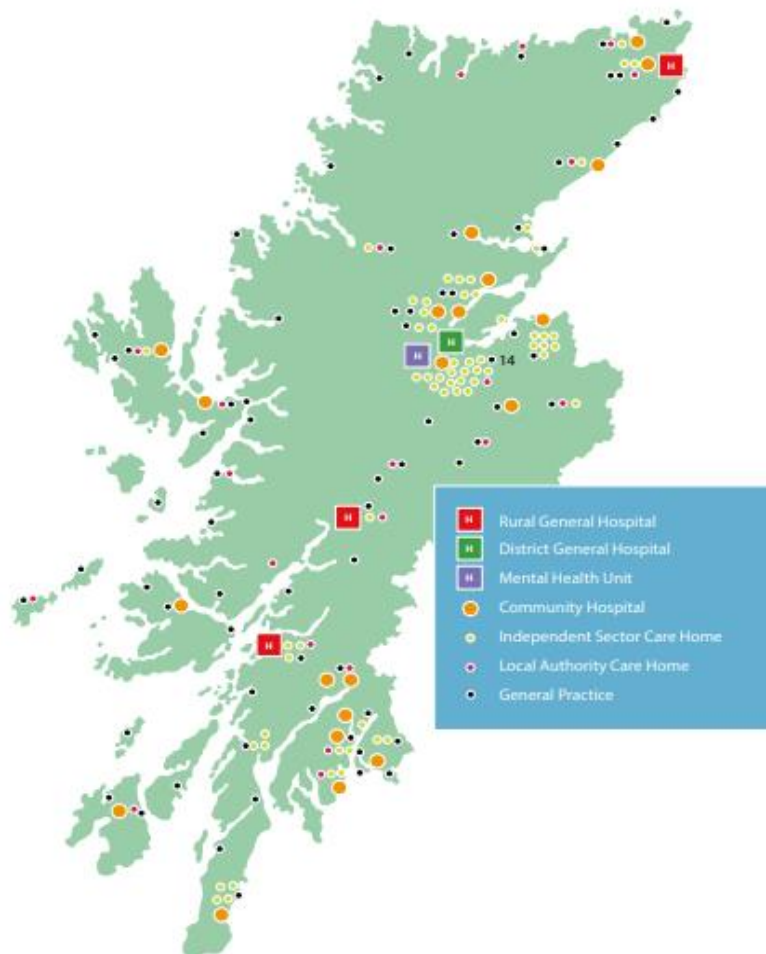
Adult Mental Health Services

Learning Disabilities Services

Older Adult and Dementia Services

Drug and Alcohol Recovery Services

New Craigs In-Patient Services

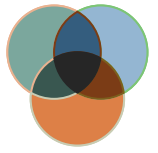


Our inpatient facilities are based at New Craigs in Inverness, with outpatient facilities in various locations. Our community teams cover all areas of our remote and rural geography.

Lots of our services are delivered in partnership with primary care, social care and the voluntary sector.

Who

(Who are we?)

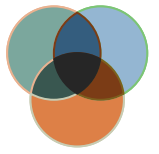


We want to make sure that we have the right people in the right place at the right time, to deliver the health and social care that the people we work with need. We actively recruit to make sure that we can achieve this, and support those staff already in post to develop, grow and achieve their own goals and those of the services. Our Mental Health & Learning Disability Services include:

Community Multi-Disciplinary Teams
Personality Disorder Service
Eating Disorder Service
Highland Adult Autism Assessment Service
ADHD Assessment Pathway
Day Services for Adults with Learning Disabilities
Social Work Transition Team
Social Work Mental Health Team
Mental Health & Learning Disability Specialist Pharmacy Service
Psychological Therapies
Vocational Rehab Service
Centre for Mental Health Recovery
STORM Training Team
Specialist Mental Health & Learning Disability Allied Health Professionals
Business Support and Administrative Teams
Community Multi-Disciplinary Teams
Dementia Stress & Distress Support Team
Forensic Mental Health Team
Mental Health & Wellbeing Primary Care Team
Mental Health Assessment Unit
Perinatal and Infant Mental Health Service
Police Custody and Forensic Medical Services
Prison Healthcare

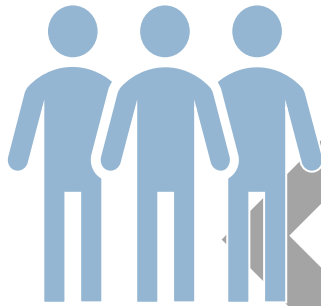
7% of NHS Highland's employees are employed within the North Highland Mental Health and Learning Disability Services to provide care for our population (thats a total of **727** people!)

Communities



(What do our communities look like?)

42% of total landmass of Scotland, **8628Km** of coastline



Resident population **320,860**

Over **11,000** adults in Highland live with a mental health condition that requires support from our services.

Over **21,500** adults in Highland live with a mental health condition that does not require support .

Our New Craigs Hospital supported X people last year

Approximately **1600** adults with a learning disability.

Around **1100** of these people live independently.

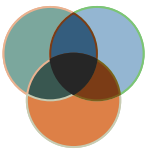
1 in 12 of those over 65 years have dementia
By 2035 this figure will increase to **1 in 9**

In Highland, 3,733 people with dementia live in their own homes, supported by family, friends or carers.

In 2021 there were **61** alcohol specific deaths. In 2022 there were **42** drug related deaths

Our Drug and Alcohol Recovery service recorded 379 new assessments for people starting specialist alcohol and / or drug treatment last year

Context



(National and local context)

National Context

The services we deliver are guided by a suite of strategies and standards developed by Scottish Government:

Scotland's Mental Health and Wellbeing Strategy

In June 2023 the Scottish Government and COSLA published the long-term vision and approach to improving the mental health and wellbeing of everyone in Scotland. Its vision is **"of a Scotland, free from stigma and inequality, where everyone fulfils their right to achieve the best mental health and wellbeing possible"**. This strategy describes what a highly effective and well-functioning mental health system should look like. It focuses on ensuring that the right support is available, in the right place, at the right time, whenever anyone asks for help.

National Core Mental Health Quality Standards

These standards aim to improve the quality and safety of mental health services across Scotland. They aim to ensure that individuals, families, and carers know what they can expect from mental health services and aim to reduce inequalities in experience and outcomes resulting from unwanted variation in quality of care across Scotland's services. As Scotland's demographics change, further standards will be developed.

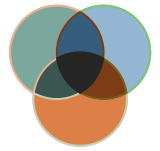
Further details of related strategies can be found at the end of this document.

Local Context

One of the strategic objectives of NHS Highland's Board wide strategy, *Together We Care*, is to: "Ensure that both physical and mental health are on an equal footing and reduce stigma by improving access and enabling staff in all services to speak about mental health and wellbeing" (NHS Highland, 2022, P23).

Underpinning this are three priorities:

1. Deliver consistently excellent care that is quality focused, follows best practice, is data driven, efficient, consistent, and supported by the latest digital technologies
2. We will develop integrated local services by working together with local partners to enable people to stay well for longer, help meet growing demand and to coordinate care and prevention
3. We will improve the quality of care delivered to patients receiving enhanced care to support their mental health and develop individualised care planning and the right level of care to those in crisis



Hearing

(What did we hear?)

We had meaningful conversations with people from across Highland; those who use our services, carers, loved ones, partners, communities and our own workforce. We listened, and the things that you said were most important, focused on service design and relationships. These have been used to create our commitments to you (Page 9 if you want to skip ahead!).

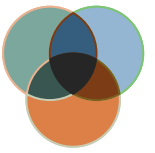
We want to thank everyone who got in touch, everyone who attended the conversation cafes and workshops, our partners, communities, and our colleagues. Without your insight, knowledge, thoughts and opinions, we would not have been able to develop this strategy. We have learned so much from you and promise to continue to develop and grow our relationships as we move forwards together.



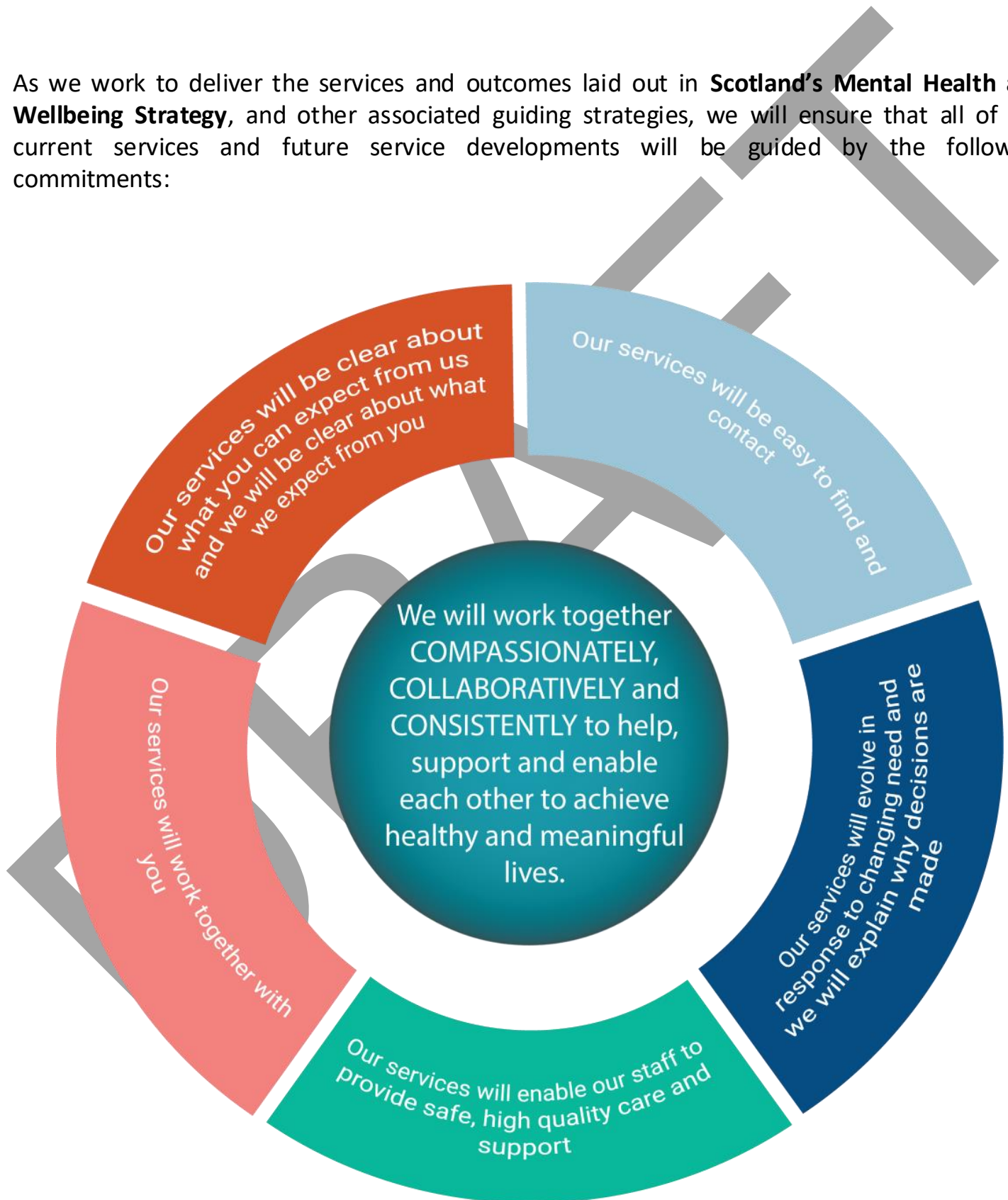
proactive
communication timely
centred
flexible equality partnership prevention
intervention relationships holistic effective
change compassion together
invest listen person
consistent care collaborate place
time engage education
responsive support inequality inclusive
adaptive

Strategy

(At a glance)

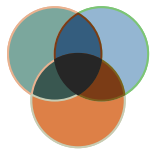


As we work to deliver the services and outcomes laid out in **Scotland's Mental Health and Wellbeing Strategy**, and other associated guiding strategies, we will ensure that all of our current services and future service developments will be guided by the following commitments:



Commitments

(What we will do)



1

Our services will be easy to find and contact

2

Our services will be clear about what you can expect us and we will be clear about what we expect from you

3

Our services will work together with you

4

Our services will enable our staff to provide safe, high quality care and support

5

Our services will evolve in response to changing need and we will explain why decisions are made

1

Our services will be easy to find and contact

Our services should be able to be found by people with no prior knowledge of the system and people should be directed to the service they need by the first person they come into contact with. This is also known as the “no wrong door” principle.

Individuals, their loved ones and carers

MH

People will be able to access therapy and support in a range of formats including digital or online therapies.

LD

All information will be available in a range of accessible or alternative communication formats. This will include audio, easy read, easy access, Makaton and subtitles.

DARS

All services available to individuals and families affected by alcohol or drug use is available via Highland Alcohol & Drug Partnership (HADP) website: www.highland-adp.org.uk. We will make this information available in other formats too.

OA&D

Access to our services will be straightforward and through a single point of referral. Our contact details will be visible and take you directly to a health or social care team.

New
Craigs

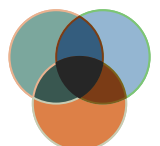
New Craigs hospital site will be signposted, fully accessible and user friendly to enable people to find their way about with ease.

NHS Highland

We will continue to grow and develop relationships and pathways between physical and mental health. We will make sure that our workforce understands the role and remit of the Mental Health and Learning Disability services, providing an induction package for every new member of NESH staff.

Other organisations

We will continue to work in partnership and engage through our NESH Mental Health & Learning Disability Strategic Partnership Group. We will continue to explore all opportunities to commission services to be delivered in partnership with other organisations. We will create a Strategic Commissioning Plan.



2

Our services will be clear about what you can expect from us and we will be clear about what we expect from you

The purpose of our services will be made clear from the beginning to all who come into contact with us. We will explain what the service does, why it exists, how it works and who it is for. We will design our services to support you when you are at risk, and we will do this in a way that encourages positive risk taking and protects both you and our staff at times of crisis.

Individuals, their loved ones and carers

MH

All services will discuss with you, and your loved ones, if you would like, about the care and treatment you can expect to receive. We will also give you guidance about steps you can take to improve your own mental wellbeing.

LD

We will work with you, your loved ones and your carers to enable you to be as independent as possible and to enable you to have access to a wide range of opportunities and everyday experiences.

DARS

As part of the assessment process, we will provide you with relevant information, discussing options and ensuring you are aware of the personal commitment required.

OA&D

Our services will have clear written criteria, which we will promote widely. We will offer evidence-based therapies and clearly define what these are. We will include your loved ones, if appropriate, in all plans.

New
Craig's

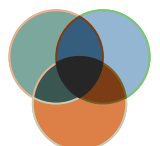
We will provide you with information about your stay and discuss how to ensure that you can be discharged home, or to the next destination, at the earliest opportunity.

NHS Highland

Each service within the Mental Health and Learning Disabilities Division will create a Service Specification and Plan that will detail the service provided, the criteria for inclusion, the role of staff members and the plans for future development. Our Specialist Pharmacy team are leading the way on this work and have created a template that other services will use. These plans will be shared widely.

Other organisations

We will work together with other organisations to ensure that we can signpost you to other sources of support to enable you to be as independent as possible and fully in control of your own mental health and wellbeing.



3

Our services will work together with you

We will work with individuals to deliver person centred care. We will respect the preferences, values and goals of each individual. We will work with people, using health and social care services, as equal partners in planning, developing and monitoring their care. We will work within the principles of Realistic Medicine (in both health and social care settings) to ensure you feel empowered to make decisions about your care.

Individuals, their loved ones and carers

MH

Our health and social care staff will work alongside you to advise and agree the most appropriate therapy or support to meet your needs and support your mental health recovery.

LD

We will listen to hear your goals and desires and work together with your networks to create opportunities to achieve your dreams with the support that you need.

DARS

If you are seeking stabilisation or abstinence from drugs or alcohol, we will work with you and those important to you to identify interventions aimed at supporting you to achieve your desired outcomes.

OA&D

Every person with Dementia cared for by Older Adults Mental Health Services will have the opportunity to complete a "Getting to know me" document. We will develop care and support plans jointly with those who use our services and their families and carers.

New
Craigs

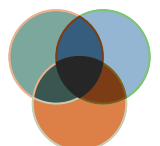
We will ensure that inpatient and outpatient wards and clinics are designed to meet your needs in a safe and therapeutic environment

NHS Highland

We will regularly review and evaluate the services we provide by gathering feedback from people that have experienced our services. We will use this feedback to drive our improvement work. We will work together across other NHS Highland to ensure that people receive the support they need in all health and social care settings.

Other organisations

We know that the solution people need or want is not always available within NHS Highland's services and therefore we will continue to work in partnership with other organisations to grow and develop the support they provide in community settings.



4

Our services will enable our staff to provide safe, high quality care and support

We will support our colleagues to provide the care and support that individuals need, when they need it, in a way that works for them. We will ensure that our staff can progress a meaningful, enjoyable, and rewarding career.

Individuals, their loved ones and carers

MH

Adult Mental Health services will ensure staff working in our teams, receive the specialist training required to enable people in their recovery and are enabled to follow the principles of the Time, Space & Compassion approach.

LD

Staff across NHHSH will be able to access training to ensure they understand the specific needs of people with a learning disability. Staff working within Learning Disabilities services will work within the principles of Positive Behaviour Support (PBS).

DARS

Staff will be trained to deliver a range of medical and psychological interventions aimed at supporting recovery. We will support staff to access training to become Advanced Practitioners and Non-Medical Prescribers.

OA&D

Our staff will have protected time to build the skills and education they need to deliver modern Older Adults Mental Health Services.

New
Craig's

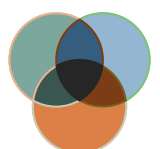
We will support staff to deliver optimal care to their patients in a safe, secure and welcoming environment that feels good to be in

NHS Highland

We will ensure that our staff have protected development time. We will create a Workforce Development plan to support service plans and map our future staffing needs. We will embed a Trauma Informed Approach across all of our services.

Other organisations

We will work together to ensure that everyone providing health and social care does so in an equal and inclusive way. We will work together to create an environment for collaboration to enable shared training and staffing opportunities.



5

Our services will evolve in response to changing need and we will explain why decisions are made

We will respond to changes in strategy, circumstance, and service delivery quickly, as our resources allow. This will mean that we need to design and lead services that can transform quickly and efficiently. We will also respond to changes in individuals needs quickly and ensure that any changes are organised and delivered timely and efficiently.

Individuals, their loved ones and carers

MH

Our service will respond to Scotland's Mental Health and Wellbeing Strategy and the forthcoming Mental Health Quality Standards. We will work in partnership with stakeholders to transform to meet these requirements.

LD

Following the Coming Home report, we will work in partnership with housing and support providers to ensure that people's needs are met in appropriate environments.

DARS

We will continue to redesign and evolve our services to meet the Medication Assisted Therapy (MAT) Standards and work alongside partner agencies to ensure that people are able to access the support they require

OA&D

Our population is aging, and we are required to respond innovatively to increasing demand for our services, including care to stay at home.

New
Craigs

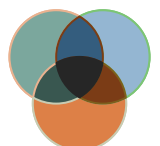
We will ensure that inpatient services are flexible and can meet the needs of the people that require inpatient care.

NHS Highland

We will inform other services within NHS Highland of changes we make to our services. We will ensure that our staff are provided with opportunities to participate in national work to ensure that future strategy also reflects the needs of Highland services and residents.

Other organisations

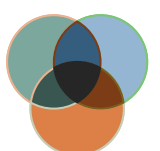
We will share any changes our services make in a timely manner, explaining why these are happening and will enter into conversation about how we can all support each other through these changes.



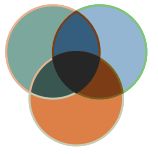
Infrastructure

(What we need to achieve our commitments)

There are some things that will enable us to achieve our commitments. These run through everything we do and we will need them to progress in the future. They are things that, no matter where we work or what we do, we need to be aware of, and try to do our best by or utilise to best effect.



Thank you!



(Want to get involved?)

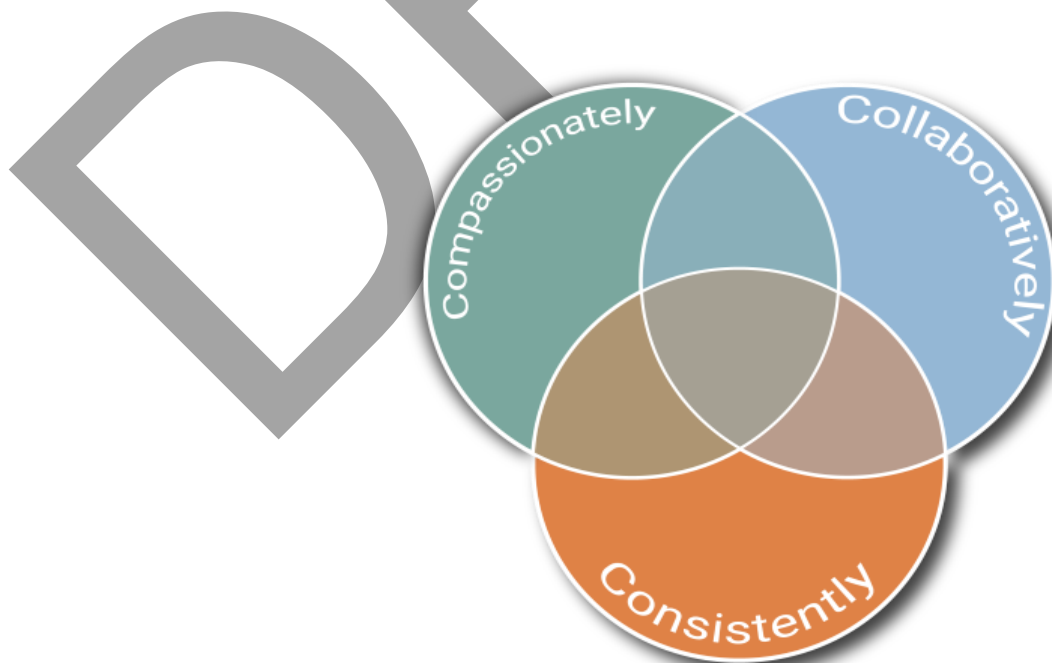
Thank you to all of those who connected with us, your thoughts, insights, and ideas have enabled us to create our commitments. These will drive us forward over the coming years, shaping the way we provide our services.

To make sure that we are doing everything we can to achieve our commitments, a Mental Health and Learning Disability Strategy Partnership Group has been set up. This group is made up of both NHS Highland leaders and professionals and representatives from organisations across Highland. It is intended that this group will enable collaboration to govern and guide changes we make to our services, ensuring that we work in partnership and that everything we do has the needs of our population and those individuals who need our services at the centre.

If you would like to know more, please get in touch at:

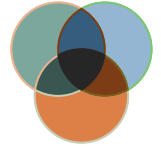
nhsh.mhldstrategyfeedback@nhs.scot

We want to continue to grow and develop, working together across Highland to deliver the right care, at the right time, in the right place for everyone who needs it in a collaborative, caring and consistent way.



Guidance

(Strategies and guidance)



Scottish Government & NHS Highland policies and programmes in support of this Strategy:

Mental Health and Wellbeing Strategy: Strategy laying out Scotland's approach to improving mental health for everyone in Scotland.

www.gov.scot/publications/mental-health-wellbeing-strategy

Coming Home Implementation Report: Improving care for people with complex needs and learning disabilities. www.gov.scot/news/coming-home-implementation-report

Getting it Right for Everyone (GIRFE): A proposed multi-agency approach to health and social care support and services from young adulthood to end of life care.

www.gov.scot/publications/getting-it-right-for-everyone-girfe

Dementia in Scotland: Everyone's Story: The new Dementia Strategy for Scotland is a 10-year vision for change.

www.gov.scot/publications/new-dementia-strategy-scotland-everyones-story/

National Drugs Mission Plan: 2022 - 2026: National Mission to reduce drug deaths and improve the lives of those impacted by drugs. www.gov.scot/publications/national-drugs-mission-plan-2022-2026

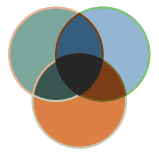
Together We Care - with you, for you: NHS Highland Strategy 2022 -2027.

www.nhshighland.scot.nhs.uk/about/publications-and-public-records/together-we-care

Strategic Plan for Adult Services 2024 - 2027: Highland Health and Social Care Partnership Strategic Plan www.nhshighland.scot.nhs.uk/about/highland-health-and-social-care-partnership/publications

Support

(Support across Highland)



Crisis Help and Support

If you or someone else is feeling **extremely distressed** you should **call 999 or go straight to A+E**. If the crisis is **not life threatening** call the **GP or NHS 24 on 111**. The NHS 24 Mental Health Hub is available 24 hours a day, 7 days a week, on **111**.

Samaritans

Please contact the Samaritans on **116 123**. Available 24 hours a day, 365 days a year.

Breathing Space

Please contact Breathing Space on **0800 83 85 87**. Weekdays, Monday to Thursday 6 pm to 2 am. Weekend, Friday 6 pm to Monday 6 am.

Mikeysline

Highland wide service. Text based support. **Sunday to Thursday 6pm – 10pm, Friday and Saturday 7pm-7am**. Text: **07786 207 755**. WhatsApp: **01463 729 000** Also available on **Webchat – Messenger – Twitter**
For more information go to website: www.mikeysline.co.uk

James Support Group

Highland Wide Service. **24hr helpline** every day. For people bereaved by suicide or anyone having suicidal thoughts. Phone or text: **07563 572 471**
For more information go to website: www.jamessupportgroup.com

Prevent Suicide Highland APP

This easy to use app helps you safety plan should you ever find your self in distress, feeling hopeless or suicidal in the future.
Available on Google Play for Android devices and the Apple App Store for iPhone and iPad.

Further information and resources can be found on the Highland Mental Wellbeing website – www.highlandmentalwellbeing.scot.nhs.uk

DRAFT

DRAFT