

Appendix 1: Mental Health Services Summary

In relation to mental health, the Partnership has direct responsibility for:

- **Primary Care Mental Health Team (PCMHT):** enhances the primary care assessment and treatment of adults with mild to moderate mental health problems, from the age of 18 to 65 years of age. This service provides appropriate access to a range of short term mental health and psychological interventions, on a matched/stepped care basis. The criteria for the PCMHT is that any client is reported to have minimal risk factors and a mild to moderate presentation of mental illness, (depression and/or anxiety). Presentation/needs identified should be deemed suitable for brief intervention. The PCMHT predominantly offers only clinic based appointments. This team covers all of East Ayrshire.
- **Community Mental Health Team (CMHT):** provides a comprehensive multidisciplinary assessment and care management service for individuals, inclusive of treatment, care, support and information. The service is available to individuals with a severe or enduring mental health difficulties and complex needs, from 18-65 years of age. Community mental health teams consist of a range of NHS staff including: psychiatrists, psychologists, community psychiatric nurses and occupational therapists. This team has two bases, one in Cumnock and the other in Kilmarnock.
- **Social Work Mental Health Team:** provides social care assessment for people with mental health difficulties. They offer early help, signposting to other agencies, short term input and goal setting and assessment for ongoing need for services. Additional to the core remit responsibilities, the team continue to contribute to meeting the local authority statutory requirements under Adult Support and Protection, Adults with Incapacity, The Mental Health (Care and Treatment) Act, and the Criminal Procedure Act. There are two teams within East Ayrshire, one based in Rothesay House, Cumnock and the other based in North West Kilmarnock Centre, Kilmarnock.
- **The Older People's Community Mental Health Team:** offers an integrated community service for people over the age of 65 with functional mental health problems and supports adults with a diagnosis of dementia alongside their care partners. The team consists of nursing staff including a Care Home Liaison Nurse, Consultant Psychiatrist, Specialist Psychiatric registrar, Occupational therapists, input from Physiotherapist, Dietician, Speech and Language Therapist, Psychologist and Alzheimer Scotland Link Worker. The team aim is to provide service users over 65 years with a functional psychiatric illness or a degenerative mental illness, with care which is tailored to meet individual mental health needs and delivered on a multidisciplinary basis.

In Ayrshire in relation to mental health, North Ayrshire HSCP leads on the management and delivery of the following services, on behalf of East and South:

Mental Health Inpatient Services:

- Acute inpatient assessment for individuals experiencing functional and/or organic presentation
- Generic and forensic rehabilitation services
- Low Secure inpatient services
- Hospital Based Complex Continuing Care for individuals 65 and over on Ailsa site
- Intensive Psychiatric care provision
- Inpatient addiction service, offering inpatient detoxification programme, residential and day attendance rehabilitation programme

Also included within the inpatient portfolio of services are:

- Community Forensic Team
- Elderly, Psychiatric and Alcohol Liaison Services
- Mental Health Advanced Nurse Practitioners
- Acorn – service based at Ailsa offering structured activity, sheltered employment opportunity and supporting individuals who have/are experiencing mental disorder to develop a range of skills

Inpatient services are split between Woodland View on Ayrshire Central Hospital site in Irvine and on Ailsa Hospital site in Ayr, the majority of adult services being based at the new bespoke provision within Woodland View.

Crisis Resolution Team: the Ayrshire Crisis Resolution Team offers a home based alternative to in-patient care for adults (aged 16-65) experiencing acute and severe mental health crisis. The service offers short term support up to 21 days, in line with the national standards for crisis services.

Psychology Services: are provided across Ayrshire and Arran and are embedded within various specialist teams. Specialities covered are:

- Child Psychology
- Older Adults, physical health and neuropsychology,
- Adult Mental Health
- Learning disability services

The service deploys a range of staff within these specialist roles to undertake focused work, such as primary care mental health, community mental health and eating disorders.

Child and Adolescent Mental Health Service (CAMHS): the CAMHS service is available to young people aged 5 to 18 years old and offers short term treatments for those with mild to moderate mental health problems; to more complex treatments for children and young people experiencing more severe and complex problems.

Prison and Police Custody Health Services: the provision of health care to HMP Kilmarnock includes access to the full range of Primary and Secondary Care services available to the wider population of Ayrshire. The mental health services within HMP Kilmarnock provide a range of treatments and therapies for scheduled, unscheduled and crisis care. The mental health and addictions team consists of mental health nurses, addiction caseworkers, an occupational therapist, a speech and language therapist, a clinical psychologist and a Consultant Forensic Psychiatrist.

In East Ayrshire, the **Education Service** comprises a number of sections. In addition to support available in individual education centres, those most related to improving mental health and wellbeing are: **East Ayrshire Support Team (EAST):** a team of highly trained staff working collaboratively with centres to provide support for children and young people aged 3 – 18 years with additional support needs in a number of ways including; Social, Emotional and Behavioural Needs and Hospital Education Service and; **Educational Psychological Services** which support children's learning and development together with parents, teachers and partners including speech and language therapists, clinical psychologists and social workers.

Appendix 2: Needs, Assets and Views Analysis

	Kilmarnock Locality	Northern Locality	Southern Locality	East Ayrshire	Scotland	East Ayrshire Better/Worse than Scotland
% working age population employment deprived (2017)	13.6	10.3	16	13.6	10.6	X
% population income deprived (2017)	16.4	11.3	17.4	15.5	12.2	X
% School Attendance (2017/18)	91.5	93	91	91.7		—
School Exclusions per 1,000 pupils (2017/18)	26.9	10.2	21.1	20.7		—
CAMHS Referrals (2018)	East Ayrshire- 808		Accepted CAMHS Referrals (2018)		East Ayrshire- 696	
% population prescribed drugs for anxiety/depression/psychosis (2016/17)	18.3	17.1	23.4	19.7	18.5	X
drug related hospital stays per 100,000 (2014/15-2016/17)	366	183	205	277	147	X
Alcohol related hospital stays per 100, 000 (2017/18)	679	572	694	658	676	—
Alcohol related hospital stays aged 11-25 years, per 100,000 (2014/15-2016/17)				356	256	X
Psychiatric hospital admissions per 100, 000	202	164	248	209	262	✓
Deaths from suicide per 100, 000 (2012-16)	13.4	8.9	10.8	11.6	13.9	—

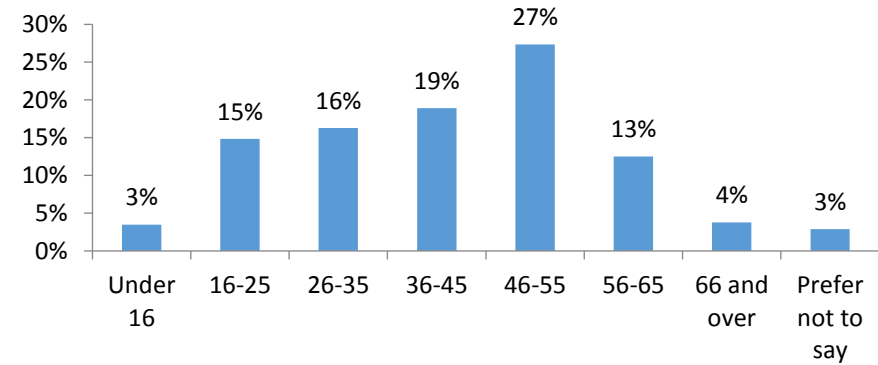
Key: X = Worse, ✓ = Better, — = No differences can be calculated

The Ayrshire Mental Health Conversation: East Ayrshire online survey responses

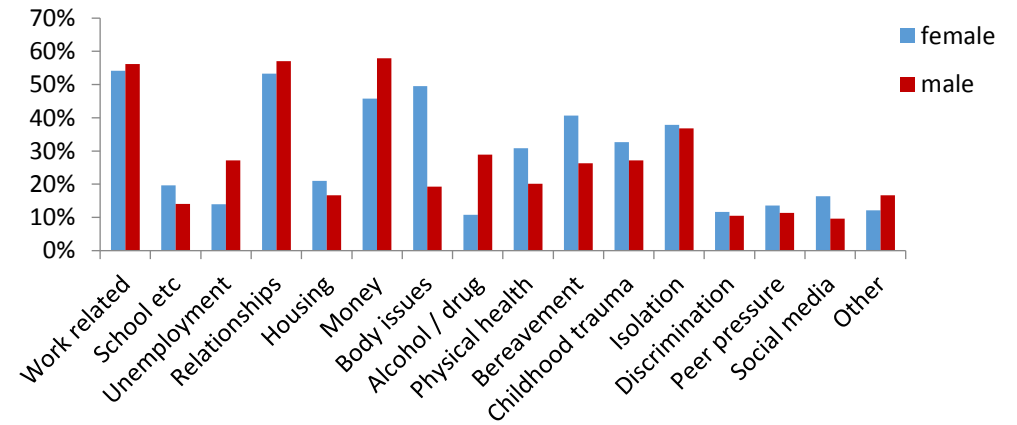
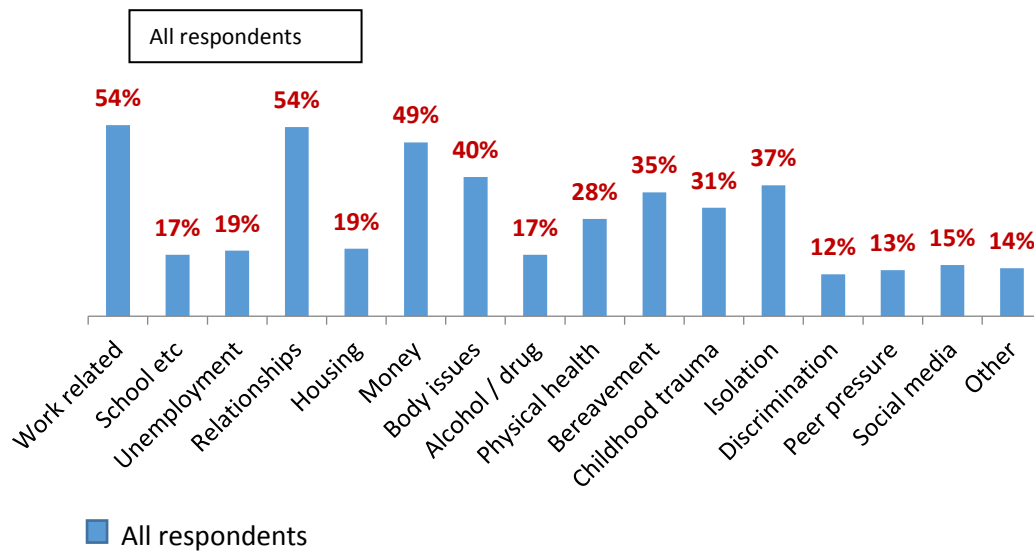
There were 338 surveys returned with an East Ayrshire post code. Of these,

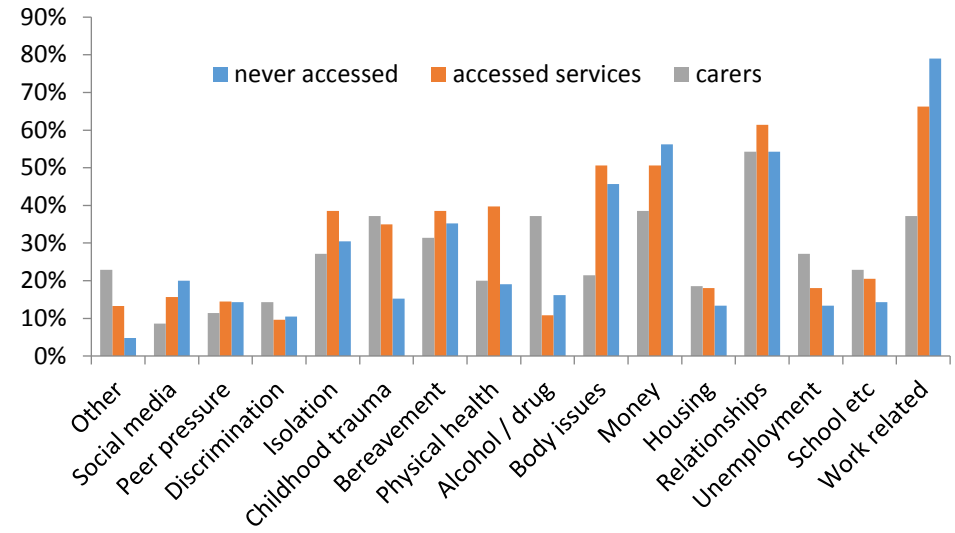
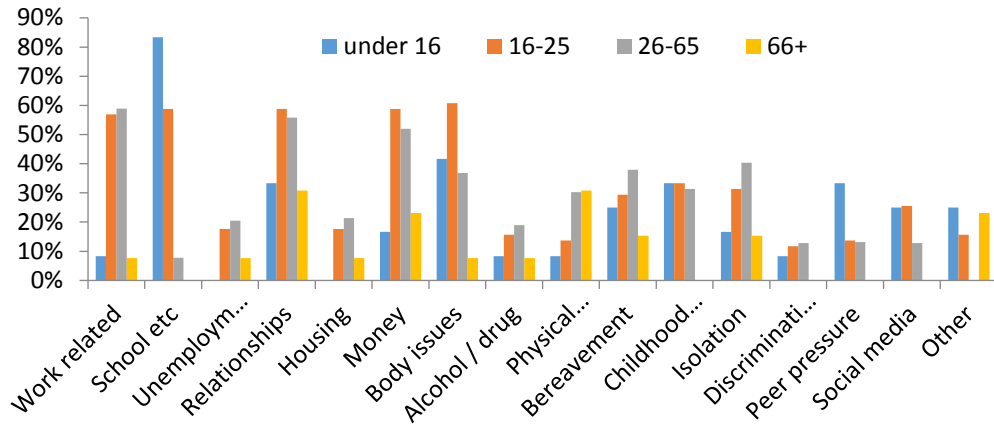
- 44% **had** accessed mental health services
- 33 % had **never** accessed mental health services
- 24% **cared** for someone with mental ill health.

Almost two-thirds of the responses came from women (62%) and one-third from men (33%). 4% of respondents said they'd prefer not to tell us their gender, while 1% told us another gender. The graph shows the age profile of respondents:

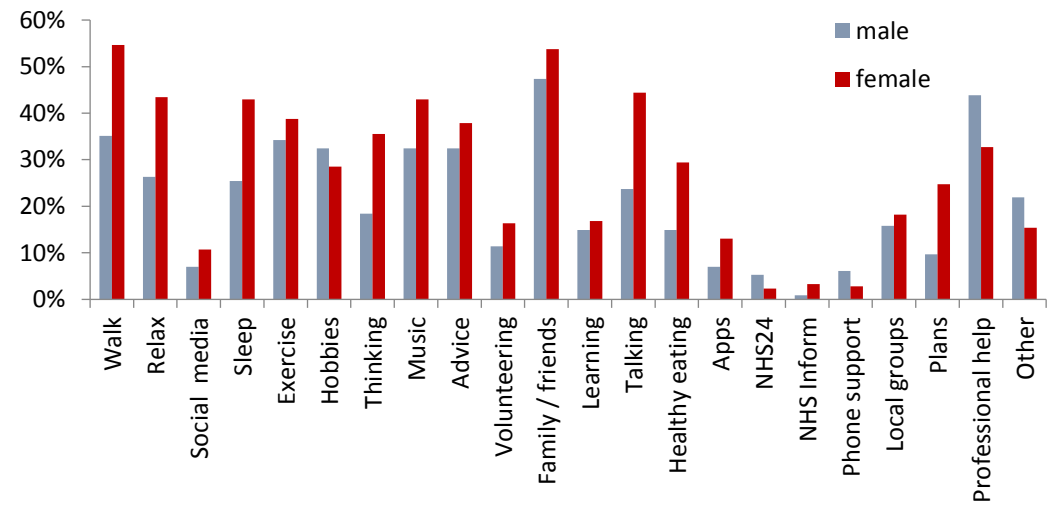
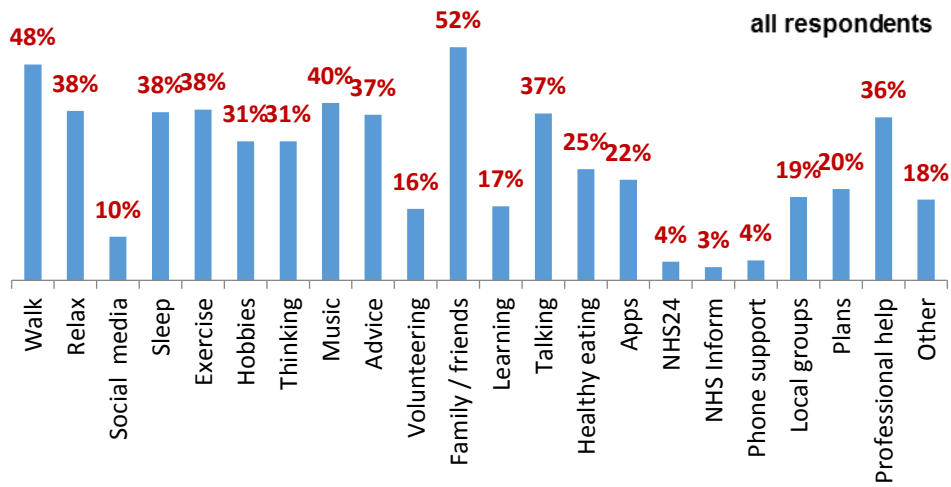


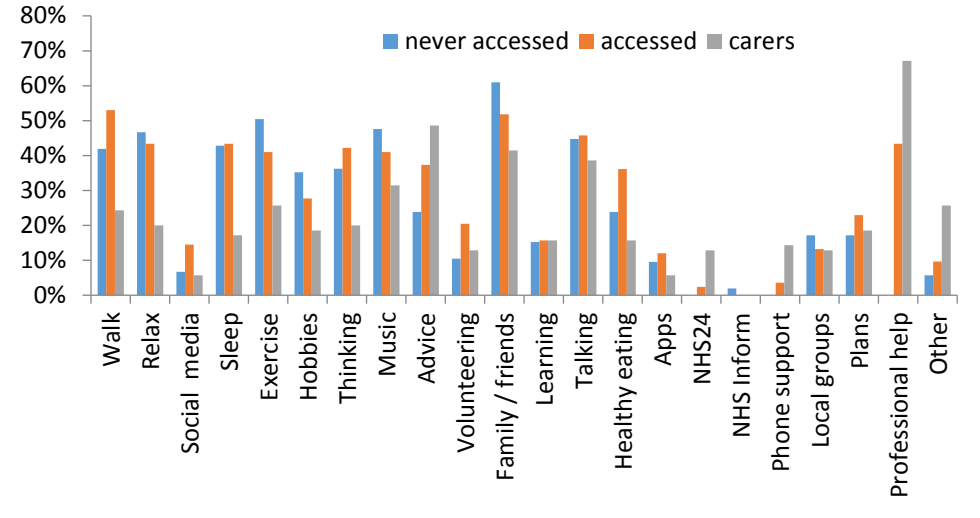
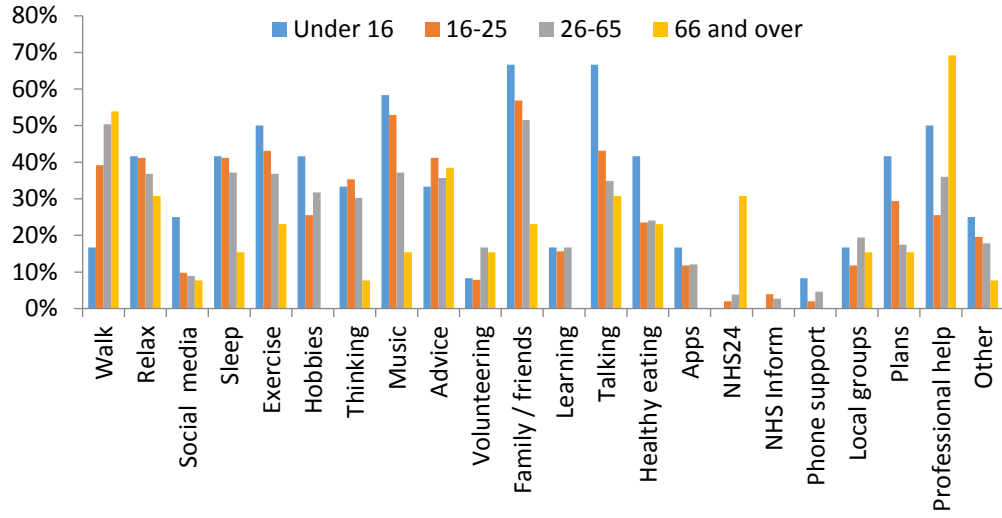
What things challenge your mental health?



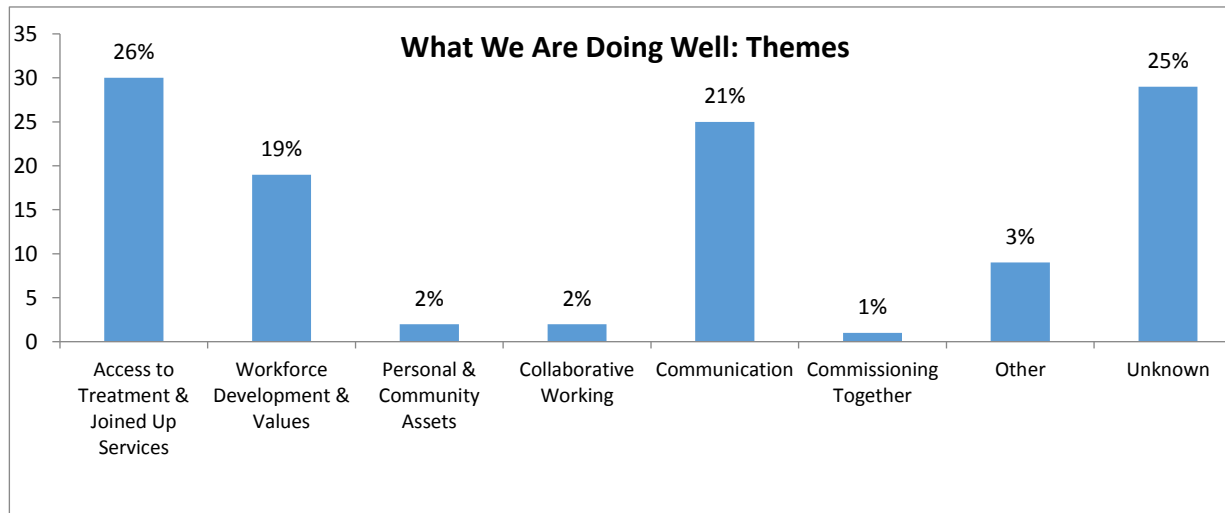


What things help to improve your mental health?





What We Are Doing Well



A total of 117 comments were received relating to what we are currently doing well in the mental health services we provide.

26% of positive feedback was related to access to treatment & joined up services, 21% to good communication and 19% to workforce development & values. Morven Day Centre was specifically mentioned by a number of participants throughout the comments in this section.

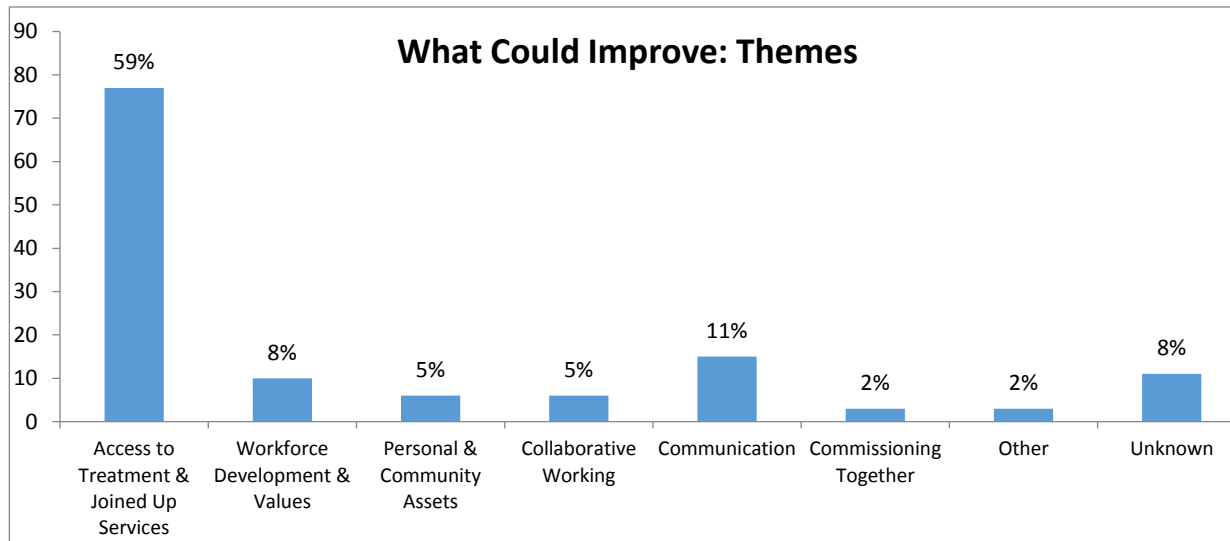
You said:

- *"I was able to access extremely quickly, support after I developed signs of postnatal depression after the birth of my child."*
- *"The response was very quick when I contacted the service."*
- *"Listening, availability, neither judging nor giving the impression 'heard this all before'."*
- *"The staff listens and gives advice on how to get better."*
- *"Psychiatrist and crisis team are excellent. They listen to me and provide support (most importantly, the type of support I want and that works for me personally) when needed."*
- *"Consistent, reliable service. Excellent professionals who want to work with you to help."*

We said:

We are very pleased that many people we talked to are satisfied with the quality of the services they have had and that the values and dedication of the people working to improve mental health are highlighted as key elements of successfully supporting recovery. We will ensure these positive comments are shared with teams and partners to keep shaping good practice.

What Could Improve



131 comments were made in relation to what could be improved in the mental health services currently offered by East Ayrshire.

The main improvement respondents wanted to see was in the access to treatment & joined up services, contributing to 59% of responses made in this area – with wait times and funding being the key focus of most comments. 11% of the feedback related to improving communication and 8% to workforce development & values.

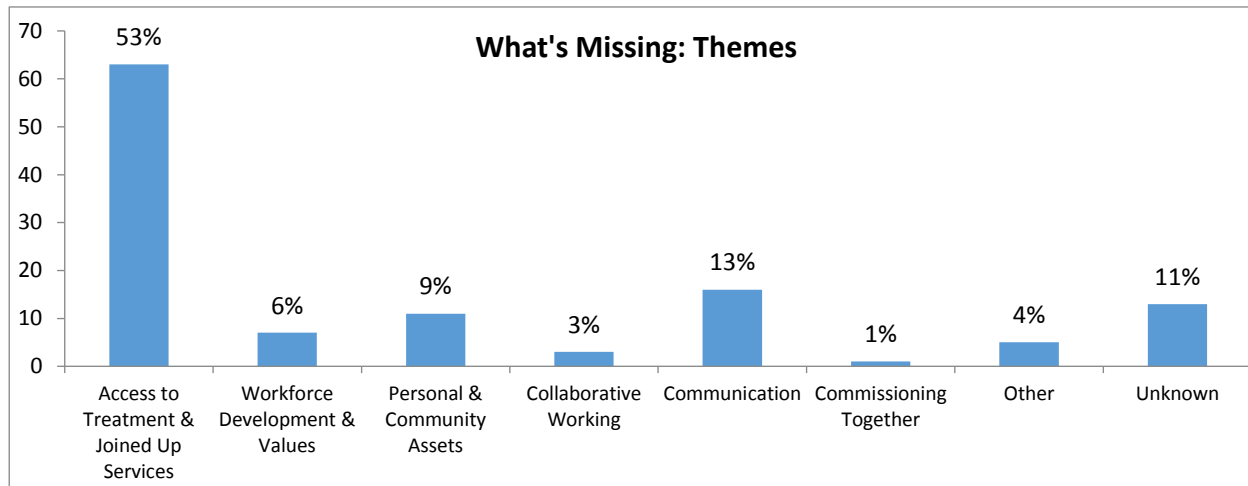
You said:

- *“Better access! I suffered from depression for 2 years before I was referred to CAMHS. As an adult I had no idea of the level of care and support I was entitled to, and 6 years on from my original referral, I have had no further mental health support outside of my GP’s office.”*
- *“Easier access - I shouldn't have to wait until I am at breaking point / attempting suicide before I speak to someone”*
- *“More funding, shorter waiting lists and a more proactive approach to early interventions.”*
- *“I’m not currently aware of what services are available.”*
- *“Being taken seriously, not being patronised, not being discharged without knowing. BEING LISTENED TO.”*

We said:

We recognise the challenges that people have highlighted in relation to better access to the right support, from the right person at the right time and our Delivery Plan is significantly focussed on redesigning our supports and services to make improvements in this area, using national investment in mental health alongside local resources. We will be working to make people more able to manage their mental health wherever possible and are committed to scaling up our approach to prevention and early intervention.

What's Missing



119 comments were made in relation to 'What's Missing' from our mental health services.

In common with the 'What Could We Improve' section, 53% of comments were related to access to treatment & joined up services, particularly relating to wait times and accessing treatment. 13% of comments were related to poor communication and 9% personal & community assets.

You said:

- *“Easy access for patients. Staff who do not feel under pressure. More services out of hours – i.e. for those of us who work 9-5 being able to attend appointments at a time suitable to us - as it is not always appropriate/easy to attend during working hours without having to provide information to line managers which you would rather not make them aware of.”*
- *“Clarity on how to access support - drop in service would be good particularly because many have negative experiences with their GP. GP support urgently needs to be improved.”*
- *“A realistic approach to recovery time.”*
- *“Again more community based services especially in SOUTH EAST AYRSHIRE as they all tend to be based in the Kilmarnock Locality.”*
- *“Less judgement. Sometimes there's a feeling that you aren't improving as fast as they want you to. I find reception and nursing practitioners judgemental about my mental health problems. Consistent same doctor every time builds trust and a therapeutic relationship - we need more of this.”*

We said:

We have an ambitious plan for the future of primary care services- particularly the creation of teams of many disciplines working together in and around GP Practices. These multidisciplinary teams will enable better support at the first point of contact by someone with expertise in particular areas, including mental health. We continue to work towards embedding support in our localities and our Delivery Plan, as well as the Ayrshire and Arran Strategy, contains a number of actions in relation to ongoing employee development in relation to values and practice.