

A FRAMEWORK FOR MENTAL HEALTH SERVICES IN SCOTLAND

SECTION 2. CORE SERVICE ELEMENTS

INFORMATION AND ACCESS TO SERVICES

Service Element	Description of Needs	Ways in Which Services May Respond
Information about Local Services	People who receive services, those who care for them and health, housing, social work and criminal justice agency staff who serve them, need to know about the range of local mental health services in the statutory and independent sector, and how to access them appropriately.	<ul style="list-style-type: none"> • Development of regularly updated comprehensive directories of services and accommodation. • Information available in appropriate languages and for people with sensory deficits.
Access into Services	<p>Routes into mental health services need to be local, accessible and co-ordinated, and consider both rural and urban populations.</p> <p>Referral routes should include primary care and social work, but should also extend to agencies such as A & E Departments, housing and the police. Jointly agreed protocols should govern access routes into mental health services.</p> <p>The role of the GP is central in recognising and responding to mental health problems, although some in urgent need may be referred directly to mental health services. It is also necessary to consider the needs of groups of people who traditionally have not sought help, such as homeless people who may not have a GP.</p>	<ul style="list-style-type: none"> • Development of assessment tools and protocols for intervention by GPs and the primary health care team. • Early intervention services which respond within specified time period to GPs/telephone helpline/keyworker referrals. • The primary health care team should be aware of risk groups and should have mechanisms available to screen for mental health problems. • Specialist outreach services for those from black and ethnic minority communities, for homeless and roofless people, drug misusers etc.