

**A FRAMEWORK FOR MENTAL HEALTH SERVICES IN SCOTLAND**  
**SECTION 2. CORE SERVICE ELEMENTS**

**SERVICES TO PROMOTE PERSONAL WELL-BEING AND SOCIAL DEVELOPMENT**

Service Element	Description of Needs	Ways in Which Services May Respond
<b>Advocacy, Advice and Information Services</b>	People may need support and information to exercise choice in their lives; to be listened to by, and receive an appropriate response from, agencies. They may also need access to legal advice especially if liable to detention or treatment under the Mental Health (Scotland) Act 1984.	<ul style="list-style-type: none"> <li>• Citizen advocacy schemes.</li> <li>• Independent individual and collective advocacy schemes.</li> <li>• Legal advice and representation.</li> <li>• Specialist information and advice services, including services for women and for black and ethnic minority communities.</li> </ul>
<b>Support with Claiming Welfare Benefits</b>	The vast majority of people using mental health services over any length of time will be on welfare benefits; claims may be complex and they may need specialist help to ensure that they receive their full entitlement.	<ul style="list-style-type: none"> <li>• Dedicated Citizens' Advice Bureau sessions.</li> <li>• Benefits worker/informed social worker, employed by mental health services to visit services/individuals as part of their care plan.</li> <li>• Awareness among health staff of how to gain access to specialist advice on benefits.</li> </ul>
<b>Day, Leisure and Recreational Activities</b>	People with mental health problems need access to day and leisure activities which can enhance the quality of life, restore self esteem and re-establish social skills. Leisure activities need to be an essential part of care plans, and support in gaining confidence to use leisure or recreational activities may be a vital role for the care manager/key worker. People, particularly those in rural areas, on benefit levels or low incomes need support to access these resources.	<ul style="list-style-type: none"> <li>• Drop-in centres, structured day care, clubhouse schemes.</li> <li>• Care manager/key worker arranging/purchasing access, often on an informal/individual basis.</li> <li>• Leisure link schemes.</li> <li>• Social work/voluntary group "good neighbour/befriending" projects.</li> <li>• People with mental health problems need access to day and leisure activities which can enhance their quality of life and are culturally appropriate.</li> </ul>
<b>Occupational Activity - High Support Setting</b>	Due to their level of disability, some individuals may only be able to work in a highly supportive setting where staff and other workers have significant understanding of mental health problems. Usual work expectations (such as time-keeping, reasonable level of task completion, etc) should be strongly encouraged but there needs to be sufficient flexibility to allow individuals to gain from the experience. Within rural settings, the emphasis may need to be on employee placement schemes with high support.	<ul style="list-style-type: none"> <li>• Supported workshops or work schemes, increasingly in normal employment locations.</li> <li>• Exploring income generation options for projects.</li> <li>• Co-operatives which attempt to give the people who receive services influence over the nature of their work and generate income for the project and its workers.</li> <li>• Clubhouse schemes which support people who receive mental health services in ordinary employment.</li> </ul>

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Service Element	Description of Needs	Ways in Which Services May Respond
<b>Assessment and Preparation for Work</b>	<p>People who have spent a significant amount of time out of work because of mental health problems may need help to determine their interest and skills in relation to employment. They may need an individual work plan which identifies full details of the work support/training needed to achieve full work potential. The financial implications of a change in employment status must be worked through beforehand.</p> <p>Some individuals may value access to opportunities for volunteering in a range of settings.</p>	<ul style="list-style-type: none"> <li>• Employment workers attached to community mental health teams/other mental health services.</li> <li>• Specialist community mental health team worker.</li> <li>• Clubhouse schemes.</li> <li>• Facilitation of access to job clubs/ employment centres.</li> <li>• Liaison with Disability Employment Advisers and Placement, Assessment Counselling Teams.</li> <li>• Pre-vocational training.</li> <li>• Specialised supported employment services</li> </ul>
<b>Training, Education and Structured Day Activity</b>	<p>Some individuals may need support to undertake recognised training, eg Scottish Vocational Qualifications (SVQs), or personal development through adult education. Other people may need a structured programme to acquire and consolidate practical and social skills.</p>	<ul style="list-style-type: none"> <li>• Adult education liaison workers.</li> <li>• Specific initiatives at further education colleges.</li> <li>• Vocational training in supported settings.</li> <li>• Structured day activities.</li> </ul>
<b>Low Support Work Setting</b>	<p>Some individuals may require a work environment where the usual work expectations are tempered with understanding and open mindedness about mental health problems and support for people who use services. Adaptation of the way of working may assist a person with an enduring mental health problem to hold down a job.</p>	<ul style="list-style-type: none"> <li>• Employment liaison workers who establish links with local business and connect people who use mental health services and employers.</li> <li>• Clubhouse schemes.</li> <li>• Work placement schemes co-ordinated by community mental health team specialist worker/employment worker.</li> </ul>
<b>Open Employment with Ongoing Support</b>	<p>Ongoing support may be necessary for both the worker <b>and</b> employer in order to sustain open employment. There should also be recognition that at some stage the person who has received the service and the service may need to move on. Support available out-of-hours can prevent requests for time off work.</p>	<ul style="list-style-type: none"> <li>• Employment liaison workers.</li> </ul>
<b>Open Employment</b>	<p>Employment in an unsupported setting where colleagues may or may not know about the patient's psychiatric history, will require active outreach into the employment market to identify appropriate work settings and with local employers to encourage recruitment and retention of people with enduring, but controlled, mental health problems.</p>	<ul style="list-style-type: none"> <li>• Facilitation of access to local centre.</li> <li>• Outreach to local employers.</li> <li>• Non-discriminatory employment procedures implemented as a model by health, social work and voluntary sector, eg in employment of community support workers.</li> </ul>

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<b>Informal Support</b>	<p>People may need low level or informal support, monitoring, social contact, advice, access to staff with mental health knowledge, all without having to make an appointment.</p> <p>Women and people from minority groups may wish to have some form of segregated support.</p> <p>People who receive services often request a welcoming place where they can "drop in" to meet other people who receive services and staff, have a meal, etc, and possibly gain access to specialist advice on issues such as welfare benefits and housing problems.</p>	<ul style="list-style-type: none"> <li>• Drop-in centres, often organised and run by the voluntary sector, with people who receive mental health services influencing the approach/activities, frequently open evenings and weekends.</li> <li>• Structured day care, in rural areas often peripatetic, combining therapeutic and diversional activity as part of a planned programme.</li> <li>• Clubhouse schemes.</li> <li>• Sustainable self-help initiatives.</li> <li>• Ethnic minority liaison workers.</li> </ul>