

**A FRAMEWORK FOR MENTAL HEALTH SERVICES IN SCOTLAND
SECTION 1. PROCESS ELEMENTS**

INVOLVING PEOPLE WHO RECEIVE SERVICES AND THOSE WHO CARE FOR THEM

Service Element	Description of Needs	Ways in Which Services May Respond
<p>Involvement of People Who Receive Services and Those Who Care for Them</p>	<p>In addition to involvement in planning for their own care, people who receive services should have every opportunity to be actively involved in planning, commissioning and monitoring and evaluating services.</p> <p>Service commissioners and providers - including primary care - have a responsibility to ensure that people who receive services and those who care for them receive the necessary support and facilitation to enable them to participate effectively in these processes at all levels.</p> <p>Advocacy is a means of enabling people to have their views represented individually and collectively.</p>	<p>Mental health agencies can empower people who receive a service and those who care for them to contribute to service development by:</p> <ul style="list-style-type: none"> • providing support to encourage their involvement in and the development of local forums and independent advocacy services with support for staff; • making a commitment to draw representation from such groups; • providing information, training, practical and financial assistance; • allowing sufficient time for consultation; • establishing methods to ensure that their views are regularly canvassed and fed into the commissioning process. This should include their views on unmet need; • ensuring that the statutory agencies identify a lead person to liaise with these forums and groups; • demonstrating that their views influence outcomes; • ensuring particular efforts are made to engage with a broad cross-section of people who receive services (including older people, women and those from black and ethnic minorities); • recruiting people who receive services to work in it; • ensuring that all consultation documents are easily understood; • ensuring access to supplementary information.