

Adult Mental Health Services A National Service Framework for Wales

The Adult Mental Health National Service Framework was published by the Welsh Assembly Government on 29 May 2002

Features:

- developed from the Adult Mental Health Strategy for Wales
- aims: set service standards, drive up quality, reduce unacceptable variations in service
- establishes practical guidelines for implementation
- focused on adults of working age, normally between 18 and 65
- programme for improvement, and performance management
- management framework, Welsh Health Survey, Programme for Improvement reviews and SSIW inspections

To date:

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- an action plan
-
- for projects
- Support System

4 KEY PRINCIPLES

equity empowerment effectiveness efficiency

8 STANDARDS – 44 KEY ACTIONS

Standard	Key Action	Implementation Responsibility	Performance Target	Monitoring Information
1	Promoting Social Inclusion			
1	Inter agency	LA NHS WAG	MH strategy included	WHS/score/schools
2	Public awareness	WAG stat vol DRC	Awareness campaigns	Periodic surveys
3	Social inclusion	WAG LA NHS	Engagement evidence	SF36 indices / jobs
2	User and Carer Empowerment			
4	Participation	NHS CMHT vol LA	Involved in care plan	WHS data set / audit
5	Information access	HScom LA LHB	Information available	Audit
6	Advocacy services	Trusts LHB LA	100% access	Audit
7	Plan participation	LHB HScom vol LA	Expenditure incurred	Audit / SSIW / report
8	Carer assessment	LA	100%	Survey / gap analysis
3	Normal Daily Life			
9	Housing	LA, NHS	Range, referrals	Returns / strategies
10	Employment	WAG, NHS, LA	Range / network	New jobs
11	Social activities	LA, NHS, vol	Support evidence	

Responsibility Key: LA Local Authorities; NHS National Health Service; WAG Welsh Assembly Government; stat Statutory Sector; vol Voluntary Sector; DRC Disability Rights Commission; CMHT Community Mental Health Teams; HScom Health Service Commissioners; LHB Local Health Boards CSIW Care Standards Inspectorate for Wales; SSD Social Services Department; CDS Community Dental Services; 1° care Primary Care



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8 Standards – 44 Key Actions (Continued)

<i>Standard</i>	<i>Key Action</i>	<i>Performance Target</i>	<i>Monitoring Information</i>
4	Equitable and Accessible Services		
12	Monitor spend	Financial returns	Baseline
13	24 hr support	In all areas	Audit / review
14	Helplines	Calls received	Bi annual data
15	Accommodation	Alternatives	Baseline / annual
5	Commissioning Effective Services		
16	MHS Implemented	Services & gaps	Needs assessments
17	Meeting needs	Needs assessments	Regular assessments
18	Local planning	MHSPG in each area	Annual return
19	Use of flexibilities NHS LA	All projects assessed	Audit
6	Delivering Effective Services		
20	Communication NHS LA	LHB protocols	Agreed protocols
21	Environment NHS CSIW	Sufficient beds / staff	Occupancy/ audit/etc
22	CMHTs NHS LA	Primary care liaison officers in all areas	
23	Out of hours NHS LA vol	Services present	Local audit returns
24	Alternatives NH LA vol	Network in place	Audit
25	Specialist services NHS	Agreed services	Waiting lists / activity
26	Psychological NHS	Case load / range	Waiting lists
27	Rehabilitation NH LA	Range of services	Follow up data
28	Children NHS	Designated units	Police check of staff
7	Client Assessment and Care Pathways		
29	CPA NHS LA	Fully introduced	Baseline assessment
30	Lead officer NHS LA	Identified officer	Audit
31	Risk management NHS LA others	Annual review	Audit
32	Written care plans Trusts SSDs	Users offered copy	80% / 90% / 100%
33	Protocols NHS	Audit pathways	Waiting times / rates
34	Physical health NHS 1° care CDS	Policies in place	Periodic audit
35	Special needs NHS LA	Protocols in place	Audit
36	Manage medicines NHS CPS 1° care	Improved compliance	Rates/monitor/survey
37	Communication NHS LA	Protocols	Local audit/SSIW/CHI
38	Criminal justice NHS LA	Inreach provision	Local audit
39	Young people NHS	Advocate	Audit
40	Substance misuse NHS D&A teams	Protocols	Local audit
41	Suicide prevention NHS LA	Protocols / follow up	Rates / audit
8	Skilled Workforce		
42	Workforce reviews WAG NHS LA vol	Identify HR in plans	Available on request
43	CPD NHS LA other	CPD strategies	CPD folders for staff
44	Management WAG NHS LA	Processes in place	Internal audit/CHI/etc

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