

# Raising the Standard

## The Revised Adult Mental Health National Service Framework and an Action Plan for Wales

### ***TIMETABLE 2005-2010***

This guide presents a timetable of targets set out in the Welsh Assembly Government's recently published *Raising the Standard: The revised Adult Mental Health National Service Framework and an Action Plan for Wales*.

The **National Service Framework (NSF)** presented in *Raising the Standard* replaces the Assembly Government's original NSF for adult mental health services published in 2002. The Framework includes **eight Standards** which aim to "set standards for services in Wales, drive up quality and reduce unacceptable variations in health and social services provision".

An **Action Plan** is also provided in *Raising the Standard*. It sets additional targets under the eight Standards that reflect the findings of various reviews undertaken in mental health since the original NSF was published in 2002.

The timetable offered in this guide is organised according to the eight Standards, with one page devoted to each standard. In the left hand column of each page we present the targets set out in the **NSF**; in the right hand column we present targets set out in the **Action Plan**. To view the full-length version of *Raising the Standard*, go to: [www.wales.gov.uk](http://www.wales.gov.uk)

#### **KEY:**

##### **NSF**

points to targets set out  
in the National Service  
Framework

- **CMHT**
- **LA**
- **LHB**
- **LMHSPG**
- **NPHS**
- **WAG**

##### **Action Plan**

points to targets set out  
in the Action Plan

Community Mental Health Team  
Local Authority  
Local Health Board  
Local Mental Health Strategic Planning Group  
National Public Health Service  
Welsh Assembly Government

# standard one

## Social inclusion, health promotion and tackling stigma

### NSF

### Action Plan

2005

December 2005

- **WAG** to develop a mental health Cross-Assembly Network with full terms of reference focussing on mental health promotion and social inclusion

2005/2006

- Development of cross government network on mental health promotion/stigma and discrimination. Publish draft national mental health action plan for consultation

2006

May 2006

- **WAG** to publish a Mental Health Promotion plan for consultation

2006/2007

- Publication of final national mental health promotion action plan

2007

*No targets set for this year*

2007/2008

- Production of local mental health promotion strategies (to include action on stigma and discrimination)

2008

March 2008

- **LAs/LHBs** to develop local mental health plans in line with the national Action Plan including actions on stigma and social inclusion

2008/2009

- Implement a programme of local and national action to tackle stigma and discrimination as part of Mental Health Promotion Action Plan. Take account of the findings of the Disability Rights Commission investigation into stigma and discrimination in the NHS
- Implementation of national and local action plans to promote social inclusion

2009

March 2009

- **WAG & LAs/LHBs** to implement a programme of local and national action to tackle stigma and discrimination as part of the Mental Health Promotion Action Plan
- **WAG & LAs/LHBs** to implement local and national action to promote social inclusion

2009/2010

- Ongoing programme of publicity and awareness

2010-

*No targets set for this year*

*No targets set for this year*

# standard two

## Service user and carer empowerment

### NSF

No targets set for this year

#### March 2006

- **LAs/LHBs** to produce bilingual, locally-accessible service directories which include arrangements for access out of hours and also provision in the voluntary sector
- **LAs/LHBs** to include service user and carer representatives on all relevant local strategic planning groups in line with "Stronger in Partnership" (SIP)
- **LAs/LHBs** to ensure that all carers who provide unpaid regular and substantial care, help or support to family members or friends subject to CPA, who have requested an assessment, have received one

#### April 2006

- **LAs/LHBs** to ensure advice available locally regarding access to interpreters

#### October 2006

- **WAG** to produce Policy Implementation Guidance on statutory advocacy and non-statutory inpatient and community advocacy services
- **WAG** to review "Stronger in Partnership" (SIP) in light of Health and Social Services Committee review of user involvement

#### March 2007

- **LAs/LHBs** to ensure statutory advocacy is available across Wales
- **LAs/LHBs** to undertake local audits using SIP

#### March 2008

- **LAs/LHBs** to include service users in staff recruitment and service quality monitoring
- **LAs/LHBs** to have service user and carer development workers or equivalent in place to ensure comprehensive approaches to user/carers involvement

#### March 2009

- **LAs/LHBs** to ensure regularly updated mental health information is available in minority languages and Braille and arrangements in place to ensure regular updates
- **LAs/LHBs** to ensure access to non-statutory advocacy services is available across all inpatient services

#### March 2010

- **LAs/LHBs** to ensure access to non-statutory advocacy services is available across community services

### Action Plan

#### 2005/2006

- Production of bilingual locally accessible service directories
- User and carer participation in local planning in line with SIP Policy Implementation Guidance
- Carers of individuals subject to CPA receive an assessment where they have requested one

#### 2006/2007

- Advice available on access to interpreters
- Policy Implementation Guidance on statutory advocacy and non-statutory advocacy
- Statutory advocacy available
- Review of SIP
- Audit compliance with SIP

#### 2007/2008

- Users involved in recruitment and quality reviews
- User and carer development workers in all LA/LHB areas

#### 2008/2009

- Mental Health Information available in minority languages, tape & Braille
- Non-statutory inpatient advocacy to be in place

#### 2009/2010

- Non-statutory community advocacy to be in place

No targets set for this year

# standard three

## Promotion of opportunities for a normal pattern of daily life

### NSF

### Action Plan

2005

No targets set for this year

2005/2006

- Floating support schemes in place (Supporting People)
- CPA care plans to include specific reference to the maintenance of tenancy arrangements
- Inclusion of housing need as part of inpatient assessments

2006

March 2006

- Peripatetic "floating" housing support provision in place in each LHB/LA area under Supporting People assessment of need and planning arrangements
- **LAs/LHBs/NHS Trusts** to have included in their CPA guidance reference to maintenance of tenancy during an admission to hospital
- **LAs/LHBs/NHS Trusts** to include housing need as part of inpatient assessments and integrated into care and discharge plans

2006/2007

- Gap analysis in response to Wales Audit Office Baseline Review of local supported housing need
- Mechanisms for supported outreach developed to ensure that services are fully accessible to mentally ill homeless people
- Development of protocols between local authority housing departments and mental health services re: tenancy maintenance
- Local day services and employment strategy developed

2007

March 2007

- **LA/LHB** to undertake gap analysis in response to Audit Commission baseline review of local supported housing need
- **LA/LHB** to develop mechanisms to deliver supportive outreach
- **LAs/LHBs/NHS Trusts** to develop protocols between Local Authority housing departments and mental health services re: tenancy maintenance
- In support of work on social inclusion **LAs/LHBs** to develop a local day activity service and employment strategy including social leisure/recreational and training and lifelong learning opportunities

2007/2008

- Strategic plan developed in each LA area
- Ensure access to services for homeless people with mental health problems
- Commence implementation of local strategy (day services and employment strategy)

October 2007

- **LA** to develop a Strategic Plan

2008

March 2008

- **LA/LHB** to ensure access to services for homeless people with mental health problems
- **LAs/LHBs** to implement actions in accordance with this strategy

No targets set for this year

2009

No targets set for this year

2009/2010

- Supported housing developments in response to local plans, to be complete

2010-

April 2010

- **LA** to have completed supported housing developments in response to Local Plan

No targets set for this year

# standard 4

## Providing equitable and accessible services

### NSF

### Action Plan

No targets set for this year

2005/2006

- Develop a race equality action plan for mentalhealth services in Wales
- Protocol in place re: referral pathway
- Ensure information is widely available regarding access to helplines

March 2006

- **WAG** will develop a race equality action plan for mental health services in Wales
- **LAs/LHBs** multi agency protocols are to be in place to ensure the existence of clear referral pathways to mental health primary and secondary services including out of hours
- **LAs/LHBs** to ensure that information is accessible to local services, service users and carers on the availability of national helplines

2006/2007

- Development of minimum data set of mental health
- **WAG** to review focus, range, and resourcing of helpline services

March 2007

- **WAG** to review the focus, range and resourcing of national helplines in order to ensure adequate service is being delivered

No targets set for this year

April 2007

- **WAG** will develop a minimum data set for adult mental health services in order to support commissioners

No targets set for this year

No targets set for this year

No targets set for this year

No targets set for this year

No targets set for this year

No targets set for this year

# standard five

## Commissioning effective, comprehensive and responsive services

### NSF

### Action Plan

2005

No targets set for this year

2005/2006

- WAG mental health action plan published and incorporated into performance management
- NPHS develops national mental health profile
- Local mental health strategic planning groups established in all LA/LHB areas
- WAG to undertake option appraisal of regionally based commissioning
- LAs/LHBs to formally consider the use of the Health Act flexibilities

2006

March 2006

- NPHS will develop a national mental health profile that will collate relevant available data on mental health service usage, identify data gaps, and provide analysis at a national and where possible local level
- LAs/LHBs to establish Local Strategic Mental Health Planning Groups (LMHSPGs) in each area in line with Commissioning guidance and "Stronger in Partnership"
- LAs/LHBs to formally consider the use of Health Act 1999 Flexibilities in service developments

October 2006

- LAs/LHBs to develop local plans in response to national action plan
- WAG to undertake an option appraisal of regionally based commissioning of mental health services

2006/2007

- Local plans developed in response to national action plan
- Regional and local gap analysis and costed service models agreed, including CPA unmet need data
- Revised commissioning guidance

2007

March 2007

- LAs/LHBs to undertake a regional and local gap analysis to produce local and regional whole systems models and produce costed plans using all available commissioning data including unmet need identified through CPA process
- WAG to issue revised mental health commissioning guidance taking into account review of regional mental health organisations

April 2007

- LMHSPGs to be reviewed in line with revised commissioning guidance

2007/2008

- Ongoing performance management
- LMHSPGs to be reviewed

2008

No targets set for this year

No targets set for this year

2009

No targets set for this year

No targets set for this year

2010-

No targets set for this year

No targets set for this year

# standard six

## Delivering effective, comprehensive and responsive services

### NSF

### Action Plan

(2005-2015)

New provision of inpatient facilities as per *Designed for Life*

#### March 2006

- **LHBs/NHS Trusts** to implement the 'Tidal', 'Re-focusing' or similar model in all inpatient units in line with SAFF target
- **LAs/LHBs/NHS Trusts** to have fully multidisciplinary CMHTs working from common bases
- **LAs/LHBs** to ensure Crisis Resolution Home Treatment services are established in line with SAFF target and Policy Implementation Guidance
- **LAs/LHBs** to ensure adequate arrangements for emergency assessment under the Mental Health Act 1983 including S12 (2) cover
- **NHS Trusts** to identify adult wards to which children and adolescents may be admitted where exceptional circumstances require a short emergency admission
- **NHS Trusts** to have established policies and protocols to safely manage any such admissions (policies are to include arrangements for the induction of new staff)
- All staff working on wards to which children may be admitted to have been police checked, received relevant training and be fully aware of relevant policies and protocols

#### October 2006

- **WAG** to produce Policy Implementation Guidance on **CMHT** functions

#### March 2007

- **LAs/LHBs** to base **CMHTs** around Primary Care Groupings
- **LHBs** should ensure an appropriate range of Tier 1 services are available in primary care
- **WAG** to issue Policy Implementation Guidance on fit for purpose environments
- **LAs/LHBs/NHS Trusts** to review skill mix within **CMHTs** in light of Policy Implementation Guidance, giving consideration to the use of support workers and assistants in strengthening CMHT operation
- **CMHTs** to establish liaison workers to specialist services
- **LAs/LHBs** to ensure explicit joint management arrangements between health and social care services are in place
- **LAs/LHBs** to undertake an analysis of the range of alternatives to admission and access to day care, employment and educational schemes based upon local baseline audit report and produce a plan where gaps are identified
- **LHBs/NHS Trusts/Health Commission Wales (HCW)** to ensure timely access to specialist tertiary inpatient care where necessary via an agreed referral route. Referral will include ensuring that all opportunities to deliver care via specialist community services or secondary care inpatient settings have been explored and assessed as inappropriate
- **LHBs/HCW** to examine provision of inpatient mother and baby facilities, low secure environments and inpatient eating disorder services and develop appropriate services in line with their commissioning strategies
- **LAs/LHBs** to have a plan for the establishment of a range of psychological therapies in each area
- **WAG** to issue Policy Implementation Guidance on comprehensive rehabilitation services

#### April 2007

- **CMHTs** to identify primary care liaison workers

#### December 2007

- **WAG** to evaluate the advantages of a national occupancy database for mental health beds

#### March 2008

- **LHBs** to develop protocols to ensure appropriate liaison between primary and secondary care and care pathways are in place drawing upon the outcomes of the National Leadership and Innovation Agency for Health (NLI AH) AIM collaborative. These protocols to address any local border anomalies
- **LHBs/NHS Trusts/LAs** to ensure that existing inpatient and community care facilities are in fit for purpose environments, which are suitably staffed, offering privacy and dignity within units offering single sex environments

#### March 2009

- **LHBs/NHS Trusts** to ensure that arrangements are in place at all District General Hospitals to deliver effective liaison psychiatry services
- **LAs/LHBs** to have structured counselling available in primary care
- **LAs/LHBs** to ensure that a full range of community peripatetic and residential rehabilitation services are in place. This should include an ability to provide a supportive/ assertive outreach approach for complex cases where continuous engagement is difficult to achieve and a focus on recovery based day services

#### March 2010

- **LAs/LHBs** to have a full range of psycho-social interventions available in secondary care

#### 2005/2006

- **LHBs/NHS Trusts** to implement Tidal, refocusing or similar model in all inpatient units in line with SAFF target
- All **CMHTs** fully multidisciplinary teams working from common bases
- Crisis Resolution and Home Treatment services established in all areas. Adequate S12(2) arrangements
- Book Prescription Wales rolled out across Wales
- Wards identified for admission of children and young people
- Protocols and police checks in place for admission of children and young people

#### 2006/2007

- **CMHTs** to be explicitly sector based around primary care groupings
- Appropriate range of Tier 1 services available
- Policy Implementation Guidance produced on fit for purpose inpatient environments; local service and estates plans developed in response to that guidance
- Policy Implementation Guidance developed on **CMHT** functions
- Identify liaison workers for primary care and interfaces following review of skill mix
- Explicit joint management arrangements between health and social care in place
- Joint review of day services undertaken
- Revised and agreed tertiary referral routes to be in place. Plans developed in relation to specialist service
- Local plans developed to ensure the delivery of psychological therapies in Primary and Secondary care
- Policy Implementation Guidance produced on fast track, slow stream, and community rehabilitation including assertive community treatment
- Audit of Trust arrangements. (admission of children and young people)

#### 2007/2008

- Each **LHB** to have protocols for liaison and supporting pathways in place
- Local service and estates plans implemented in response to Policy Guidance
- Assembly to evaluate the advantages of a national occupancy database for mental health beds
- Specialist liaison workers and pathways in place
- Local plans developed (on availability of alternatives to admission)
- Local plans developed to integrate service developments in line with guidance (rehabilitation services)

#### 2008/2009

- Capital developments ongoing (providing inpatient services in fit for purpose environments)
- Implement local plans (on availability of alternatives to admission)
- Liaison Psychiatry services in all District General Hospitals
- Structured counselling to be available in primary care settings
- Comprehensive range of rehabilitation services available

#### 2009/2010

- Regional low secure services established
- Full range of psychosocial interventions available in secondary care settings

#### 2010/2011

- Regional and local perinatal services in place

#### 2011/2012

- Early intervention services in place

#### 2012/2013

- Regional Neuro psychiatry services in place with clear pathways for referral

# standard seven

## Effective client assessment and care pathways

NSF

Action Plan

2005

No targets set for this year

2005/2006

- Lead officer re: CPA to produce annual audit report
- All service users to be involved in drawing up the care plan and to receive a copy
- Care plans to comply with CPA/UAP policy guidance
- Develop arrangements for consideration, incremental implementation and audit of NICE guidance and technical appraisals
- Medicines management systems in place
- WAG to produce suicide prevention guidance. Development of discharge protocols

2006

March 2006

- LAs/LHBs to identify the joint lead CPA officer who will produce an annual audit report on CPA
- LAs/LHBs/NHS Trusts to involve service users subject to standard or enhanced CPA in drawing up their care plan and ensure that the user receives a copy of the care plan in accordance with CPA policy guidance. The care plan shall include the outcome of specialist CPA assessment and any relevant UAP domains
- NHS Trusts to develop arrangements for the consideration, incremental implementation and audit of NICE guidelines and technical appraisals
- LHBs/NHS Trusts to ensure that primary care teams and CMHTs have medicine management systems. LHBs to ensure that pharmacy advice is available to support service users where medicine management is delivered within community pharmacy
- WAG to produce suicide prevention guide

2006/2007

- Full integration of CPA and Unified Assessment
- Agreed cross agency plans in place for CPA IT system
- Annual review commenced of use of risk management strategies using feedback from CPA, complaints, untoward incidents, etc.
- Undertake a systematic review of the incremental implementation of NICE guidance and technical appraisals and develop local incremental implementation plan
- Implementation of Unified Assessment (UAP) integrated with CPA
- Regular reviews in primary care of prescribed medication and physical health undertaken
- Protocols in place (for transfer of care and shared care in place within and between agencies)
- Prison mental health care pathway implemented MDO groups established. Effective liaison between in reach services and local mental health services for all Welsh prisoners
- Strategy developed to meet the needs of children experiencing need/vulnerability as a consequence of their parent/guardian's mental health problem and young carers
- Each NHS Trust to establish discharge and follow up protocols for use in primary and secondary care services. Suicide audit systems to be developed

2007

March 2007

- LAs/LHBs to ensure full integration of CPA procedures with UAP
- LAs/LHBs/NHS Trusts to ensure annual risk management strategies and action plans are informed by CPA, untoward incidents and complaints
- LHBs/NHS Trusts to undertake a systematic review of NICE guidelines and technical appraisals and the development of a local incremental implementation plan
- LAs/LHBs/NHS Trusts to clearly identify each service user's physical health problems through the application of the Unified Assessment Process identifying within relevant domains any such needs, the plan to meet them and ensuring equity of access to these services. In line with the GMS contract quality indicators, a register of patients with a serious mental illness within each practice is to be developed. Regular reviews of the physical health problems and prescribed medication of patients with a severe and enduring mental health problem to be undertaken in line with GMS contract (subject to review of GMS contract)
- LAs/LHBs/NHS Trusts to develop local protocols for communication of risk and transfer of care, the sharing of care within and between agencies and to ensure that people achieve equality of access to the range of services. Protocols should cover the following areas: young people in transition to adult services; people with a co-occurring learning disability; older people in transition from adult services; people in contact with criminal justice services; people with co-occurring mental health and substance misuse (the protocol should take account of the Substance Misuse Treatment Framework for co-occurring mental health and substance misuse)
- LAs/LHBs to ensure implementation of the Prison Mental Health Care Pathway
- LAs/LHBs/Police to establish mentally disordered offenders (MDO) operational planning groups within each police force area with clear multi agency joint working protocols
- LAs/LHBs to develop a strategy to address the needs of children experiencing need/vulnerability as a consequence of their parent/guardian's mental health problem
- NHS Trusts to establish discharge and follow up protocols for use in primary and secondary care services including within crisis resolution home treatment teams
- Suicide audit systems to be developed by each NHS Trust as part of its untoward incident reporting systems

2007/2008

- CPA IT systems in place
- Introduce integrated risk management procedures between health and social care where appropriate
- Annual audit of action plan
- Local implementation of training programme. (Protocols for transfer of care and shared care in place within and between agencies)
- Court diversion schemes to be fully established across Wales

2008

March 2008

- LAs/LHBs to develop an IT system to support CPA
- Development of cross agency health and social care risk management strategies where appropriate
- LAs/LHBs to ensure effective court diversion arrangements are established across Wales

No targets set for this year

2009

No targets set for this year

No targets set for this year

2010-

No targets set for this year

No targets set for this year

# standard eight

## Ensuring a well staffed, skilled and supported workforce

### NSF

No targets set for this year

#### March 2006

- **WAG** to publish Policy Implementation Guidance relating to Standard 8
- **LHBs/NHS Trusts** to have in place interim Continuous Professional Development (CPD) strategies

#### March 2007

- **LAs/LHBs/NHS Trusts** to have planned in detail for the workforce implications of the Mental Health Bill
- Integrated health and social care processes to be in place to ensure that all staff benefit from effective and meaningful operational management, clinical supervision and caseload management

#### March 2008

- **LAs/LHBs** to have detailed mental health workforce strategies and plans based on care group methodologies in place
- **LAs/LHBs/NHS Trusts** to have detailed CPD Strategies in place (informed by the new Mental Health Workforce Strategies and Plans)

No targets set for this year

#### March 2011

- Mental Health Workforce Redesign Programme to be completed

#### March 2012

- Evaluation of achievements against Standard 8 to have been carried out

### Action Plan

#### 2005/2006

- **WAG** to publish Policy Implementation Guidance relating to Standard 8
- Interim Continuous Professional Development (CPD) strategies to be in place

#### 2006/2007

- Service commissioners and providers to have detailed mental health workforce strategies and plans in place based on care group methodologies
- Service commissioners and providers to have detailed mental health workforce strategies in place to deal with the implications of the Mental Health Bill
- Each **LA** and **NHS Trust** to have interim workforce plans in place Mental Health Workforce Redesign Programme commenced
- Integrated health and social care processes will be in place to ensure that all staff benefit from effective and meaningful operational management, clinical supervision and caseload management

#### 2007/2008

- Service Commissioners and Providers to have detailed CPD Strategies (informed by the new Mental Health Workforce Strategies and Plans) in place

No targets set for this year

No targets set for this year

#### 2010/2011

- Workforce Redesign Programme complete

#### 2011/2012

- Formal evaluation of achievements against Standard 8

# 7 things you should know about hafal

- 1. Hafal is the principal organisation in Wales working with people recovering from severe mental illness and their families.** These illnesses include schizophrenia, manic depression and other diagnoses which typically involve psychosis or high levels of care, and which may require hospital treatment.
- 2. Hafal is run by the people it supports:** people with severe mental illness and their carers. Hafal is founded on the belief that people who have direct experience of mental illness know best how services can be delivered.

*"I have made use of nearly all the services that Hafal offers. I am much happier knowing that there is someone there who is willing to support me when I need it."*  
– Richard Timm, Client
- 3. Hafal means equal.** We aim to *empower* people with severe mental illness and their families to enjoy equal access to health and social care, housing, income, education, and employment, and to:
  - achieve a better quality of life
  - fulfil their ambitions for recovery
  - fight discrimination.

*"I have managed to do so much more than I thought I was capable of thanks to Hafal's Recovery Programme. I now feel like I'm back in control of my life."* – Helen Oseman, Client
- 4. Hafal is a Wales-wide charity.** Every day our 120 staff and 150 volunteers provide help to over 700 people affected by severe mental illness across all the 22 counties of Wales.
- 5. Hafal promotes recovery.** Recovery means regaining mental health and achieving a better quality of life. Many people with severe mental illness can make a full recovery; others can make far greater progress than has traditionally been thought possible. Hafal's unique Recovery Programme involves creating a step-by-step plan identifying goals in key areas of life and the supporters who can assist in achieving those goals.
- 6. Hafal delivers key services to people with severe mental illness and their carers.** These services include a range of activities for both clients and carers including: employment training; housing support; resource centres; drop-in centres; befriending; arts projects; inpatient advocacy; family support; and carers' respite services.

*"Attending the partnership meeting in my local project really made able to take part in running the project. I feel like I made a difference here."*  
– Truck Johnstone, Client
- 7. Hafal gives clients and carers a much-needed voice in the planning of mental health services.** We campaign vigorously through research, publications and media work, and through direct contact with AMs and MPs, to improve services for clients and families and to remove stigma and isolation associated with severe mental illness.

*"Hafal has provided support to both me and the person I care for. I now regularly take time out from caring thanks to Hafal, and this has really enabled me to achieve more things."*  
– Jane Ahearne, Carer

Want to find out more? For more information on what Hafal does, and what Hafal can offer you, go to: [www.hafal.org](http://www.hafal.org)

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