



scottishdevelopmentcentre
for mental health

Mainstreaming Mental Health in Glasgow City Council Services

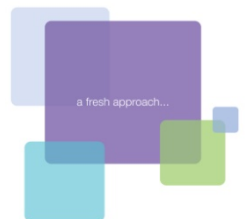
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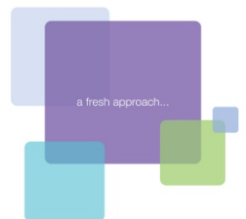
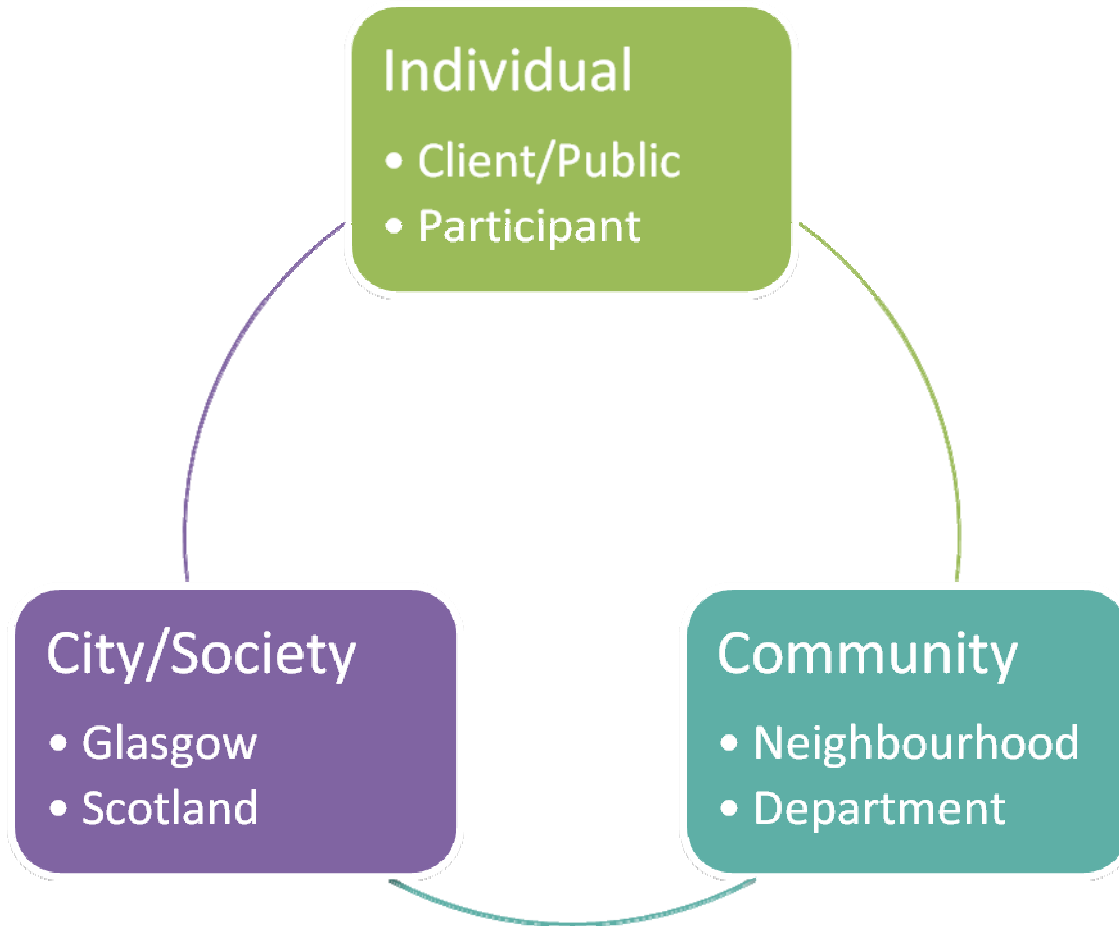


Context

- Council has obligations under Mental Health (Care and Treatment) Act (2003), under ‘With Inclusion in Mind’
- Council keen to work towards its legislative obligations to those subject to Act
- Council keen to work towards reducing health inequalities and improving mental health
- Mental health critical to addressing social determinants of health

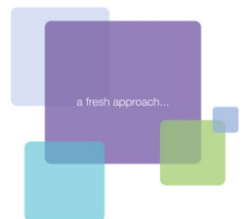


Multi-Level Approach



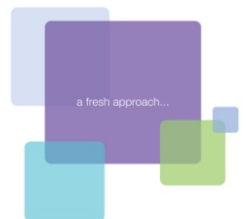
Research Phase

- Research phase undertaken
 - Interviews with senior service staff
 - Service user focus groups with Mental Health Network
- Model for training developed



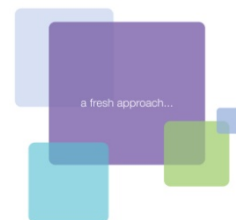
Common Themes: Interviews

- Information on mental illness wanted
- Promoting the recovery of people experiencing mental illness
- Appreciating the mental health impact of policy; plans; services; individual and team actions
- How to make existing services more mental health promoting

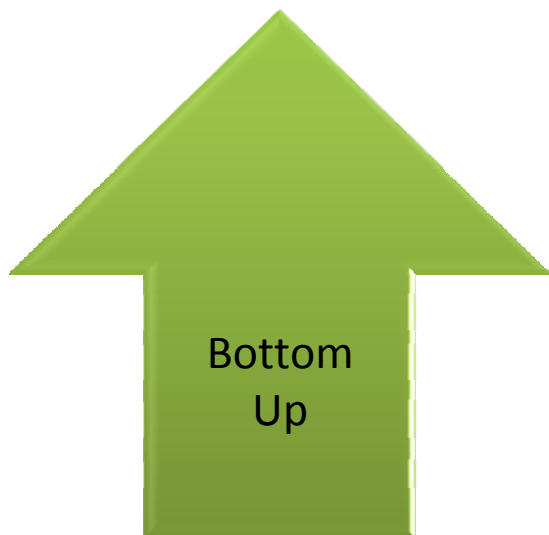


Priorities identified by service users

- Leisure services
- Libraries
- Community centres
- Parks and green space
- Council services as safe spaces/experiences
- Positive, clean, welcoming environments
- Cost should not be a barrier
- Information
- Out of hours service access

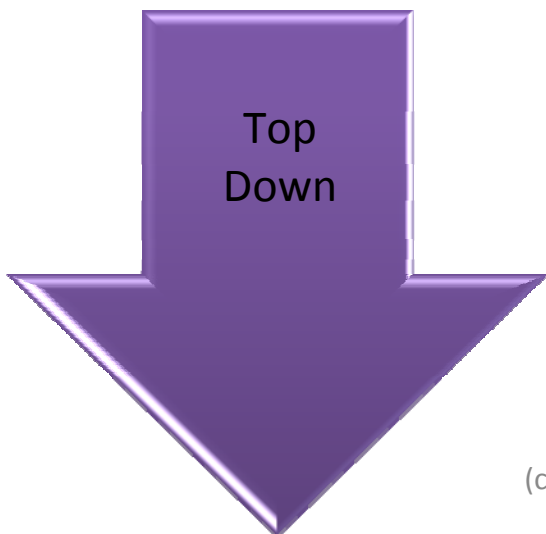


Training Approach



The Way Our Communities Work (and the ways we'd like them to)

- Risk and Protective Factors for Mental Health
- Opportunities to increase mental health and support people
- Risk to mental health and to people's recovery journeys



The Policy/Practice Drivers

- Lots of targets to meet and tasks to do
- A great deal of potential to positively influence mental health
- Even when this is not the primary objective





Objectives

To understand determinants of mental health and mental ill-health

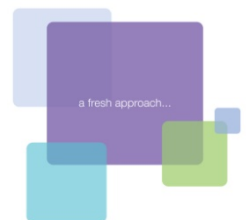
- The mental health continua
- Inequality
- Recovery
- Stigma and Social Exclusion
- Local services and training courses

To connect services and activities in the department to mental health and recovery objectives

- Connecting 'non mental health' work to mental health outcomes
- Realising that most policy and practice impacts on mental health
- Initiating change

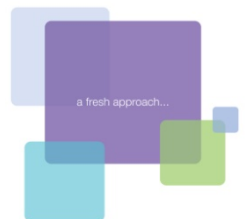
To collect good practice, and identify actions on a departmental and council level

- To develop SMART objectives that can contribute to strategic planning at council level
- Supporting ongoing efforts



Phase I Training and Planning

- Each session was tailored to needs of a department, based on a core offer.
- Four departments worked with in Phase I:
 - Development and Regeneration Services
 - Land and Environmental Service
 - Glasgow Community Safety Services
 - Glasgow Life





Learning Points (Phase I)

- **Mental Health Awareness**

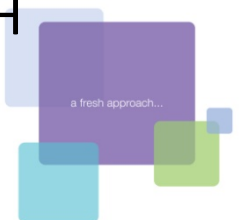
- Expectations of mental illness awareness
- **Trojan Horse**
- Appreciation of MH role, but some indications for mental illness training (e.g. SMHFA)

- **Gatekeepers and Pioneers**

- **Gatekeepers** – staff who could assist people with mental health problems/poor MH to access services.
- **Pioneers** – staff who come into contact with people who might not otherwise contact health or council services for help.

- **Enforcements Roles**

- Ensuring decisions made and communicated to minimise MH consequences on those affected, and solve problems for communities.





- **The Third Space**

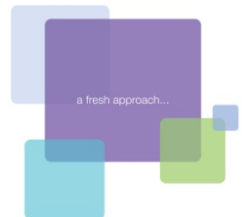
- Coined by Glasgow Life, describing council services as the ‘third space’, i.e. not school/work or home, important for decompressing and relaxing

- **Mobility, Access, Affordability**

- Financial exclusion raised as an issue, both in terms of affording services, and the transport to access them.

- **Mentally Healthy Workplace**

- Though not specifically in the training, most sessions included HR staff, and discussed mental health at work in that department





Conclusions

- Links between and within departments may maximise outcomes in MH work, as well as linking other fields.
- Training was well received, and a second phase now underway with Cordia, Financial Services, Education and Social Work
- Plans will be coordinated and a council wide action plan developed

