



Mental Health and Substance Use: Improving Our Response in Inverclyde

Insights and learning

Supporting better quality health and social care for everyone in Scotland



Background

The Mental Health and Substance Use: Improving our Response Programme has been funded to support improvements to:

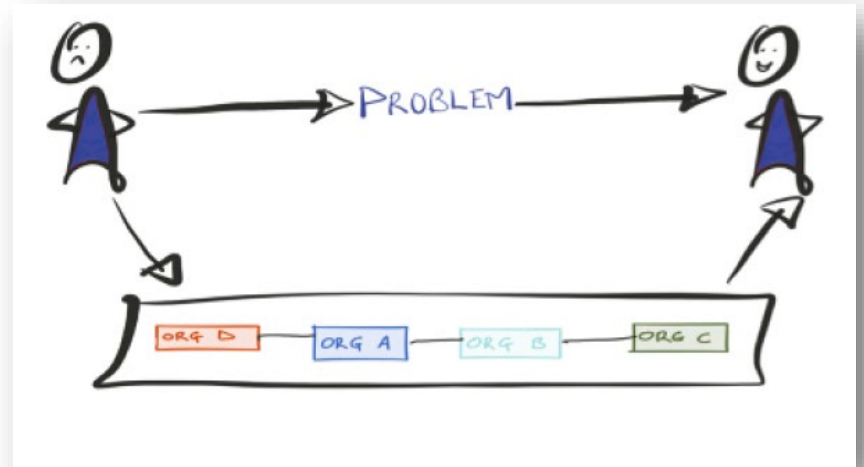
- Quality of care
- Access to treatment, and
- Overall health outcomes.

In North Lanarkshire there are ambitions to develop a 'no wrong door approach' in which...

1. Staff are able to perform their core roles and responsibilities.
2. Staff are aware of the roles and responsibilities of others within the system.
3. People are supported to access the range of services that meet their needs

What we wanted to achieve

“Building capacity and connections within the systems of support for people with mental health and substance use needs”

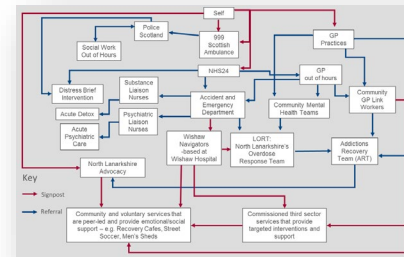
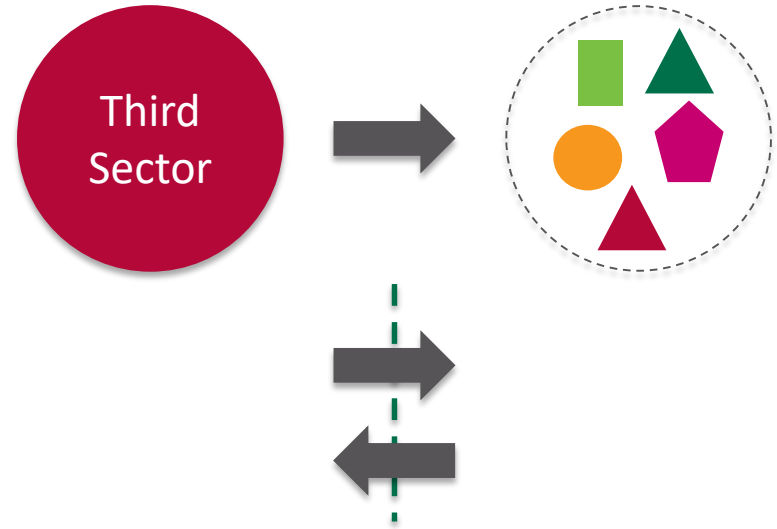


Findings

There is a need to understand the third sector as a diverse range of services.

There are challenges around referring into third sector services based on knowledge, trust and confidence.

A high prevalence of signposting can make it hard for people to access services.



Opportunities

Opportunity to increase the impact of third sector support through a **Cross-Organisation Complexity Support Forum**

Opportunity to improve the connection by creating a **System & Service Online Collaborative Information Sharing Point**

Opportunity to support holistic care by piloting a proposal to embed **Development Workers**

Opportunity to gather insights and areas for collective action through conversations at a **Learning Forum**

Call to action...

The Scottish Government should ensure that each area has an agreed protocol in relation to the operational interfaces between mental health services and substance use services.

Learning to inform future work:

- Formalising interfaces
- Whole system view of roles and responsibilities
- Trust across services is essential
- Interpersonal relationships can support collaboration
- Collective responsibility can break down service silos

Questions to think about:

- What are the relationships that will underpin this?
- What are the unmet needs we hope to meet?
- How might we use commissioning role to stimulate closer relationships?
- How to we understand complexity and who needs to be further involved?



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