

Purpose

The Quality Framework for Mental Health Services in Ireland provides a mechanism for services to continuously improve the quality of mental health services in Ireland. It promotes an empowering approach to service delivery, where services facilitate an individual's personal journey towards recovery.

Scope

The quality framework is applicable to all mental health services in the public, voluntary and independent sectors. It includes services for children and adolescents, adults, older persons, persons with an intellectual disability and a mental illness, and forensic mental health services.

Format

The framework comprises of 8 themes, 24 standards and 163 criteria. The framework places the service user at the centre of service provision.

Development Process

The framework and its associated standards and criteria are the result of:

- An extensive consultation process.
- A review of quality frameworks in health systems in other countries.
- A review of international principles for healthcare standards.
- Professional liaison with international experts in the fields of healthcare quality and mental health care services.

Implementation

The Quality Framework provides mental health services with the quality tools to turn the current national mental health policy *A Vision for Change* into a 'reality'. It is proposed that 14 of the 24 standards in the framework are commenced in 2007. Implementation of the framework will be an incremental process best done in collaboration with stakeholders.

Critical Success Factors for Implementation

- Attainment of "buy in" at senior management levels and commitment from all stakeholders to the quality framework.
- Provision of appropriate resources in accordance with a costed implementation plan.
- Devolved budgets to enable effective decision making and resource utilisation.
- Effective planning that permeates from the macro/strategic level to the point of service delivery.
- Strong leadership at all levels to implement the changes required.

For more information on the Quality Framework for Mental Health Services or a copy of the full document, visit our website at www.mhcirl.ie



Mental Health Commission
St. Martin's House
Waterloo Road
Dublin 4

Tel: + 353 (0)1 636 2400
Fax: + 353 (0)1 636 2440
Email: info@mhcir.ie
www.mhcirl.ie



Themes and Standards

Theme 1 to 6	Point of Service Delivery
Theme 7	Systems and Processes
Theme 8	Monitoring and Evaluation

Themes 1 to 6 provide the basis for the standards that surround and impact upon the service user at the point of mental health service delivery. The standards under theme 7 are the **enablers** required in order for the service user to experience a quality mental health service. Theme 8 provides for monitoring and evaluation of all of the standards. Thus, implementation of standards across all levels in the framework is essential to deliver a quality service.

Theme 1 Provision of a holistic, seamless service and the full continuum of care, provided by a multidisciplinary team

- 1.1 Each service user has an individual care and treatment plan that describes the levels of support and treatment required in line with his/her needs and is co-ordinated by a designated member of the multidisciplinary team. *
- 1.2 Each service user experiences a planned entrance to and exit from every part of a mental health service.
- 1.3 Each service user receives mental health care and treatment from a community-based service that addresses the person's changing needs at various stages in the course of his/her illness and recovery processes. *
- 1.4 Each service user receives mental health care and treatment from a community-based service that addresses prevention, early detection, early intervention and mental health promotion.
- 1.5 Therapeutic services and programmes to address the needs of service users are provided. *

Theme 2 Respectful empathetic relationships are required between people using the mental health service and those providing them

- 2.1 Service users receive services in a manner that respects and acknowledges their specific values, beliefs and experiences. *
- 2.2 Service user rights are respected and upheld. *
- 2.3 The mental health service promotes mental health and community integration of mental health service users.

Theme 3 An empowering approach to service delivery is beneficial to both people using the service and those providing it

- 3.1 Service users are facilitated to be actively involved in their own care and treatment through the provision of information. *
- 3.2 Service users are empowered regarding their own care and treatment by exercising choice, rights and informed consent. *
- 3.3 Peer support/advocacy is available to service users. *
- 3.4 A clear accessible mechanism for participation in the delivery of mental health services is available to service users.
- 3.5 Service users experience a recovery-focused approach to treatment and care.

Theme 4 A quality physical environment that promotes good health and upholds the security and safety of service users

- 4.1 Service users receive care and treatment in settings that are safe, and that respect the person's right to dignity and privacy. *
- 4.2 Service users received in residential or day settings receive a well-balanced nutritious diet. *

Theme 5 Access to Services

- 5.1 The mental health services is accessible to the community.

Theme 6 Family/chosen advocate involvement and support

- 6.1 Families, parents and carers are empowered as team members receiving information, advice and support as appropriate. *

Theme 7 Staff skills, expertise and morale are key influencers in the delivery of a quality mental health

- 7.1 Service Users receive care and treatment from quality staff with the appropriate skills.
- 7.2 The mental health service is managed and delivered by staff in receipt of planned training and continuous professional development.
- 7.3 Learning and using proven quality and safety methods underpins the delivery of a mental health service. *
- 7.4 The care and treatment provided by the mental health service is outcome-focused.

Theme 8 Systematic evaluation and review of mental health services underpinned by best practice will enable providers to deliver quality services

- 8.1 The mental health service is delivered in accordance with evidence-based codes of practice, policies and protocols. *
- 8.2 Mental health services are supported and informed by an integrated mental health information system.
- 8.3 Corporate governance underpins the management and delivery of the mental health service. *

* Standards proposed for commencement in 2007