



# Dundee City Council Mental Health Officer Service

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- Promoting Your Wellbeing
  - Welcome To Our Service
  - Your Guide To Our Service





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## Who is this Information Pack for?

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This information pack is for anyone who is supported by a Dundee City Council Mental Health Officer.

## How Does it Work?

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Mental Health Officers have a number of different responsibilities which are set out by law. We have explained what our responsibilities are under each piece of legislation.

## The Mental Health (Care and Treatment) (Scotland) Act 2003

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- Advise you of your rights, including the right to have access to an Independent advocate and to have a named person to look after your interests
- Make referrals to care management where a need is identified
- Undertake enquiries where you may be at risk
- Provide consent or withhold consent with regard to an Emergency or Short-Term Detentions
- Notify the Mental Welfare Commission and your named person if an application is being made for a Compulsory Treatment Order
- Apply for a Compulsory Treatment Order to the Mental Health Tribunal for Scotland in circumstances where it is assessed that you may require a period of further detention
- Provide supervision if you are subject to compulsory measures



## Adults with Incapacity (Scotland) Act 2000

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- Investigate complaints made against Private Welfare Guardians
- Make applications for Welfare Guardianship or Intervention Orders where this is needed and is not being done by someone else;
- Write statutory reports to support private Guardianship Applications, including a view on the suitability of a proposed Guardian, and Intervention Orders.

## The Criminal Procedures (Scotland) Act 1995 – Part VI

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- Complete assessment and prepare reports for Court, Tribunal and Scottish Ministers
- Provide supervision if you are subject to compulsory measures

## What You Can Expect From a Dundee City Council Mental Health Officer

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Dundee City Council Mental Health Officers believe that everyone can recover as far as is personally possible, achieve their personal outcomes and live a good quality life in their local community when they are given the right support to do so.

### Our Code of Practice

Dundee City Council Mental Health Officers work to The SSSC Code of Practice. The code of practice says that Social Service Workers must:

- Protect your rights and make sure you are listened to
- Earn and keep your trust as a person who uses social services or cares for someone who does
- Help you to keep yourself and others safe from harm
- Help you to be independent and be able to live your life and take risks in a careful way
- Work to make sure you and other people are confident in social services
- Do the best job they can.

## Services for You

In providing services for you we will:

- Work to National Standards for Mental Health Officers
- Respect you as an individual and focus on your strengths and abilities
- Provide a safe, high quality, personalised services which is designed with you to help you to achieve your personal outcomes and protect you from harm
- Treat you with dignity and respect, no matter what your race, sex, age, sexual orientation, faith, political beliefs or disability
- Work with other organisations that are involved in providing support to you. This includes NHS, voluntary and independent providers and community groups.

## Involving You

- You have the right to take part in making decisions about your care and we will work with you to enable you to make your own choices and set your personal outcomes
- We will give you information in a way that you can understand and if you need an interpreter or a sign language interpreter, or if you have any other special communication needs we will arrange help for you.



## What we can expect from you

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To enable us to help you achieve your personal outcomes we ask that you do the following:

Be Involved:

Work in partnership with us to:

- Complete your assessment for your care treatment
- Complete your care plan
- Arrange the services which will help you to achieve your personal outcomes
- Achieve your personal outcomes
- Continuously improve our services by giving us feedback
- Make sure every contact we have is focused on helping you to achieve your personal outcomes

Keep your appointments and make sure we can contact you

- Be on time for appointments
- If you are going to be late for an appointment, phone us and let us know
- If you can't make your appointment contact us to agree another time to meet up
- If you change your phone number or address please let us know

Ask about anything you don't understand and let us know if you are worried about anything

- If there is anything you don't understand about our involvement with you, your assessment, care plan or support plan please let us know and we will explain it to you
- If you are worried or unhappy about any support you are receiving or the way someone is treating you please let us know

## Confidentiality

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Dundee City Council Mental Health Officer takes your confidentiality seriously. Personal information you give us won't be passed on to anyone else without your consent, unless we have to protect you or others from harm, and any information we keep on you will be stored securely.

Sometimes you and your Mental Health Officer may decide that other services or agencies should be involved. They will get access to some of your information. Your Mental Health Officer will explain to you what we've told them and why and you will be asked for your written consent before information is passed on.

There are some circumstances where confidentiality may be broken. Usually this happens when it seems likely that you will do serious harm to yourself or someone else. Some of the reasons may be:

- A child is suffering or is at risk of harm
- Court Order or criminal justice services request (Where we are providing a report to the Court or tribunal).
- Legal obligation to disclose information (e.g. when suspicion of drug or person trafficking or prevention of terrorism are involved)
- A medical emergency – information will be given to ambulance or hospital staff to save your life
- Where your behaviour has resulted in notifying or calling the police
- Information is received about planned or committed serious crimes

A decision to break confidentiality will never be taken lightly. Unless we assess that someone is in danger we would discuss the situation with you first. If you feel your right to confidentiality has not been respected you have the right to use the complaints procedure.

We also use the Mental Welfare Commission Practice Guidance Carers and Confidentiality to inform our approach to confidentiality when speaking to your family or carers. More information about this can be found at [www.mwscot.org.uk](http://www.mwscot.org.uk).



## Your Feedback

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Dundee City Council Mental Health Officer Service want to make sure we are easy to use, polite and helpful and deliver high quality services which enable you to achieve your personal outcomes.

If you have anything to tell us, good or bad or if you have a suggestion about how we can make a service better we would really like to hear from you. If you have received a really good service and would like to provide a compliment please let us know as we will let people involved know.

It is your right to complain if you are not happy with a service provided by Dundee City Council and we recognise that there will be times when we fail to meet our own high standards. When this happens, we want you to let us know. Whichever way you contact us, your complaint will be acknowledged in writing in 5 working days. An officer will investigate your complaint and you will be contacted within 20 working days to tell you what we have found out and what we plan to do about it.

### How to make a Compliment or Comment or Complaint

There are a number of easy ways to feedback to us. You can:

- Complete our online form at [www.dundeecity.gov.uk](http://www.dundeecity.gov.uk)
- Telephone: Contact our Mental Health Officer Team at 01382 307621
- In person: Visit your local office and the person you speak to can take your complaint or compliment.



## Useful Contact Details

Support in a Crisis	
NHS 24	08454 242424 www.nhs24.com
Social Work Out of Hours	01382 307964
Police Scotland	<p>In an emergency you should always dial 999 if:</p> <ul style="list-style-type: none"> <li>• There is a risk of personal injury or loss of life</li> <li>• A crime is in progress</li> <li>• Someone suspected of a crime is nearby</li> </ul> <p>Deaf, deafened, hard of hearing or speech-impaired callers using a Textphone (minicom) should dial 18000 in an emergency.</p> <p>For all non-emergencies and general enquiries call 101 if you need to contact your local police. You can call 101 to report a crime that has already happened, seek crime prevention advice or make Police Scotland aware of any policing issues in your local area.</p>
Emotional Support	
<b>Breathing Space</b> Listening, info & advice for those feeling down	0800 83 85 87
<b>Samaritans</b> Emotional support if you are feeling depressed or suicidal	08457 90 90 90
<b>Cruse Bereavement Care Scotland</b> Support following bereavement	0845 6002227

## Useful Contact Details (continued)

<b>Independent Advocacy Advice and Support</b>	
Dundee Independent Advocacy Support (DIAS)	West Henderson's Wynd Dundee DD1 5BY Tel: 01382 205515 <a href="http://www.diasdundee.org/">http://www.diasdundee.org/</a>
<b>Scottish Independent Advocacy Alliance</b> Promotes, supports and defends the principles and practice of Independent Advocacy across Scotland.	<a href="http://www.siaa.org.uk">http://www.siaa.org.uk</a> 0131 260 5380
<b>Housing Advice and Support</b>	
Dundee City Council East District Housing Office	169 Pitkerro Road, Dundee DD4 8ES 01382 307401
Dundee City Council West District Housing Office	3 Sinclair Street, Lochee Dundee DD4 8ES Tel: 01382 307301
Dundee City Council Homeless Advice and Support	24 Homeless Advice Line 0800 633 5843 or 01382 432001
<b>Support for Carers</b>	
Dundee Carers Centre	Seagate House, 132-134 Seagate, Dundee DD1 2HB 01382 200422 <a href="mailto:centre@dundeecarerscentre.org.uk">centre@dundeecarerscentre.org.uk</a>
Scottish Network for Families affected by drugs	08080 101011 <a href="http://www.snfad.org.uk">www.snfad.org.uk</a>
<b>Carers UK</b> Provides information, advice and support to carers	0808 808 7777 (Advice Line) <a href="http://www.carersuk.org">http://www.carersuk.org</a>

## Contact Us

Dundee Mental Health Officer Team  
50 North Lindsay Street, Dundee

Daytime Duty Contact: 01382 438300

Out of Hours Contact: 01382 307964

<b>This information is made available in large print or in an alternative format that meets your needs.</b>	
<b>Chinese</b>	欲知詳情，請致電：01382 435825
<b>Russian</b>	Более подробную информацию можно получить позвонив по телефону: 01382 435825
<b>Urdu</b>	مزید معلومات کے لئے برائے مہربانی 01382 435825 پر فون کریں۔
<b>Polish</b>	po dalszą informację zadzwoń pod numer 01382 435825
<b>Alternative Formats</b>	For further information please contact the issuer of this publication



...you can do so much more **ONLINE** at...

**dundee.gov.uk**