

SCOTTISH BORDERS MENTAL HEALTH SERVICES

# **integrated care pathway**

ADULT



Scottish Borders  
Health and Social Care  
PARTNERSHIP

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# SCOTTISH BORDERS MENTAL HEALTH SERVICES INTEGRATED CARE PATHWAY (ADULT)

## 1. INTRODUCTION

The 'Mental Health Strategy: Scottish Borders' (Scottish Borders Health & Social Care Partnership 2017) sets out a framework for the delivery of activities and services designed to improve the mental health and wellbeing for all ages groups in the local population. This strategy is part of a wider programme of integration across a range of health and social care services, and describes a vision for mental health that aims to:

- promote good mental health and wellbeing for all
- respect, protect and support people with mental health issues and mental illness to live well
- recognise, support and value families and carers
- promote partnership between services and the population they serve.

### Strategic priorities include:

- improving access to information and advice
- support for self-management
- improved access to services.

This Integrated Care Pathway aims to support that work by mapping out what supports and services are available for adults and how to access them. It is based on a 'Tiered Care' model that shows what is available for those with different levels of need, including:

- **Tier 1:** Self-help, prevention orientated services that enable people stay well;
- **Tier 2:** Front line services offering urgent help when problems start to develop (accessed through self-referral);
- **Tier 2/3:** Help and support to help you managing your health (accessed through self-referral, mostly to the voluntary sector);

- **Tiers 3:** Community-based care and treatment for those with more severe problems (GP referral needed);
- **Tier 4:** Hospital in-patient care and treatment for those with more acute, severe or complex care needs

Supports and services are grouped in two main categories - those specifically for individuals with mental health needs (including those around addiction or trauma) and some that might commonly be used around general health and well-being.

**Some services and supports have been given a place in these tables but are cross-cutting and apply at all levels, including:**

- health improvement (to prevent, delay or manage illness and support recovery)
- suicide prevention training
- housing and homelessness
- financial/benefits advice
- carer involvement
- social connectedness
- employability.

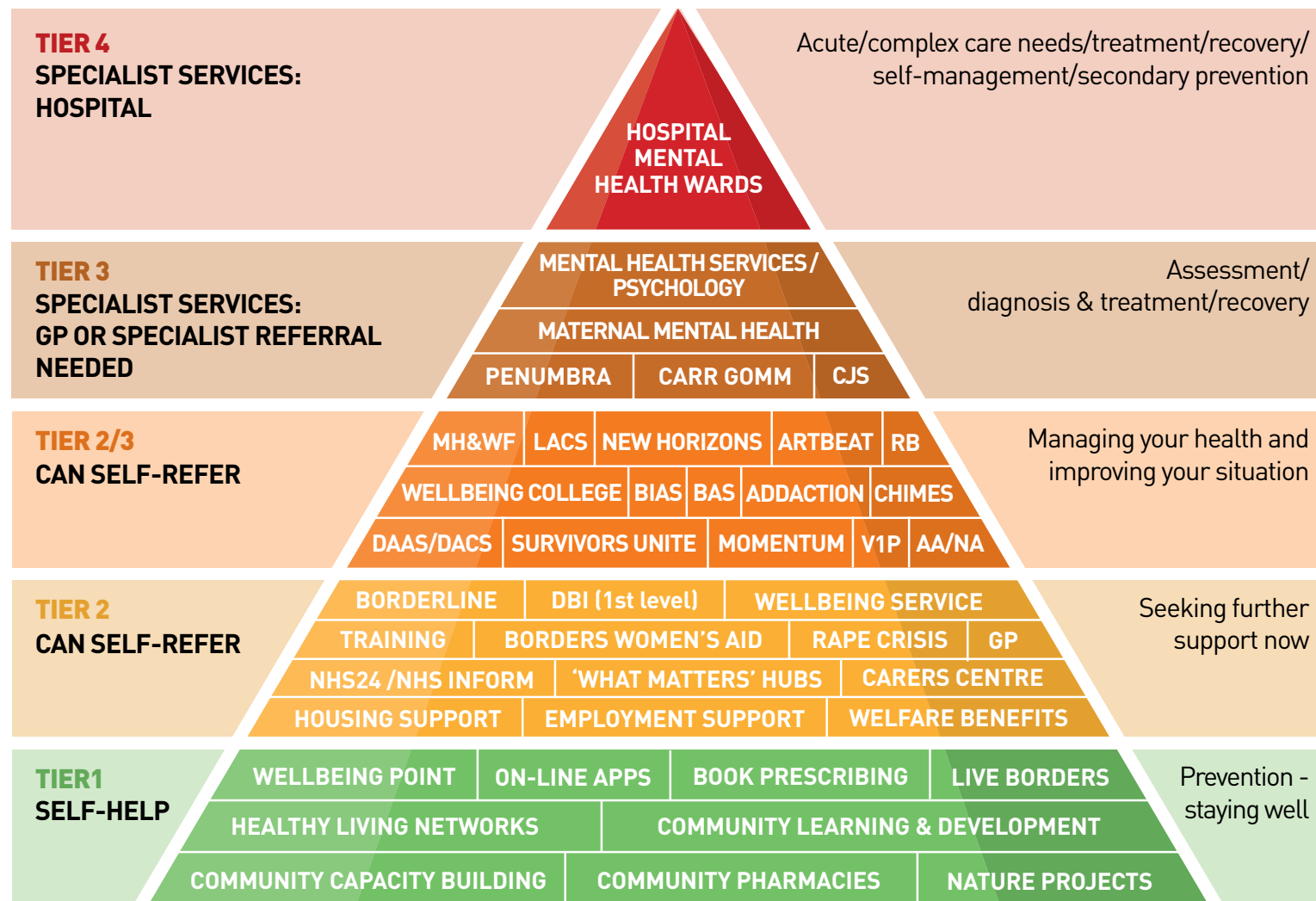
SCOTTISH BORDERS

MENTAL HEALTH SERVICES INTEGRATED CARE PATHWAY (ADULT)

## 2. ACCESSING SUPPORTS AND SERVICES

# JOINT MENTAL HEALTH SERVICES (Adults)

## PATHWAYS



## GLOSSARY

**AA/NA** – Alcoholics Anonymous / Narcotics Anonymous  
**BAS** – Borders Addictions Service  
**BIAS** – Borders Independent Advocacy Service  
**CJS** – Criminal Justice Service  
**DAAS / DACS** – Domestic Abuse Support Services and Domestic Abuse Community Support  
**DBI** – Distress Brief Interventions  
**GPs** – General Practitioners  
**GRC** – Gala Resource Centre  
**HH** – Huntlyburn House  
**LACS** – Local Area Co-ordinating Service  
**MH&WF** – Mental Health & Well-being Forum  
**NHS24 /NHS Inform** – Borders Emergency Care Service  
**RB** – Rediscover Borders  
**SW** – Social Work Duty Teams  
**V1P** – Veterans First Point

For further information go to the Wellbeing College website: [www.wellbeingcollege.org.uk](http://www.wellbeingcollege.org.uk) or email: [wellbeing.college@health-in-mind.org.uk](mailto:wellbeing.college@health-in-mind.org.uk) tel: 01896 807000  
 Information also available at the Wellbeing Point - [www.nhsborders.scot.nhs.uk/six-ways-to-be-well](http://www.nhsborders.scot.nhs.uk/six-ways-to-be-well) and  
 Scottish Borders Council - [www.scotborders.gov.uk/info/20055/adults\\_and\\_older\\_people/370/mental\\_health/1](http://www.scotborders.gov.uk/info/20055/adults_and_older_people/370/mental_health/1)

TIER 1 – GENERAL POPULATION (prevention)				
OUTCOMES: GOOD MENTAL HEALTH AND WELLBEING FOR ALL HEALTH PROMOTING COMMUNITIES				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
MENTAL HEALTH				
<b>Wellbeing Point</b>	<p>NHS Borders webpage with links to resources and useful information to help people look after their mental health and wellbeing.</p> <p>Includes access to “Six Ways to Be Well” – a local information campaign promoting self-help guidance to improve mental health and well-being.</p>	Open access online.	Borders-wide	<p><b>Wellbeing Point</b> www.nhsborders.scot.nhs.uk/wellbeingpoint</p> <p><b>“Six Ways to Be Well”</b> <b>Joint Health Improvement Team</b> Telephone: 01835 825970 Health.improvement@borders.scot.nhs.uk</p>
<b>Online health and fitness apps, tools and information</b>	Apps: Various apps available online promoting self-help tools to improve mental health (e.g. meditation techniques and health and fitness in general).	Open access, widely available – many are free.	All	
<b>Book prescribing service:</b>	Provides access to a range of self-help information resources.		Available in all libraries.	
GENERIC				
<b>LIVE Borders</b>	<p>Culture, sport and leisure facilities that support healthier lifestyles.</p> <p>Exercise Referral Scheme: a partnership with NHS Borders to deliver physical activity programmes that aim to improve health and wellbeing.</p>	<p>Open access to a range of amenities.</p> <p>Referral by GP, physiotherapist or relevant health professional to free or subsidised physical activity support.</p>	Main Borders towns.	<p><b>Live Borders</b> Telephone: 01896 661166 www.liveborders.org.uk/</p>
<b>Healthy Living Networks (HLNs)</b>	Targeted health improvement in deprived communities that promotes healthier lifestyles. Aims to improve knowledge and understanding, develop skills, and make connections.	Open access for residents in HLN area.	Galashiels (Langlee), Hawick (Burnfoot) and Eyemouth.	<p><b>Joint Health Improvement Team</b> Telephone: 01835 825970 Health.improvement@borders.scot.nhs.uk</p>

TIER 1 – GENERAL POPULATION (prevention)				
OUTCOMES: GOOD MENTAL HEALTH AND WELLBEING FOR ALL HEALTH PROMOTING COMMUNITIES				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>Community Learning &amp; Development (CLD)</b>	A programme of community-based opportunities including learning and skills development, promotion of health and well-being, community safety and capacity building.	Access as a volunteer or client - open access for some activities, but some may be subject to referral from partner agencies.	Borders-wide based on high school catchment areas.	<b>Community Learning &amp; Development</b> Telephone: 01896 664160 cld@scotborders.gov.uk
<b>Community Capacity Building (CCB)</b>	A programme of community capacity building aiming to help the development of 'strong, resilient communities' through identifying needs and developing local resources.	Open access - customers make appointments for assessment but some open access slots available.	Localities: In towns and villages across the Borders.	<b>Community Capacity Building Team</b> Telephone: 01835 825080 communitycapacity@scotborders.gov.uk
<b>Community Pharmacies</b>	Local pharmacies can offer information and advice on minor ailments and prescriptions.  In addition, some pharmacies provide services for those with addictions (e.g. smoking cessation; supervised consumption of methadone; injecting equipment).	Open access for general advice and prescriptions.  Supervised consumption – accessed as part of an agreement with GP, pharmacist, and Borders Addictions Services. Injecting equipment – open access, self-referral.	All pharmacies across the Borders.  Only available in certain pharmacies – refer to ADP information.	<b>Borders Alcohol &amp; Drugs Partnership</b> www.nhsborders.scot.nhs.uk/badp
<b>Nature projects – e.g. community gardens, Instinctively Wild, Nature Unlimited, Abundant Borders, 'The Glebe' (Peebles recovery garden)</b>	Various community projects support health, well-being and recovery from mental health problems through physical activity, social contact and connection with nature.	Open access through contacting projects directly in each area. Can be accessed as a volunteer or as a client – see specific projects for criteria.	Various places across the Borders – see specific projects	<b>Instinctively Wild</b> www.instinctivelywild.co.uk <b>Nature Unlimited</b> www.natureunlimited.scot <b>Abundant Borders</b> robin@abundantborders.org.uk <b>'The Glebe' (Peebles Recovery Project) You Can Cook</b> alex@youcancook.org.uk

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
<b>OUTCOMES:</b> ACCESSIBLE INFORMATION & ADVICE HEALTH PROMOTING COMMUNITIES IMPROVED SUPPORT PATHWAYS FRONT LINE STAFF HAVE KNOWLEDGE, SKILLS & CONFIDENCE TO SUPPORT AND SIGNPOST				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Borderline – local telephone helpline</b>	Borderline is an out-of-hours telephone helpline providing free, anonymous and confidential support for people experiencing emotional distress or mental health problems.	Telephone lines open 7 days per week, 7- 10pm. If busy, messages can be left and the caller will be contacted back.	Borders-wide	<b>Borderline</b> (7.00 – 10.00 pm) Telephone: 0800 0274466 newborderline@hotmail.co.uk
<b>Other telephone helplines e.g. Breathing Space, Samaritans</b>	There are many national mental health helplines offering services for people who may experience mental health problems, their families, carers, and professionals. These offer information, signposting, or support for specific issues.	Open access, as advertised.	National	<b>Breathing Space</b> Telephone: 0800 83 85 87 www.breathingspace.scot  <b>Samaritans</b> (24 hours) Telephone: 116 123 www.samaritans.org/branches/borders-samaritans
<b>Distress Brief Intervention (DBI) – delivered by Scottish Association of Mental Health (SAMH)</b>	DBI is a pilot scheme which supports people presenting to emergency services in distress. Leads to rapid referral (within 24 hours) to SAMH for assessment and short-term support (up to 14 days). Aims to help people develop self-management skills and promote engagement with other relevant services.	Criteria: Individuals presenting to emergency or front-line services in distress but not in need of further emergency or acute services.  Referrals from emergency and out-of-hours services including Police, Ambulance, A&E, out of hours GP and social work services (by staff who have undertaken the DBI Level 1 training).	Borders-wide	www.dbi.scot/borders/

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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Wellbeing Service*</b>  * a newly integrated service from January 2019	NHS Borders Wellbeing Service offers support to people who are wishing to improve their health and wellbeing in one or more of the following areas: <ul style="list-style-type: none"> <li>• Mental health and wellbeing</li> <li>• Being more active</li> <li>• Eating more healthily</li> <li>• Quitting smoking</li> </ul> Advisers offer support over 6-12 sessions where they will use appropriate skills and tools to help people make changes in their lifestyle.	For people with mild to moderate mental health issues (e.g. anxiety, panic, stress, worry, depression, insomnia); weight management problems, and those wishing become more physically active, or to stop smoking.  Referrals by any member of GP/community staff teams.	The service will be available to all practices (there may not be a worker in each practice so people may be seen in a different practice to their normal one).	<b>Wellbeing Service</b> Directly via GPs or Practice Nurses in own practice. General enquiry - Telephone: 01896 824502 <a href="mailto:wellbeing@borders.scot.nhs.uk">wellbeing@borders.scot.nhs.uk</a>
<b>'Beating the Blues' - online Cognitive Behavioural Therapy (CBT) – a psychological therapy</b>	A computer-based programme that uses CBT to treat patients with mild to moderate depression and/or anxiety (8 weekly 1 hour sessions). It is suitable for patients whether being treated with medication or not.	Referrals can be made by GPs and Mental Health Service professionals by email.  Must be willing and able to use a computer-based programme.	Borders-wide Adults 18+	<b>Beating the Blues' administrator:</b> Telephone: 01896 827168 (Tuesday, Thursday and Friday) <a href="https://www.nhsborders.scot.nhs.uk/staying-healthy/stress-busters/beating-the-blues/">https://www.nhsborders.scot.nhs.uk/staying-healthy/stress-busters/beating-the-blues/</a>
<b>Training: Mental Health First Aid</b>  <b>Targeted suicide prevention training</b>	A range of training opportunities are available to individuals who wish to develop their skills in supporting people experiencing poor mental health and suicidal thoughts.	Information on courses is available from the Joint Health Improvement Team or Borders Care Voice.	Borders-wide	<b>Joint Health Improvement Team</b> <a href="mailto:health.improvement@borders.scot.nhs.uk">health.improvement@borders.scot.nhs.uk</a> or  <b>Borders Care Voice</b> <a href="http://www.borderscarevoice.org.uk/training-bcln">www.borderscarevoice.org.uk/training-bcln</a>

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
<b>OUTCOMES:</b> ACCESSIBLE INFORMATION & ADVICE HEALTH PROMOTING COMMUNITIES IMPROVED SUPPORT PATHWAYS FRONT LINE STAFF HAVE KNOWLEDGE, SKILLS & CONFIDENCE TO SUPPORT AND SIGNPOST				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
TRAUMA-RELATED SERVICES				
<b>Borders Women's Aid (BWA)</b>	BWA: Provides safe, confidential accommodation for women and their children escaping domestic abuse.	BWA: All women (16+) are welcome but space is limited - priority is given to women with children with no alternative accommodation.		<b>Border Women's Aid</b> 01835 863514
<b>Scottish Borders Rape Crisis Centre</b>	Rape Crisis Centre: Offers practical and emotional support and information to women and girls (12+) who have experienced rape or sexual violence.	Open access – self-referral by telephone.		<b>Rape Crisis</b> 01896 661070
GENERIC				
<b>GPs</b>	Local GP practices comprising medical, nursing and allied health professionals	Open access in person or by telephone generally in office hours. Some offer on-line access.	Across the Borders	<a href="http://www.nhsborders.scot.nhs.uk">www.nhsborders.scot.nhs.uk</a>
<b>NHS 24</b>	National service providing urgent health advice out of hours when GP and dental surgeries are closed. Links with BECS (Borders Emergency Care Services) where local out of hours GP assessment is required.	Open access by telephone available 24 hours where urgent care is required.	National (links to local out of hours GP service where necessary)	<b>NHS 24</b> Telephone: 111 <a href="http://www.nhs24.scot">www.nhs24.scot</a>
<b>NHS Inform</b>		Open access online	National	<b>NHS Inform website</b> <a href="http://www.nhsinform.scot">www.nhsinform.scot</a>

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
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SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>'What Matters' Hubs</b>	<p>What Matters Hubs: First point of contact offering assessment and signposting to range of agencies and resources. Aims to improve responses for those with lower levels of need and support appropriate referrals to social care and health.</p> <p>Agencies include: Red Cross, Local Area Co-ordination, Carers Centre, CAB, Fire Scotland, Chest Heart Stroke, Alzheimer Scotland, Encompass, Police, RBS, Food Train, Home Energy Scotland, and Trading Standards.</p> <p>Out-of-hours emergency social work services are available evenings and weekend.</p>	Open access via Council Customer Advice and Support and drop in sessions held in Peebles, Hawick, Duns, Galashiels, Eyemouth and Kelso	Hubs are present in each on the five Scottish Borders Localities: Teviot, Eildon, Tweeddale, Cheviot, Berwickshire	<p><b>Customer Advice and Support Service</b>  Telephone: 0300 100 1800  <a href="http://www.scotborders.gov.uk/communityhubs">www.scotborders.gov.uk/communityhubs</a></p> <p><b>Emergency out of office hours</b>  Telephone: 01896 752111</p>
<b>Borders Carers Centre</b>	Offers information and advice, assessment of carers' needs support plans, support groups and training.	<p>Referrals come from a range of sources including self-referral, GP, health or social care services.</p> <p>Cost: Free</p> <p>Waiting times: Referrals from within hospital will be seen within 1 week; community-based referrals will be seen within 3 weeks.</p>	Borders-wide	<p><b>Borders Carers Centre</b>  Brewerybrig, Low Buckholmside, Galashiels TD1 1RT  Telephone: 01896 752431  <a href="http://www.borderscarerscentre.co.uk">www.borderscarerscentre.co.uk</a></p>

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
<b>OUTCOMES:</b> ACCESSIBLE INFORMATION & ADVICE HEALTH PROMOTING COMMUNITIES IMPROVED SUPPORT PATHWAYS FRONT LINE STAFF HAVE KNOWLEDGE, SKILLS & CONFIDENCE TO SUPPORT AND SIGNPOST				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>Housing support &amp; Homelessness services</b>	Housing, advice and adaptations for those in greatest need (including those with mental health problems). Aims to help people stay at home for longer, prevent homelessness, and support independent living. N.B. see Penumbra Supported Living Service (Tier 2/3)	Access via housing associations and Homelessness referral routes.	Homeless accommodation: Maxmill Park, Kelso Trinity House, Hawick and Albert Place, Galashiels. (young people).	<b>Housing Support &amp; Homelessness services</b> <b>Emergency out of office hours:</b> 01896 752111 FREEPHONE: 0800 376 1138 Telephone: 01896 661385 Galashiels Area Office Paton Street Galashiels TD1 3AS <a href="http://www.scotborders.gov.uk/housing">www.scotborders.gov.uk/housing</a>
<b>Employment Support Service (ESS)</b>	Support those with additional needs (including adults recovering from mental health problems) to access and sustain paid work (not voluntary work) by overcoming barriers to employment.  Services provided: profile building, job searches, compiling CVs, job applications, work placements and job coaching.	Referrals from various sources including Gala Resource Centre, SW Depts., Community Mental Health Teams, Dept. Work & Pensions, family, employers, schools, and some self-referrals.	Borders-wide.	<b>Employment Support Service</b> Telephone: 01835 824000 <a href="http://www.scotborders.gov.uk/employmentsupport">www.scotborders.gov.uk/employmentsupport</a>

TIER 2 – FRONT LINE SERVICES (urgent or early intervention)				
<b>OUTCOMES:</b> ACCESSIBLE INFORMATION & ADVICE HEALTH PROMOTING COMMUNITIES IMPROVED SUPPORT PATHWAYS FRONT LINE STAFF HAVE KNOWLEDGE, SKILLS & CONFIDENCE TO SUPPORT AND SIGNPOST				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
GENERIC				
<b>Welfare benefit enquires:</b>  <b>Citizens Advice Bureaux (CAB)</b>  <b>Housing association Welfare Benefits / Financial Inclusion Officers</b>          <b>Customer Advice &amp; Support Service (CASS)</b>	<p>For general enquiries, CAB provides free and confidential advice and information. Can negotiate on behalf of clients, and represent them formally, such as at tribunal hearings.</p> <p>Housing association officers can provide welfare benefits advice to help maintain tenancies. Can check entitlement to benefits and help people to apply.</p> <p>People with more complex benefit needs, or anyone needing help with challenging or appealing a DWP or HMRC decision can be referred to the CASS Financial Inclusion Team.</p>	<p>CAB Services can be provided by telephone, online and face-to-face</p>	<p>Borders-wide (offices in Galashiels, Jedburgh, Peebles and Kelso)</p>	<p><b>Citizens Advice Scotland</b>  Telephone: 03454 04 05 06  <a href="https://www.cas.org.uk/">https://www.cas.org.uk/</a> – access online to find local bureau</p> <p><b>Scottish Borders Housing Association</b>  Telephone: 01750 724444  <a href="http://www.sbha.org.uk/contact-us/">www.sbha.org.uk/contact-us/</a></p> <p><b>Eildon Housing customer Services</b>  Telephone: 03000 200 217  <a href="http://www.eildon.org.uk/">www.eildon.org.uk/</a></p> <p><b>Waverly</b>  General enquiries: 01450 364200  <a href="http://www.waverley-housing.co.uk/">www.waverley-housing.co.uk/</a></p> <p><b>Customer Advice and Support Service</b>  Telephone: 0300 100 1800  <a href="mailto:CustomerAdvice@scotborders.gov.uk">CustomerAdvice@scotborders.gov.uk</a></p>

TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)				
<b>OUTCOMES:</b> ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS RECOVERY ORIENTATED CARE AND SUPPORT CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Mental Health and Well-Being Forum (Borders Care Voice)</b>	An open forum which aims to give a voice to people with lived experience, carers and third sector providers of mental health services – provides opportunities for networking, raising issues and participating in service improvements.	Open access by telephone or online.	Borders-wide.	<b>Borders Care Voice</b> 3rd Floor, Triest House, Bridge Street, Galashiels, TD1 1SW Telephone: 01896 757290 admin@borderscarevoice.org.uk www.borderscarevoice.org.uk
<b>LACS (Local Area Co-ordinators): Learning Disability &amp; Mental Health A Health and Social Care service</b>	Early intervention to address social isolation amongst those with mental health problems or learning disabilities. Aims to support integration into local communities and divert people with lower levels of need from needing specialist services.	Referrals come from CMHTs, Doing Well, and self-referrals.  Cost: Free  Waiting times: Waiting times vary across the Borders – contact the service directly for up-to-date details.	Borders-wide in localities	Telephone: 01896 664 195 LACMentalHealth@scotborders.gcsx.gov.uk
<b>New Horizons Borders</b>	Peer support groups and 1-1 emotional support to help people learn how to manage their illness and provide opportunities for social contact and recovery.	Self- referrals or referrals from other professionals.  Cost: Free	Groups in Galashiels, Hawick, Eyemouth, Kelso, Selkirk, Peebles, Duns	<b>New Horizons Borders</b> 6b Island Street Galashiels TD1 1NU Telephone: 01896 755510 enquiries@newhorizonsborders.org

## TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)

**OUTCOMES:** ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Artbeat</b>	Artbeat offers a range of creative therapies through 1-1 and/or group work.	<p>Referrals from a mental health or learning disabilities professional to access a subsidised placement. Self-referrals can be made for paying clients.</p> <p>Cost: £2 per session for subsidised clients. £10/session for those paying full fees.</p> <p>Waiting time: None - new referrals are offered sessions suitable to their needs following a visit and taster session.</p>	It is based in Hawick and accepts referrals from across Borders but typically come from within a 20 mile radius.	<p><b>Artbeat</b></p> <p>Telephone: 01450 379547</p> <p>artbeatstudios@hotmail.com</p>
<b>Re:discover Borders</b>	Provides a mix of 1:1 and telephone befriending for people with mental health problems as well as volunteering opportunities as befrienders.	<p>Referrals from a mental health or voluntary sector professional, GP, or self-referral.</p> <p>Cost: Free</p> <p>Waiting times: None, but once someone is accepted onto the service the process of matching someone with a suitable volunteer takes 1-2 months.</p>	Borders-wide.	<p><b>Health in Mind</b></p> <p>Telephone: 01896 807000</p>

TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)				
<b>OUTCOMES:</b> ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS RECOVERY ORIENTATED CARE AND SUPPORT CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH</b>				
<b>Wellbeing College (new service)</b>	Delivers courses that bring people together to explore resilience and positive mental health in the Scottish Borders. People can learn more about their mental health and wellbeing; develop coping skills and skills for their personal development.	Self-referrals - do not need to be referred or have a diagnosed mental health problem. Cost: All learning opportunities are free.  Waiting time: None. Students can register for courses as they appear on the website. The hub is open on Tuesdays and Thursdays for students' use.	Borders-wide 16 and over	<b>Wellbeing College</b> 'Health in Mind' The Hive, Low Buckholmside, Galashiels, TD1 1RT Telephone: 01896 807 000 <a href="mailto:wellbeing.college@health-in-mind.org.uk">wellbeing.college@health-in-mind.org.uk</a> <a href="http://www.wellbeingcollege.org.uk">www.wellbeingcollege.org.uk</a>
<b>Borders Independent Advocacy Service (BIAS)</b>	BIAS offers a free and confidential service for those with mental health problems in receipt of health or social care services. BIAS can help and support individuals to have their voices heard, raise concerns, challenge decisions and safeguard their rights.	Open access by telephone or email.  Cost: Free  Waiting times: Referrals made under the Mental Health Act will be responded to within 3 days. BIAS aims to respond to other referrals within 2-3 weeks.	Borders-wide	<b>BIAS</b> Telephone: 01896 752200 <a href="mailto:info@bordersadvocacy.org.uk">info@bordersadvocacy.org.uk</a>

## TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)

**OUTCOMES:** ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>ADDICTIONS AND TRAUMA RELATED SERVICES</b>				
<b>Borders Addiction Services (BAS)</b> <b>An NHS Borders service</b>  <b>Addictions Psychological Therapies Team (APTT)</b>	BAS is a specialist, community-based treatment service for those with drug or alcohol addictions who require substitute prescribing.	Referrals can be made by GPs, agencies using a joint Addaction/BAS referral form, or as a self – referral.  Accepts referrals from BAS, Addaction, or Action for Children for those with mental health and substance misuse issues. Also assesses individuals with suspected Alcohol Related Brain Damage (ARBD).  Cost: Free  Waiting times: Has a 3 week government target. The service has been consistently meeting this target	Borders-wide	<b>BAS</b> Telephone: 01896 664430  <b>Borders Alcohol &amp; Drugs Partnership</b> <a href="http://www.nhsborders.scot.nhs.uk/badp">www.nhsborders.scot.nhs.uk/badp</a>
<b>Addaction Borders</b>	Addaction Borders provides a service for individuals who are concerned about their alcohol or drug use or are affected by someone else's.  Support is offered on a 1:1, 'Mutual Aid' or other group basis, as well as a 'Webchat' service for those preferring 'virtual' support.	Referrals can be made by agencies using a joint Addaction/Borders Addiction Services (BAS*) referral form, by phone or email, or as a self – referral (e.g. by phone or attending office/drop-ins). *BAS – see Tier 3  Cost: Free  Waiting times: Maximum of 3 weeks	Borders-wide 16 yrs plus	<b>Addaction</b> 125 High Street Galashiels TD1 1RZ Telephone: 01896 757843 <a href="http://www.addaction.org.uk/services/addaction-borders">www.addaction.org.uk/services/addaction-borders</a>

TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)				
<b>OUTCOMES:</b> ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS RECOVERY ORIENTATED CARE AND SUPPORT CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
ADDICTIONS AND TRAUMA RELATED SERVICES				
<b>CHIMES: Action for Children</b>	CHIMES works with parents to reduce the impact of their drug or alcohol use on their children (1:1 and some group work). Also supports parents of young people who use substances and children affected by parent's substance misuse.	Referrals can be made by agencies using the CHIMES referral form, by phone or email, or as a self – referral / family member (e.g. by phone to provide referral details).  Cost: Free  Waiting times: These vary depending on number of referrals coming in at any one time but average between 4-6 weeks.	Borders-wide	<b>CHIMES – Action For Children</b> Telephone: 01896 750173 Chimes@actionforchildren.org.uk
<b>Domestic Abuse Support Services (DAAS)</b>  <b>Domestic Abuse Community Support (DACS) Service</b>  <b>Children experiencing domestic abuse recovery (CEDAR):</b>	<b>DAAS:</b> Supports high risk victims of domestic abuse to identify and reduce risks through assessments, safety planning.  <b>DACS:</b> Longer term, practical and emotional support for those at lower risk who need help to recover from their experiences. Can include help with housing, legal matters, welfare benefits, and emotional support.  <b>CEDAR:</b> A 12 week group-work programme for mums and children to support recovery from domestic abuse.	Referrals by telephone from various sources including self-referral.  Cost: Free  Waiting times: DAAS – no waiting times. Police referrals will be seen within 24 hours; agency referrals within 2 working days DACS – does have waiting lists for adult and children referrals. These vary and will be prioritised according to risks and needs.  CEDAR: Families should be living in a safe place. Any agency or school can make a referral to CEDAR and self-referrals are also accepted.	Borders-wide	<b>DAAS</b> Telephone: 01835 825024 DAAS@scotborders.gcsx.gov.uk  <b>DACS Service</b> Telephone: 01750 22892  <b>National Domestic Abuse helpline</b> 0800 010302

TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY (focused work, self-management, recovery)				
<b>OUTCOMES:</b> ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS RECOVERY ORIENTATED CARE AND SUPPORT CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED				
SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
ADDICTIONS AND TRAUMA RELATED SERVICES				
<b>Survivors Unite (SU) and 1-1 peer support</b>	A peer support group for women and men affected by childhood sexual abuse. Weekly groups (Friday a.m.) – ongoing.	Referrals come from several sources but the majority are self-referrals.  Cost: Free  Waiting times: None	Open to all of Borders but groups based in Selkirk but some flexibility in holding groups in other areas.	<b>Survivors Unite</b> Telephone: 07921 058675 Ettrick@childrens1st.org.uk
<b>Momentum: Brain Injuries Service</b>	Assists adults with a brain injury to live independently. Services include assessment, rehabilitation, activities and support groups and access to education and vocational opportunities.	Open access (self or family referrals, health and social care professionals in primary or secondary care, other services).  Cost: Free  Waiting times: None. A Community Rehabilitation Worker will go out for an initial meeting within 1 week. Input from the Clinical Neuropsychologist depends on clinic times but is usually within one month. Information is sent out to possible referrals or discussed over the telephone.	Borders-wide, with support groups in Berwickshire and central Borders.	<b>Momentum Skills</b> Enterprise House Galabank Business Park Galashiels TD1 1PR Telephone: 01896 754517 www.momentumskills.org.uk/our-services/service/borders-brain-injury-service
<b>Veterans 1st Point (V1P)</b>	First point of contact and a gateway to sources of support for a range of problems, including mental health and addictions.	Open to any veterans in the south of Scotland. Accepts referrals from any source including self-referrals.  Cost: Free  Waiting times: None	Borders-wide	<b>Veterans 1st Point Borders Centre</b> Telephone: 01896 668551 V1P@borders.scot.nhs.uk www.veteransfirstpoint.org.uk/drop-center/veterans-f1rst-point-borders

**TIER 2/3 – LINKS BETWEEN FRONT LINE AND SPECIALIST SERVICES IN THE COMMUNITY** (focused work, self-management, recovery)

**OUTCOMES:** ACCESSIBLE SERVICES AND IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>ADDICTIONS AND TRAUMA RELATED SERVICES</b>				
<b>Alcoholics Anonymous: Borders &amp; East-Lothian meetings</b>	The AA runs support groups for people affected by alcohol addiction and currently holds meetings across the Borders.		Duns Eyemouth Berwick Galashiels Hawick Peebles Melrose	<b>Alcoholics Anonymous</b> Telephone: 0845 769 7555 <a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a>
<b>Al-Anon</b>	This organisation runs support groups for people whose lives are affected by someone with an alcohol problem		Al-Anon – Hawick, Peebles & Selkirk	Addictions services / groups <a href="https://www.scotborders.gov.uk/info/20014/social_care_and_health/441/addictions">https://www.scotborders.gov.uk/info/20014/social_care_and_health/441/addictions</a>
<b>Narcotics Anonymous</b>	Support group for people affected by drug addiction		Galashiels	<a href="http://www.ukna.org/meeting/galashiels">www.ukna.org/meeting/galashiels</a>

### TIER 3 – SPECIALIST SERVICES: COMMUNITY BASED (assessment, diagnosis and treatment, recovery)

**OUTCOMES:** IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED  
 REDUCED BARREIRS TO CARE & SUPPORT FOR THOSE WITH DUAL DIAGNOSIS

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Mental Health Services/ Psychology</b>	<p>Joint Mental Health services provide a range of integrated health and social care services in the community delivered by multi-disciplinary teams. Staff include Nurses, Psychiatrists, Psychologists, Support Workers, Social Workers, Occupational Therapists and Mental Health Officers:</p> <p><b>Crisis Team</b> – Assessment, emotional and practical help, support pre and post discharge from psychiatric hospital</p> <p><b>Community Mental Health Teams (CMHTs)</b> – Assesses and treats those suffering from mental illness.</p> <p><b>Community Rehabilitation Team (CRT)</b> – reviews treatment and supports independent living for those with severe and longer-term mental illness.</p> <p><b>Mental Health for Older Adults Service (MHOAS)</b> – Assessments and treatments for people with memory or mood problems.</p>	<p>Referral from a GP or other health or social care professional (not self-referrals).</p> <p>Waiting times: These will vary across teams – contact the service directly for up-to-date details.</p> <p>By telephone</p>	Borders-wide.	<p><b>Crisis Team</b> Telephone: 01896 827320</p> <p><b>Community Teams</b> Can be contacted via Borders General Hospital switchboard: Telephone: 01896 826000</p> <p><b>General MHO enquiry line</b> Telephone: 01896 752111</p> <p><b>Gala Resource Centre</b> Telephone: 01896 750349</p>

**TIER 3 – SPECIALIST SERVICES: COMMUNITY BASED** (assessment, diagnosis and treatment, recovery)**OUTCOMES:** IMPROVED SUPPORT PATHWAYS

INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS

RECOVERY ORIENTATED CARE AND SUPPORT

CARERS &amp; FAMILIES ARE VALUED, SUPPORTED &amp; INVOLVED

REDUCED BARREIRS TO CARE &amp; SUPPORT FOR THOSE WITH DUAL DIAGNOSIS

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Mental Health Services/ Psychology</b>	<p><b>Gala Resource Centre</b> – supports mental health and emotional recovery through activities, and developing knowledge and skills.</p> <p><b>Psychological services Day Services</b> – offer assessment, counselling and therapies for a range of mental health problems.</p> <p><b>Eating Disorders service</b> – new – will provide assessment and treatment, plus advice, support and training for professionals.</p>	<p>Referral from a GP or other health or social care professional (not self-referrals).</p> <p>Waiting times: These will vary across teams – contact the service directly for up-to-date details.</p> <p>By telephone</p>	Borders-wide.	<p><b>Gala Resource Centre</b> Telephone: 01896 750349</p>
<b>Penumbra Supported Living Service</b>	Penumbra's Supported Living Service offers mental health and housing support to eligible people throughout the Scottish Borders. It provides practical, social and emotional help to people living in their own homes.	<p>Referrals can be made by health and social care professionals or self-referral. All referrals must be considered by Scottish Borders Council to ensure they meet the Council's eligibility criteria.</p> <p>Cost: The service is provided to people who meet the Social Work eligibility criteria for critical or substantial need. Clients undertake a financial assessment and contribute to their service on the basis of this.</p> <p>Waiting times: No waiting list. New referrals will normally be assessed within 2 weeks and, provided they meet service criteria, will be able to access support depending on level of need and service capacity in each locality.</p>	Borders-wide.	<p><b>Penumbra</b> 47 Ladhope Vale, Galashiels, TD1 1BW Telephone: 01896 751177 borders@penumbra.org.uk www.penumbra.org.uk</p>

### TIER 3 – SPECIALIST SERVICES: COMMUNITY BASED (assessment, diagnosis and treatment, recovery)

**OUTCOMES:** IMPROVED SUPPORT PATHWAYS  
 INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED  
 REDUCED BARREIRS TO CARE & SUPPORT FOR THOSE WITH DUAL DIAGNOSIS

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Carr Gomm</b>	<p>Carr Gomm provides two rehabilitation services for those with severe and enduring mental ill health:</p> <p>Flats (long-term lets): Supports independent living with practical help and support and connecting with local community.</p> <p>Self-Directed Support (SDS): For more independent clients who need lower levels of support (1 visit daily).</p>	<p>Referrals from mental health services via Community Mental Health Teams.</p> <p>Cost: Will be in relation to assessed needs and personal budgets.</p> <p>Waiting times: Not always a waiting list, but where there is, waits may be for approximately 2 months.</p>	<p>Flats: Central Galashiels.</p> <p>SDS: Hawick, Selkirk, St Boswells, and Gala</p>	<p><b>Carr Gomm (Borders)</b>            Telephone: 01896 668276  <a href="http://www.carrgomm.org/our-services/scottish-borders">www.carrgomm.org/our-services/scottish-borders</a></p>
<b>Maternal mental health</b>	<p>Maternity and Health Visiting services can refer women with mental health problems to Post Natal Depression (PND) Borders (Galashiels).</p> <p>Referrals can also be made to the Nurture the Borders service which supports families, and professionals working with families, with:</p> <ul style="list-style-type: none"> <li>• befriending</li> <li>• drop-in support groups</li> <li>• workshops</li> <li>• web-based resources</li> </ul>	<p>Guidelines are in place within maternity and Health visiting services explaining who and when to call with any Mental Health issues.</p>	<p>PND Borders is only available in the Galashiels area.</p> <p>'Nurture the Borders' is Borders-wide.</p>	<p><b>Galashiels medical practices</b></p> <p><b>Nurture the Borders</b>  <a href="http://www.nurturetheborders.com">www.nurturetheborders.com</a>  <a href="mailto:info@nurturetheborders.com">info@nurturetheborders.com</a></p>
<b>GENERIC</b>				
<b>Criminal Justice Service (CJS)</b>	<p>Service aims to reduce and prevent re-offending by providing:</p> <ul style="list-style-type: none"> <li>• court reports</li> <li>• managing community disposals</li> <li>• manages individuals released from custody on parole</li> <li>• early intervention measures (community justice)</li> </ul>	<p>Referrals from the courts, Procurator Fiscal, or Scottish Prison Service. A new Arrest Referral service is about to be set up which will also generate some referrals.</p> <p>Offenders with mental health problems must be referred via their GP.</p>	<p>Borders-wide.</p>	<p><b>Scottish Borders Council</b>            Tel : 01835 824000  <a href="http://www.scotborders.gov.uk/info/20037/criminal_justice">www.scotborders.gov.uk/info/20037/criminal_justice</a></p>

**TIER 4 – SPECIALIST SERVICES: IN-PATIENT / RESIDENTIAL** (acute/complex care needs – treatment/recovery/self-management/secondary prevention)

**OUTCOMES:** INDIVIDUALS HAVE AN INCREASED UNDERSTANDING AND ARE SUPPORTED TO MANAGE THEIR ILLNESS  
 RECOVERY ORIENTATED CARE AND SUPPORT  
 CARERS & FAMILIES ARE VALUED, SUPPORTED & INVOLVED  
 REDUCED BARREIRS TO CARE & SUPPORT FOR THOSE WITH DUAL DIAGNOSIS

SERVICES & RESOURCES	SERVICE DESCRIPTION	ACCESS	AREAS COVERED	LEAD
<b>MENTAL HEALTH AND ADDICTIONS</b>				
<b>Hospital Mental Health Wards</b>	<p>NHS Borders has five Mental Health Wards for adults who require treatment in hospital:</p> <ul style="list-style-type: none"> <li>Huntlyburn Ward: For the acutely unwell who require intensive treatment; detoxification (18 and 69 yrs)</li> <li>East Brig: A rehabilitation ward for those with severe and enduring mental illness (18-69 yrs)</li> <li>Lindean: For acutely unwell older adults who require intensive treatment (70 yrs plus)</li> <li>Cauldshiels: A specialist Dementia assessment ward (70 yrs plus)</li> <li>Melburn Lodge: Specialist dementia care for those with complex care needs (70 yrs plus).</li> </ul>	<p>Referral from a GP or other health or social care professional (not self-referrals).</p> <p>Waiting times: These will vary depending upon bed availability - contact the service directly for up-to-date details.</p>	<p>Service accepts referrals from across the Borders. In-patient units are based within the Borders General Hospital, Melrose; East Brig is in Galashiels</p>	<p><b>General MHO enquiry line</b>          Telephone: 01896 752111</p>
<b>Private sector residential detox/rehab facilities e.g. Castle Craig, Phoenix House</b>	<p>The private sector may be accessed for those who require residential detoxification and/or rehabilitation. Some also provide support groups (Narcotics Anonymous; Alcoholics Anonymous).</p>	<p>Information may be available directly online, or via the statutory addictions services locally.</p> <p>Cost: Contact organisations directly for details.</p> <p>Waiting times: Contact organisations directly for details.</p>	<p>Borders-wide.</p>	<p><b>Borders Alcohol &amp; Drugs Partnership</b>  <a href="http://www.nhsborders.scot.nhs.uk/badp">www.nhsborders.scot.nhs.uk/badp</a></p>

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#### MENTAL HEALTH

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