

BRIDGEND, NEATH PORT TALBOT AND WESTERN VALE MENTAL HEALTH SERVICES VALUES STATEMENT

People with a mental health difficulty have the right to:

- ▶ Be treated with respect and dignity.
- ▶ Be treated fairly, equally and as unique human beings.
- ▶ To enjoy the best possible standards of health and well being.
- ▶ Opportunities which enable people to reach their full potential.
- ▶ A life free from discrimination and oppression, with respect for their race, language, gender, age, religious beliefs, sexuality, sexual orientation, economic and social status.

This will be achieved in partnership with people with mental health difficulties and those who support them. In doing so, this will minimise disruption to their lives and relationships and empower them to retain control over their lives as far as practicable in their journey of recovery.

This values statement will address the four principles set out in the National Service Framework for Adult Mental Health Services in the following ways:

Empowerment

- ▶ Listen to and involve people in making decisions about the kind of services they want, how they want them and when.
- ▶ Help people to develop the skills and confidence to make sure they can have a say in decisions about services.
- ▶ Make sure people are given the information and support to take control and responsibility for their own recovery.
- ▶ Work together with individuals to address dissatisfaction.

Equity

- ▶ Provide a range of services to meet a variety of individual needs as well as making information about the services available.
- ▶ Fill the gaps in our services as identified by the people who use them.
- ▶ Make services easy to access by those who need them.
- ▶ Services will be delivered in ways that are acceptable to people receiving them.

Effectiveness

- ▶ Provide services that will help people recover from mental health difficulties.
- ▶ Explore new and different ways of meeting people's needs.
- ▶ Incorporate evidence based best practice into service models.
- ▶ Measure performance against stated objectives, agreed values and beliefs.

Efficiency

- ▶ Provide sustainable services that can embrace change.
- ▶ Ask people what they think about services and act on this information to make sure we get better at meeting people's needs.
- ▶ Respond to changing needs and circumstances.
- ▶ Be open and honest about how well we are doing by monitoring, evaluating and reviewing service provision.