

Mental Health Officer Services

“Mental Health Officers – providing a service for those affected by mental disorder”

Organisational Values

- **Listening**
- **Open**
- **Valuing**
- **Improving**
- **Supporting**
- **Partnering**

MHOs recognise the importance of early intervention, supportive relationships, recovery, inclusion in the community, productive lives and treating each individual and their carers with dignity and respect. The MHO assessment embraces diversity and confidentiality and strives to work with people's strengths.

How to Contact Us

Tel: 01463 702156

Email: HSCMHO.Managers@highland.gov.uk

Susan Redmond/Euan Williamson
Principal Mental Health Officers (Part-time)
Highland MHO Service
Family Resource Centre
Limetree Avenue
Inverness
IV3 5RH
Tel: 01463 702156

Useful telephone numbers:

Out of Hours Service: 0808 175 3646
NHS 24: 111
Advocacy Highland: 01463 233460
Mental Health Tribunal Service: 01698 390000
Mental Health Tribunal Service (for Carers and Patients): 0800 345 7060
HUG: 0300 365 9366
Adult Support & Protection: During normal office hours - please use these Team contacts:
Badenoch & Strathspey: 01479 812618 (nhsh.bandsspoa@nhs.scot)
Caithness: 0345 850 9413 (nhsh.caithness-sw-duty@nhs.scot)
East Ross: 01349 853131 (nhshighland.eric@nhs.scot)
Lochaber: 01397 709832 (nhsh.lochabersw@nhs.scot)
Inverness (E & W): 01463 888333 (nhs.spoainvernesseastwest@nhs.scot)
Mid Ross: 01349 860460 (nhsh.mrhsc@nhs.scot)
Nairn: 01667 422702 (nhsh.nairnsocialwork@nhs.scot)
Skye, Lochalsh & Wester Ross: 01471 820174 (nhsh.singlepointofcontactSLWR@nhs.scot)
Sutherland: 01408 664018 (nhsh.sspoc@nhs.scot)
For under 25 year olds in Mid & East Ross, Inverness, Badenoch & Strathspey and Nairn:
Transitions Team: 01463 644325 (nhsh.transitionsteam@nhs.scot)
Child Protection: 08457 697 284

Comments, Concerns & Complaints

We aim to provide a responsive, quality service and welcome any feedback on the service you have received.

If you wish to make a suggestion, raise a concern or make a complaint, please contact the Principal Mental Health Officers Susan Redmond or Euan Williamson on 01463 702156.

Complaints can also be made in writing to:

Complaints Officer

Customer Resolution & Improvement Team
The Highland Council
Glenurquhart Road
Inverness
IV3 5NX

Or access the Highland Council's Online Complaints form at:

www.highland.gov.uk/complaints

The Mental Welfare Commission has a duty to safeguard the rights and welfare of people with a mental illness, learning disability or other mental disorder.

The Commission can be contacted on:
0131 313 8777 (Professional advice line).
0800 389 6809 (for Service Users and Carers)

Who We Are

Highland Council's Mental Health Officer (MHO) Service was created to offer a specialist service following the Highland Council and NHS Highland's integration of Health and Social Care Services on 1st April 2012.

MHOs are employed to carry out statutory duties under the **Adults with Incapacity (Scotland) Act 2000** and the **Mental Health (Care and Treatment)(Scotland) Act 2003**.

MHOs are qualified social workers who have completed post qualifying additional specialist training. MHOs are appointed and employed by the Highland Council.

The Forensic MHO Service works within the MHO Service undertaking statutory work under the **Criminal Procedure (Scotland) Act 1995** with mentally disordered offenders. There are two Principal Mental Health Officers (sharing the full-time role), three Practice Lead/MHOs, a Senior Administrative Assistant and a Senior Clerical Assistant within the MHO Service. Additional MHOs are located in Inverness, Lochaber, Skye, and Golspie. New Craigs Hospital is the base for the Forensic MHOs.

What We Do

MHOs carry out assessments, usually at the request of a doctor, regarding the need for compulsory detention in hospital. The MHOs consider alternatives to detention and where necessary consent to statutory detention. MHOs also participate in an MHO rota. This is a 9am to 5pm service where the MHO on duty can be contacted on 01463 702156. The West area locality MHOs may also respond to emergencies. Forensic MHOs respond to requests for assistance from the Scottish Court Service, HMP Porterfield, Northern Constabulary and Criminal Justice Services. There is an MHO provision out with office hours where the MHO on call can be contacted on 0808 175 3646

Adults with Incapacity (Scotland) Act 2000

MHOs are involved in actions to safeguard the welfare, finances and property of those people who lack capacity as a result of mental disorder. A mental disorder can be mental illness, learning disability or brain impairment as a result of injury or dementia.

Lack of capacity means where a person over 16 cannot make their own decisions, understand or remember information or cannot communicate.

MHOs will:

- 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 and Intervention Orders.

- Provide information and advice to service users subject to detention about their rights, including
- how to choose a **Named Person**, make an **Advance Statement**, access **Independent Advocacy Services**;
- Will make an application for a Compulsory Treatment Order to the **Mental Health Tribunal for Scotland** in circumstances where further detention is needed;
- Supervise and review all cases subject to compulsory measures;
- Write Social Circumstances Reports to inform care planning;
- Carry out assessments to determine whether action is needed in relation to welfare and/or financial matters;

MHOs also:

- Offer advice and assistance to all professionals involved in mental disorder;
- Work closely with partner agencies to ensure provision of appropriate and supportive services to Service Users and Carers;
- Provide advice, guidance and assistance to people who act as Welfare Powers of Attorney;
- Provide advice, guidance and assistance to people who act as Welfare Guardians;
- Carry out investigations under all relevant Mental Health legislation;
- Participate in Adult, Support and Protection Procedures;
- Prepare reports and act as designated MHOs for Mentally Disordered Offenders;
- Adhere to Highland Council's Policy and Procedures in carrying out work;