

行政院及所屬各機關出國報告

(出國類別：進修)

## 社 區 精 神 醫 學

服務機關：行政院衛生署草屯療養院

出國人職稱：主治醫師

姓名：劉俊顯

出國地區：英國、倫敦

出國期間：89.5.3.-89.11.23

報告日期：90.6.16

## 行政院及所屬各機關出國報告提要

出國報告名稱：社區精神醫學

頁數 含附件：是 否

出國計畫主辦機關/聯絡人/電話

出國人員姓名/服務機關/單位/職稱/電話

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關鍵詞：社區精神醫學、社區精神科護理師（CPN）、精神衛生法、

社區精神醫學討論會（CPA）

內容摘要：摘要

社區精神醫療在英國的發展，雖然也歷經了「去機構化運動」、關閉大型精神科療養院所，面臨精神病患社區安置及其人權、社會福利等問題。但由於其醫療體系，不同於美洲地區，因而發展出另一種以社區精神護理師（Community Psychiatric Nurse）為基礎的社區精神醫療模式。

傳統上，英國承襲了歐洲大陸的法治精神，重視社會福利的觀念，實施全民健康保險，精神醫療亦涵蓋其中。精神醫療的支出由政府依據上一年度的精神醫療耗費及其成長，編列相關的預算後，撥到地方政府，依其計劃施行各項符合地區需求的精神醫療服務內容。

整體而言，英國的社區精神醫療乃以各地區的社區資源中心（Community Resource Center）為核心，提供精神醫療服務、諮詢及復健醫療的措施。輔以基層醫療（家庭醫師）為基礎的服務。家庭醫師擔任精神醫療守門員的角色，提供精神病患的篩選，診斷、治療及轉診到社區資源中心的服務。

有關精神患的追蹤管理，則以個案管理的方式，由具備完整訓練及資歷的社區精神護理師擔任；除提供了一般長效針劑的追蹤，病情的評估、家庭互動諮商外也具備有認知行為的治療能力及 24 小時危機處理的功能；以落實精神疾病連續性，完整性的治療。

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## 摘要

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## 目的

我國自精神衛生法的實施，不僅保障了精神病患的權益，也對精神醫療的服務內容有相當的提示，包括了門診、急診、住院社區復健的服務。尤其是社區精神醫療對精神病患程長，慢性化的特質更有助於其適應社區生活，提昇獨立自主的生活能力，減少對社會，家人的負擔。

然而在推動社區精神醫療的工作中，仍不免於資源少，人力欠缺及醫療給付不均的問題，導致目前我國的精神醫療仍處於急性期住院，慢性期收容或留置家中的狀況，形成家人照顧的負擔，如何有效利用資源，運用人力及提昇精神病患在社區的生活一直是當前社區精神醫療之重要課題。

就社區精神醫療的服務模式而言，美國是設立了許多社區中心提供各項復健措施。如日間住院、康復之家、工作訓練坊....等。而英國的資源不若美國豐富，它運用了社區護理人員具有精神科背景形成了另一個特殊的個案管理人制度—社區精神科護理師，以居家照顧的方式提供精神病患一個完整性，連續性及專一負責的追蹤治療模式。

此對於我國現有精神醫療為資源及人力的考量下，未來精神醫療的發展當有另一層借鏡及學習之參考。

## 過程

經由長官的推薦與支持，余有幸於 89 年 5 月 3 日至 89 年 11 月 23 日赴英國倫敦之精神醫學研究院（IoP, Institute of psychiatry）進修社區精神醫療六個月。

期間並在其負責社區精神醫療工作的 G. Thornicroft 教授指導下，於社區資源中心（Lena Pea Community Resource Center）與其工作團隊，包括精神科專科醫師、社工師、職能治療師、及心理師，精神科護理師等，一同研習社區精神醫療，並與擔任居家照顧之社區護理師訪視精神病患，對其團隊之合作及相互間之協調之工作態度印象頗為深刻。

以下將就 6 個月之所見，分述於后。

## 研習心得

### 一、社區精神醫療學的概念

心理學及社會網絡的理論，認為健康的個體來自於健康的社區，因此倡導營造促進整體群眾健康的環境，以培養繙育出健康的群眾。同時創造健康的環境及早期介入，可以避免疾病的發生或慢性化的形成。

隨著治療觀念的進步及對精神疾病的瞭解，精神疾病的形成因素乃相互影響、作用的結果。因此精神疾病的個別差異較一般疾病複

雜且多樣性，再加上以病患為中心的治療觀念；目前社會精神醫學（1980s-1990s）的理念，乃基於個別差異的原則，提供的服務內容著重於個人（或小團體）所需要而設計。服務的對象則包括了個人或需求相近的一群人，亦即建立計劃性的服務提供給特定需求的群眾。

## 二、英國社區精神醫療的發展及背景

英國在發展社區精神醫療的過程中，堪稱為具有相當的規模。其因素不外乎醫療政策的明確；由早期收容為主的大型療養院處處可見的盛況，到近代社區精神醫療的推動，關閉療養院將長期慢性住院病患安置於社區中，政府不僅擔任醫療的角色，社區經濟的協助也是涵蓋其間社福利保險的一部份。

（一）收容所的興起：十九世紀初，因倡導道德治療（Moral Treatment）的風氣，精神病患的照顧大部落於教會的收容所中，衍然形成另一種小型社會。

由於病患累積，也形成社會的問題，於 1845 年通過一法案（1845 Act）確立了政府的責任，也就是說各地區的政府需設立收容所以照顧精神病患。其經費來源則由中央政府負擔。

因此，各地區為了爭取更多的經費，便大量興建收容精神病患的場所，一時間收容所的規模極速發展，形成大型療養院比比皆是，病

患擁擠不堪，工作人員缺乏，工作負擔重落入品質低落的困境。到了 1954 年時，收容所的人達到最高峰，其所帶來的問題益趨嚴重！

(二)收容所的沒落：擁擠不堪的收容所，形成疾病的溫床，及社會重大的經濟負擔一直為人詬病，加以社區精神醫療的興趣，帶動了一般關閉大型療養院，將長期住院的慢性精神病患移轉到社區住宅中照顧的潮流！

社區精神醫學的興起自然也有其背景及因素：

1. 公眾對精神疾病態度逐漸改變，不再以排斥的心理看待。
2. 精神醫學成為醫療的一個專科，提供精神病患有效及完整的治療模式。
3. 治療的進步，使精神病患的病情得以改善：這包括了 1930 年代的電痙攣治療、白質切斷術 (lobotomy)、胰導素休克治療；1940 年代的日間住院、精神科門診服務的設立及 1950 年代抗精神病藥物的發明與應用都是重要的里程碑。
4. 政府的政策：病程長、慢性化是精神疾病的特徵，除了提供有效的醫療服務外，政府對精神疾病的態度，能否適當地提供社會、經濟層面的政策以協助、安置精神病患是推動社區精神



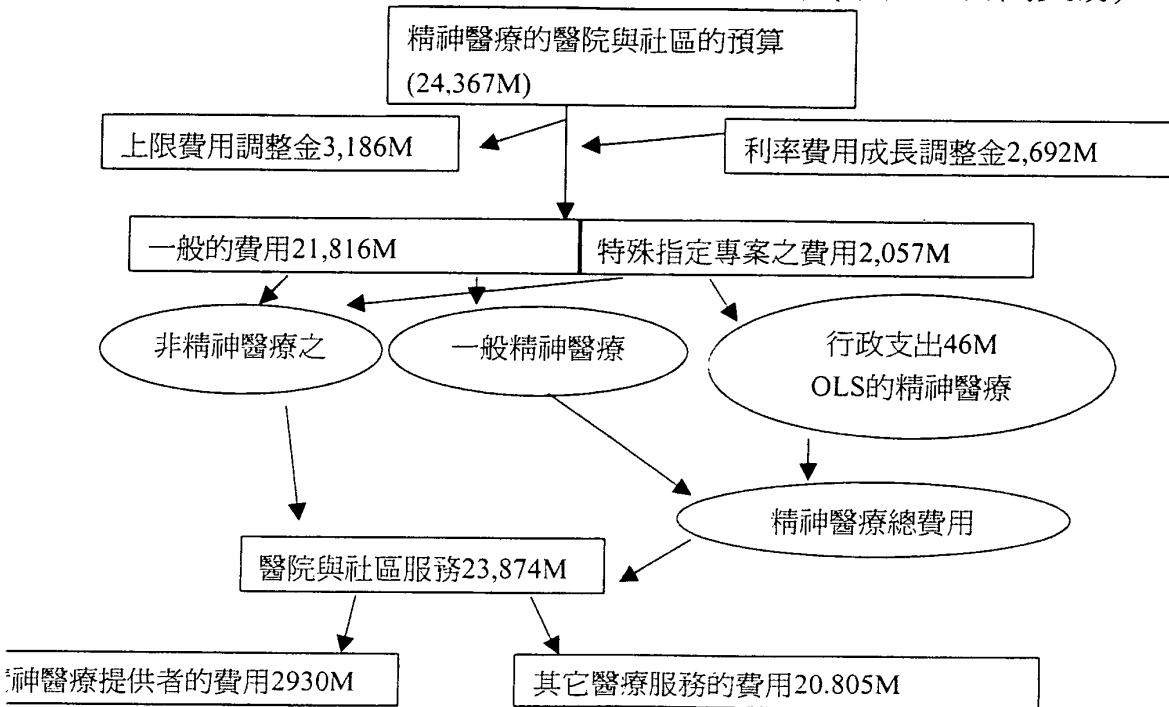
醫療工作中另一個決定性因素。英國政府於 1962 年通過精神病院的改造計劃(Hospital Plan 1962)，其目標是漸進地關閉大型養療院所，而將長期住院病患依次轉移到社區中安置。接著為提供精神病患在社區生活的提昇，於 1975 年又實施以社區服務(Better services for the Mentally Ill 1975)為基礎的長期照顧模式為目標，1983 年精神衛生法的實施(Mental Health Act 1983)及 1990 年社區法案(Community Care Act 1975)的實施都是落實社區精神醫學的政策。

目前英國政府在發展社區精神醫學仍遇到二個大的問題(1)住院費用高、社區治療費用低。(2)病患年齡逐漸老化的問題。這也是其它國家發展社區神醫療的二大困擾。

(三)全民健康保險的實施：1975-1995s 年間，英國實施全民健康保險，並由其逐漸替代政府在精神醫療所扮演的角色。全民健康保險(NHS)乃採登記制度，由基層醫師按照登記患者人數支領其報酬，亦即精神醫療在全民健康保險下分為二級制，基層醫療及專科醫療，此外精神科醫療費用的來

源與分配採用總額預算的方式，由中央政府年度編列預算撥給地方政府運用之（圖.1）。

圖1.1997-1998年間精神醫療費用分配及支出情形(單位：百萬英磅)



### 三、英國社區精神醫療的主要內涵：

1. 精神衛生法 (Mental Health Act 1983)：於 1983，英國通過精神衛生法案。其中對於精神病患的權利與治療上有極為詳盡的規定；使得各個專業人員有法令所導循，得以落實精神病患的治療與安置。以下分幾點說明之：

(1) 強制住院的申請：除了可以由病患的最近親屬(即主要照顧者)提出申請外，對於社區中家屬態度不明，不願就醫者，另外設立了”認可的社工員(Approved Social Worker)”的制度，基於病患本身就醫的權利及社會安全的狀況，可以向法院提出申請強制住院或留置的決定。

而醫師在強制留置或住院的過程中，只負責評估病情，證明該申請是否具備法定強制醫療的理由。此項規定的用意，在於避免強制過程中醫療行為的武斷與偏執的發生。

### 強制留置與住院：(精神衛生法 1983)

節	留置時間
第二節 住院評估	28 天
第三節 住院治療	6 個月
第四節 急診評估	72 小時
第五(2)節 醫師扣留權	72 小時
第五(4)節 護士扣留權	6 小時

#### (2) 精神衛生審查仲裁會 (Mental

**Health Review Tribunal)**：設立此

委員會接受病患或家屬申請有關病患的權利問題。同時也具有另一項

特殊的功能：自動審查制度

(Automatic Review)即當強制住院的

精神病患滿六個月的同時，此委員

會，會自行要求各醫療機構的治療

團隊重新檢視病患的病情，是否需

要再繼續強制住院治療或改以出院

社區安置，其用意在於避免醫療過

度使用的不當情形發生。

#### 2. 社區精神醫療護理師 (Community

**Psychiatric Nurse; CPN)**：社區精神

醫療護理師在英國的社區精神醫療中

擔任個案管理者的角色。

- (1).社區精神醫療護理師的發展肇因於大型收容所的關閉，大量精神病患移往社區居住，護理人員因而由病房步入社區照顧精神病患(1954)
- (2).目前英國 CPN 的人數已達每 10,300 人口中，有一個 CPN(1998)的比例。
- (3)由於 CPN 制度快速的發展及其人數的成長，照顧精神病患的工作已由專業的醫療(二級)延伸到一般的基層醫療(一級)。
- (4)促成 CPN 發展的因素有下列幾點：  
全民健康保險及社區法案的實施(1990)；社區精神醫療照顧討論會，訂立出 CPN 為精神病患的個案管理者的角色與功能；精神病患登記制度的落實；精神衛生法的實施(1983)；大眾對精神病患的社區安置計劃的支持；社區精神醫療政策明確，並逐漸關閉大型療養院，安置精神病患於社區中生活；社區精神醫療機構的逐漸發展及資源漸豐富；精神護理專業人員品質的提昇。等都是促成 CPN 發展成功的因素。

(5)CPN 的角色：目前 CPN 的角色已由早期精神病患的門診追蹤服務，出院後居家照顧、減少復發長效針劑的治療，進而延伸到目前的評估者，治療者與聯繫者的多重角色與功能。

3.社區精神醫療照顧討論會 (Care Program Approach, CPA)：CPA 是英國在社區精神醫療中，較為特殊的一個模式。它採用團隊參與方式，就較為特殊，難以處理的個案，提供一種完整性，連續性的精神醫療服務。

(1)CPA 於 1991 年正式引用於英國的精神醫療。它應用醫療團隊各成員 (Multidisciplinary team) 針對精神病患的生理-心理-社會各層面的問題評估討論後，擬訂出整體性的治療照顧計劃，並徵得病患、家屬、個案負責人的同意，參與和執行。

(2)CPA 的四個要件：

a. 評估病患的需求；經由整個 CPA 的團隊，對病患、病患家屬，個案管理者做一整體性評估，以提供一個適當的治療建議。

- b. 確立其主要負責人 (key workmen) : CPA的團隊對病患的需求評估後，確立團隊中之聯繫者，以提供連續性之服務。
- c. 確立病患的社區醫療和照顧計劃，並獲得病患及家屬的同意主動參與。
- d. 檢討並修正計劃：每隔一個月定期討論個案之病情進展，並於滿半年時做一完整性回顧以決定結案或繼續收案的依據。

(3) CPA在英國實施成功的因素：

- a. 單一的轉介系統 (社會資源中心CRC)。
- b. 整合醫療及社會的資源提供評估及照顧工作
- c. 經由單一的步驟，評估醫療及社會的資源和支持度以確立計劃的可行性。
- d. 藉由各相關單位間(機構)的聯繫、協調和分工後，擬訂出完整的治療計劃。

#### 4. 精神病患的主要照顧者－基層醫療

(Primary Care)：英國的醫療採公醫制度，對精神病患的照顧分為二級。一為基層醫療，主要針對精神疾病的篩選，初步診斷，提供一般精神醫療及轉介的服務，另一則為專科醫療，亦即較為複雜，難以診斷的個案或基層醫療的個案中，病情治療未見改善者由基層醫療轉介精神科專科機構治療（二級醫療），精神科專科醫療除提供接受轉介治療服務外，諮詢亦是其服務之重點。一旦轉介的個案病情改善，則又轉回原基層醫療單位繼續治療，如此二級與一級醫療間的互動關係除了合作外也有彼此教學相長的意義。

探討英國精神醫療採用基層醫療主要照顧者之原因為：a. 基層醫療機構普及，提供較可近性之服務，對精神病患就醫之方便性提高。b. 減少病患的標籤及烙印的問題，精神病患到基層醫療診斷就醫，較不忌諱，同時就醫之順從度，意願也較到專科精神醫療機構較高。c. 可提昇精神病對疾病的認知及治療的規則度，對病情穩定較有利。



#### 四、英國一倫敦地區的精神醫療服務網絡。

##### 1.社區精神醫療的原則：

- (1) 諮商與協助：社區精神醫療提供精神疾病的認識，衛生教育與治療。並減少精神病患被精神疾病的烙印，進而教育大眾精神疾病的知識，了解精神疾病的內容因此社區精神醫療的首要功能即是提供精神疾病的諮詢與協助就醫的服務。
- (2) 尊重病患的選擇（決定）與自主性：任何的諮商，建議接受與否在於病患本身。尊重病患個人的決定與自主性是在執行社區精神醫療中的重要精神。
- (3) 在自然的環境中進行：亦即在真正的社區，非機構化、非結構性的環境。提供病患接近實生活的環境。以訓練其儘早適應社區生活，提昇自主及自發性的個人生活。
- (4) 最少的隔離作用（效果）：任何結構性，過度保護性的措施，都將限制病患本身社會適應能力及獨立自主的發展。因此，最接受社區的生活環境將使病患更易於適應社區生

活，提昇獨立生活的能力。

(5)具保護與收容的功能：精神病患終總歸有社會心理功能的退化，故任何社區的環境除提供開放的空間，協助其發展個人獨立生活外，對其退化的部份得提供協助與保護的作用，以增強其本身的能力，並兼具收容以補足其家庭社會支持系統缺乏之處。

(6)“小規模”的服務：社區精神醫療重視的是個別差異性和地域性。即每個精神病患因其本身背景之不同，需求亦不同，因此要符合個別，區域性的需求。才能解決其個人或當地社區精神醫療之問題。

(7)符合實際環境的狀況為原則，避免特殊化。

(8)符合當地的特色與需求。

(9)減少並消除有關的壓力因素：穩定病情得以連續性、整體性的接受社區精神醫療服務，適應社區的生活。

2.精神疾病患者求診的流程：精神病患在就醫過程中，如何利用一級、二級精神醫療的流程，如下圖。

- 社區精神醫療的提供者：社區資源中心

- 成員 ( Multidisciplinary Team ) :

- 醫師：基層醫師、精神科醫師

- 護理人員：精神醫療護理師

- 社區精神醫療護理師

- 精神醫療社工師

- 認可的社工師

- 臨床心理師

- 職能治療師

- 藥劑師

4. 社區服務資源的利用：社區資源的提供乃以病患為中心，提供各項醫療的社會的、心理的及職能訓練的服務，其目的在於訓練病患有能力適應社區生活，提昇生活品質的目標。

## 建議

於六個月的研習中，對英國政府在推動社區精神醫療工作態度上的嚴謹及整個制度上的建立有相當的感受，並可做為吾人日後在落實社區精神醫療服務之思考方向。

### 1. 社區精神醫療的推動需有明確的政策做指引：

英國政府深感大型療養院的困擾，並在社區精神醫療的趨勢之下，確立其關閉大型療養院的政策。逐步將精神病患移轉到社區中安置，訓練其適應社區生活。整個過程為一明確的政策做指引，雖然各個精神病患需要照顧的依賴程序不同，但是生活於社區是其既定的政策，社區精神醫療服務自然地落實於實務工作中。

### 2. 社區精神科護理師（CPN）：

雖然在照顧社區中的精神病患，仍是以個案管理的模式。但英國的社區精神醫療模式以其特有的CPN擔任個案管理者的角色，在推動社區精神醫療的人力資源中，護理人員仍是佔有最大的比例，同時我國在目前推動社區精神醫療的工作中，仍遭遇到社區資源缺乏及專業人力缺乏（尤其是社工師、心理師等）的困境。因此，訓練護理人員具備社區精神醫療之背景，運用居家照顧的方式，當可有效推動社區精神醫療工作，落實精神病患回歸社區的

政策。

3. **社區精神醫療照顧討論會 (CPA)**：在推動社區精神醫療的工作中，重視的是治療團隊的協調與合作，亦即是醫療-心理-社會三個層面的相互努力，才能發揮最大的效果。CPA的運作，在推動團隊合作、分工與協調上有其特殊的功能及效果。定期舉行的CPA對社區精神醫療實務工作的落實有其特殊意義。
4. **醫療保險與社會福利的分工**：精神病患的社區安置，除了精神醫療保險由英國政府的全民健康險負擔外，其生活費用，工作訓練費用等相關社會福利措施與資源的利用均用於、協助支持其在社區生活所需。因此，社區精神醫療的推動，不僅精神醫療保險的工作內容，同時社會福利，提供生活協助等，也是不容忽視的地方。亦即在推動社區精神醫療工作時，醫療保險與社會福利，二者間的協調，分工與合作是相當重要的。
5. **重視地方的需求與個別差異**：在推動社區精神醫療服務中，社區的地域性，個別性不容忽視。因而各地區的負責將每年精神醫療費用的編列（當然這必需在其政策的指引下制定），實際上在推動社區精神醫療工作及運用預算是地方政府責任和工作，也惟有當地的機構才能真正瞭解其本身實際的需求。

6. 落實精神病患的社區生活與工作訓練：在推動社區精神醫療的工作中，協助精神病患社區生活是一大重點。但生活協助在於提供精神病患足夠的能力適應社區生活；提供工作訓練，使精神病患得以獨立自主。因此英國的社區法案中，倡導的不是鼓勵直接給精神病患金錢花費，而是按人數撥發經費到訓練機構運用。一樣是社區訓練的預算花費，其意義是截然不同的！

社區精神醫療的工作是長遠而持續的，惟有在各專業分工的合作，協調與整合下，瞭解精神病患社區生活能力的不足之處，確立精神病患與家屬的需求，方足以有效地推動及落實社區精神醫療服務。

# **CAN: Camberwell Assessment of Need**

**A comprehensive needs assessment tool for people with  
severe mental illness**

*Mike Slade*

*Graham Thornicroft*

*Linda Loftus*

*Michael Phelan*

*Til Wykes*

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# 1 Accommodation

What kind of place do you live in?  
 What sort of place is it?

Assessments

User rating      Staff rating

## Does the person lack a current place to stay?

Rating	Meaning	Example
0	No problem	Person does have an adequate home (even if in hospital currently)
1	No/moderate problem due to help given	Person is living in sheltered accommodation or hostel
2	Serious problem	Person is homeless, precariously housed, or home lacks basic facilities such as water and electricity
9	Not known	

*If rated 0 or 9 go to next page*

## How much help with accommodation does the person receive from friends or relatives?

Rating	Meaning	Example
0	None	
1	Low help	Occasionally supplied with few pieces of furniture
2	Moderate help	Substantial help with improving accommodation, such as redecoration of flat
3	High help	Living with relative because own accommodation is unsatisfactory
9	Not known	

## How much help with accommodation does the person receive from local services?

## How much help with accommodation does the person need from local services?

Rating	Meaning	Example
0	None	
1	Low help	Minor decoration, address of housing agency
2	Moderate help	Major improvements, referral to housing agency
3	High help	Being rehoused, living in group home or hostel
9	Not known	

## User's view of services required

Action(s)	By whom	Review date

## 2 Food

What kind of food do you eat?

Are you able to prepare your own meals and do your own shopping?

Assessments

User  
rating

Staff  
rating

**Does the person have difficulty in getting enough to eat?**



Rating	Meaning	Example
0	No problem	Able to buy and prepare meals
1	No/moderate problem due to help given	Unable to prepare food and has meals provided
2	Serious problem	Very restricted diet, culturally inappropriate food
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with getting enough to eat does the person receive from friends or relatives?**



Rating	Meaning	Example
0	None	
1	Low help	Meal provided weekly or less
2	Moderate help	Weekly help with shopping or meals provided more than weekly but not daily
3	High help	Meal provided daily
9	Not known	

**How much help with getting enough to eat does the person receive from local services?**



**How much help with getting enough to eat does the person need from local services?**



Rating	Meaning	Example
0	None	
1	Low help	1-4 meals a week provided, or assisted for one meal a day
2	Moderate help	More than 4 meals a week provided, or assisted for all meals
3	High help	All meals provided
9	Not known	

**User's view of services required**

Action(s)

By whom

Review date

### 3 Looking after the home

Are you able to look after your home?  
Does anyone help you?

Assessments

User rating      Staff rating

**Does the person have difficulty looking after the home?**

Rating	Meaning	Example
0	No problem	Home may be untidy but the person keeps it basically clean
1	No/moderate problem due to help given	Unable to look after home and has regular domestic help
2	Serious problem	Home is dirty and a potential health hazard
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with looking after the home does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Prompts or helps tidy up or clean occasionally
2	Moderate help	Prompts or helps clean at least once a week
3	High help	Supervises the person more than once a week, washes all clothes and cleans the home
9	Not known	

**How much help with looking after the home does the person receive from local services?**

**How much help with looking after the home does the person need from local services?**

Rating	Meaning	Example
0	None	
1	Low help	Prompting by staff
2	Moderate help	Some assistance with household tasks
3	High help	Majority of household tasks done by staff
9	Not known	

**User's view of services required**

Action(s)	By whom	Review date

## 4 Self-care

Do you have problems keeping clean and tidy?  
Do you ever need reminding? Who by?

Assessments

User  
rating

Staff  
rating

### Does the person have difficulty with self-care?



Rating	Meaning	Example
0	No problem	Appearance may be eccentric or untidy, but basically clean
1	No/moderate problem due to help given	Needs and gets help with self-care
2	Serious problem	Poor personal hygiene, smells
9	Not known	

*If rated 0 or 9 go to next page*

### How much help with self-care does the person receive from friends or relatives?



Rating	Meaning	Example
0	None	
1	Low help	Occasionally prompt the person to change their clothes
2	Moderate help	Run the bath/shower and insist on its use, daily prompting
3	High help	Provide daily assistance with several aspects of care
9	Not known	

### How much help with self-care does the person receive from local services?



### How much help with self-care does the person need from local services?



Rating	Meaning	Example
0	None	
1	Low help	Occasional prompting
2	Moderate help	Supervise weekly washing
3	High help	Supervise several aspects of self-care, self-care skills programme
9	Not known	

### User's view of services required

Action(s)

By  
whom

Review  
date

## 5 Daytime activities

*How do you spend your day?  
Do you have enough to do?*

Assessments

User rating      Staff rating

**Does the person have difficulty with regular, appropriate daytime activities?**

Rating	Meaning	Example
0	No problem	In full time employment, or adequately occupied with household/social activities
1	No/moderate problem due to help given	Unable to occupy self, so attending day centre
2	Serious problem	No employment of any kind and not adequately occupied with household/social activities
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives in finding or keeping regular and appropriate daytime activities?**

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice about daytime activities
2	Moderate help	Has arranged daytime activities such as adult education or day centre attendance
3	High help	Daily help with arranging daytime activities
9	Not known	

**How much help does the person receive from local services in finding or keeping regular and appropriate daytime activities?**

**How much help does the person need from local services in finding or keeping regular and appropriate daytime activities?**

Rating	Meaning	Example
0	None	
1	Low help	Employment training/adult education
2	Moderate help	Sheltered employment daily. Day centre 2-4 days a week
3	High help	Attends day hospital or day centre daily
9	Not known	

### User's view of services required

**Action(s)**

By whom	Review date

## 6 Physical health

How well do you feel physically?

Are you getting any treatment for physical problems from your doctor?

Assessments

User  
rating

Staff  
rating

**Does the person have any physical disability or any physical illness?**

Rating	Meaning	Example
0	No problem	Physically well
1	No/moderate problem due to help given	Physical ailment, such as high blood pressure, receiving appropriate treatment
2	Serious problem	Untreated physical ailment, including side-effects
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives for physical health problems?**

Rating	Meaning	Example
0	None	
1	Low help	Prompting to go to doctor
2	Moderate help	Accompanied to doctor
3	High help	Daily help with going to the toilet, eating or mobility
9	Not known	

**How much help does the person receive from local services for physical health problems?**

**How much help does the person need from local services for physical health problems?**

Rating	Meaning	Example
0	None	
1	Low help	Given dietary or family planning advice
2	Moderate help	Prescribed medication. Regularly seen by GP/nurse
3	High help	Frequent hospital appointments. Alterations to home
9	Not known	

**User's view of services required**

**Action(s)**

By whom	Review date

# 7 Psychotic symptoms

Do you ever hear voices, or have problems with your thoughts?  
 Are you on any medication or injections? What is it for?

Assessments

User rating      Staff rating

**Does the person have any psychotic symptoms?**

Rating	Meaning	Example
0	No problem	No positive symptoms, not at risk from symptoms and not on medication
1	No/moderate problem due to help given	Symptoms helped by medication or other help
2	Serious problem	Currently has symptoms or at risk
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives for these psychotic symptoms?**

Rating	Meaning	Example
0	None	
1	Low help	Some sympathy and support
2	Moderate help	Carers involved in helping with coping strategies or medication compliance
3	High help	Constant supervision of medication, and help with coping strategies
9	Not known	

**How much help does the person receive from local services for these psychotic symptoms?**

**How much help does the person need from local services for these psychotic symptoms?**

Rating	Meaning	Example
0	None	
1	Low help	Medication reviewed thrice monthly or less, support group
2	Moderate help	Medication reviewed more than thrice monthly, structured psychological therapy
3	High help	Medication and 24-hour hospital care or crisis care at home
9	Not known	

**User's view of services required**

Action(s)	By whom	Review date

## 8 Information on condition and treatment

Have you been given clear information about your medication or other treatment?  
How helpful has the information been?

Assessments

User rating      Staff rating

**Has the person had clear verbal or written information about condition and treatment?**

Rating	Meaning	Example
0	No problem	Has received and understood adequate information
1	No/moderate problem due to help given	Has not received or understood all information
2	Serious problem	Has received no information
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives in obtaining such information?**

Rating	Meaning	Example
0	None	
1	Low help	Has had some advice from friends or relatives
2	Moderate help	Given leaflets/factsheets or put in touch with self-help groups by friends or relatives
3	High help	Regular liaison with doctors or groups such as MIND, by friends or relatives
9	Not known	

**How much help does the person receive from local services in obtaining such information?**

**How much help does the person need from local services in obtaining such information?**

Rating	Meaning	Example
0	None	
1	Low help	Brief verbal or written information on illness/problem/treatment
2	Moderate help	Given details of self-help groups. Long verbal information sessions on drugs and alternative treatments.
3	High help	Has been given detailed written information or has had specific personal education
9	Not known	

### User's view of services required

Action(s)

By whom	Review date



## 9 Psychological distress

Have you recently felt very sad or low?  
Have you felt overly anxious or frightened?

Assessments

User rating      Staff rating

**Does the person suffer from current psychological distress?**

Rating	Meaning	Example
0	No problem	Occasional or mild distress
1	No/moderate problem due to help given	Needs and gets ongoing support
2	Serious problem	Has expressed suicidal ideas during last month or has exposed themselves to serious danger
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives for this distress?**

Rating	Meaning	Example
0	None	
1	Low help	Some sympathy or support
2	Moderate help	Has opportunity at least weekly to talk about distress to friend or relative
3	High help	Constant support and supervision
9	Not known	

**How much help does the person receive from local services for this distress?**

**How much help does the person need from local services for this distress?**

Rating	Meaning	Example
0	None	
1	Low help	Assessment of mental state or occasional support
2	Moderate help	Specific psychological or social treatment for anxiety. Counselling by staff at least once a week
3	High help	24-hour hospital care or crisis care
9	Not known	

**User's view of services required**

**Action(s)**

By whom	Review date

## 10 Safety to self

Do you ever have thoughts of harming yourself, or actually harm yourself?  
Do you put yourself in danger in other ways?

Assessments

User rating      Staff rating

**Is the person a danger to him- or herself?**

Rating	Meaning	Example
0	No problem	No suicidal thoughts
1	No/moderate problem due to help given	Suicide risk monitored by staff, receiving counselling
2	Serious problem	Distress affects life significantly, such as preventing person going out
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives to reduce the risk of self-harm?**

Rating	Meaning	Example
0	None	
1	Low help	Able to contact friends or relatives if feeling unsafe
2	Moderate help	Friends or relatives are usually in contact and are likely to know if feeling unsafe
3	High help	Friends or relatives in regular contact and are very likely to know and provide help if feeling unsafe
9	Not known	

**How much help does the person *receive* from local services to reduce the risk of self-harm?**

**How much help does the person *need* from local services to reduce the risk of self-harm?**

Rating	Meaning	Example
0	None	
1	Low help	Someone to contact when feeling unsafe
2	Moderate help	Staff check at least once a week, regular supportive counselling
3	High help	Daily supervision, in-patient care
9	Not known	

**User's view of services required**

**Action(s)**

By whom	Review date

# 11 Safety to others

Do you think you could be a danger to other people's safety?  
 Do you ever lose your temper and hit someone?

Assessments

User rating      Staff rating

**Is the person a current or potential risk to other people's safety?**

Rating	Meaning	Example
0	No problem	No history of violence or threatening behaviour
1	No/moderate problem due to help given	At risk from alcohol misuse and receiving help
2	Serious problem	Recent violence or threats
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives to reduce the risk that he or she might harm someone else?**

Rating	Meaning	Example
0	None	
1	Low help	Help with threatening behaviour weekly or less
2	Moderate help	Help with threatening behaviour more than weekly
3	High help	Almost constant help with persistently threatening behaviour
9	Not known	

**How much help does the person receive from local services to reduce the risk that he or she might harm someone else?**

**How much help does the person need from local services to reduce the risk that he or she might harm someone else?**

Rating	Meaning	Example
0	None	
1	Low help	Check on behaviour weekly or less
2	Moderate help	Daily supervision
3	High help	Constant supervision. Anger management programme
9	Not known	

## User's view of services required

Action(s)

By whom	Review date

# 12 Alcohol

Does drinking cause you any problems?  
Do you wish you could cut down your drinking?

Assessments

User rating      Staff rating

**Does the person drink excessively, or have a problem controlling his or her drinking?**

Rating	Meaning	Example
0	No problem	No problem with controlled drinking
1	No/moderate problem due to help given	Under supervision because of potential risk
2	Serious problem	Current drinking harmful or uncontrollable
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives for this drinking?**

Rating	Meaning	Example
0	None	
1	Low help	Told to cut down
2	Moderate help	Advised about Alcoholics Anonymous
3	High help	Daily monitoring of alcohol
9	Not known	

**How much help does the person receive from local services for this drinking?**

**How much help does the person need from local services for this drinking?**

Rating	Meaning	Example
0	None	
1	Low help	Told about risks
2	Moderate help	Given details of helping agencies
3	High help	Attends alcohol clinic, supervised withdrawal programme
9	Not known	

## User's view of services required

Action(s)

By whom	Review date

# 13 Drugs

Do you take any drugs that aren't prescribed?  
 Are there any drugs you would find hard to stop taking?

Assessments

User rating      Staff rating

**Does the person have problems with drug misuse?**

Rating	Meaning	Example
0	No problem	No dependency or misuse of drugs
1	No/moderate problem due to help given	Receiving help for dependency or misuse
2	Serious problem	Dependency or misuse of prescribed, non-prescribed or illegal drugs
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with drug misuse does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice or support
2	Moderate help	Regular advice, put in touch with helping agencies
3	High help	Supervision, liaison with other agencies
9	Not known	

**How much help with drug misuse does the person receive from local services?**

**How much help with drug misuse does the person *need* from local services for their drug misuse?**

Rating	Meaning	Example
0	None	
1	Low help	Advice from GP
2	Moderate help	Drug dependency clinic
3	High help	Supervised withdrawal programme, in-patient care
9	Not known	

**User's view of services required**

Action(s)	By whom	Review date

# 14 Company

Are you happy with your social life?  
Do you wish you had more contact with others?

Assessments

User rating      Staff rating

**Does the person need help with social contact?**

Rating	Meaning	Example
0	No problem	Able to organise enough social contact, has enough friends
1	No/moderate problem due to help given	Attends appropriate drop-in or day centre
2	Serious problem	Frequently feels lonely and isolated
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with social contact does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Social contact less than weekly
2	Moderate help	Social contact weekly or more often
3	High help	Social contact at least four times a week
9	Not known	

**How much help does the person receive from local services in organising social contact?**

**How much help does the person need from local services in organising social contact?**

Rating	Meaning	Example
0	None	
1	Low help	Given advice about social clubs
2	Moderate help	Day centre or community group up to 3 times a week
3	High help	Attends day centre 4 or more times a week
9	Not known	

**User's view of services required**

Action(s)

By whom	Review date

# 15 Intimate relationships

Do you have a partner?  
Do you have problems in your partnership/marriage?

Assessments  
User rating    Staff rating

**Does the person have any difficulty in finding a partner or in maintaining a close relationship?**

Rating	Meaning	Example
0	No problem	Satisfactory relationship or happy not having partner
1	No/moderate problem due to help given	Receiving couple therapy, which is helpful
2	Serious problem	Domestic violence, wants partner
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with forming and maintaining close relationships does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Some emotional support
2	Moderate help	Several talks, regular support
3	High help	Intensive talks and support in coping with feelings
9	Not known	

**How much help with forming and maintaining close relationships does the person receive from local services?**

**How much help with forming and maintaining close relationships does the person need from local services?**

Rating	Meaning	Example
0	None	
1	Low help	A few talks
2	Moderate help	Several talks, regular therapy
3	High help	Couple therapy, social skills training
9	Not known	

## User's view of services required

Action(s)	By whom	Review date

# 16 Sexual expression

How is your sex life?

Assessments

User rating      Staff rating

**Does the person have problems with his or her sex life?**

Rating	Meaning	Example
0	No problem	Happy with current sex life
1	No/moderate problem due to help given	Benefiting from sexual therapy
2	Serious problem	Serious sexual difficulty, such as impotence
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with problems in his or her sex life does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Some advice
2	Moderate help	Several talks, information material, providing contraceptives, etc
3	High help	Establish contact with counselling centres and possibly accompanying the person in going there. Consistent accessibility to talk about the problem.
9	Not known	

**How much help with problems in his or her sex life does the person receive from local services?**

**How much help with problems in his or her sex life does the person need from local services?**

Rating	Meaning	Example
0	None	
1	Low help	Given information about contraception, safe sex, drug-induced impotence
2	Moderate help	Regular talks about sex
3	High help	Sexual therapy
9	Not known	

## User's view of services required

Action(s)

By whom	Review date



# 17 Child care

Do you have any children under 18?  
Do you have any difficulty in looking after them?

Assessments

User rating      Staff rating

**Does the person have difficulty looking after his or her children?**

Rating	Meaning	Example
0	No problem	No children under 18 or no problem with looking after them
1	No/moderate problem due to help given	Difficulties with parenting and receiving help
2	Serious problem	Serious difficulty looking after children
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with looking after the children does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Occasional babysitting less than once a week
2	Moderate help	Help most days
3	High help	Children living with friends or relatives
9	Not known	

**How much help with looking after the children does the person receive from local services?**

**How much help with looking after the children does the person need from local services?**

Rating	Meaning	Example
0	None	
1	Low help	Attending day nursery
2	Moderate help	Help with parenting skills
3	High help	Children in foster home, or in care
9	Not known	

**User's view of services required**

Action(s)	By whom	Review date

# 18 Basic education

Do you have difficulty in reading, writing or understanding English?  
Can you count your change in a shop?

Assessments

User rating      Staff rating

**Does the person lack basic skills in numeracy and literacy?**

Rating	Meaning	Example
0	No problem	Able to read, write and understand English forms
1	No/moderate problem due to help given	Difficulty with reading and has help from relative
2	Serious problem	Difficulty with basic skills, lack of English fluency
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with numeracy and literacy does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Occasional help to read or write forms
2	Moderate help	Has put them in touch with literacy classes
3	High help	Teaches the person to read
9	Not known	

**How much help with numeracy and literacy does the person receive from local services?**

**How much help with numeracy and literacy does the person need from local services?**

Rating	Meaning	Example
0	None	
1	Low help	Help filling in forms
2	Moderate help	Given advice about classes
3	High help	Attending adult education
9	Not known	

**User's view of services required**

Action(s)

By whom	Review date

# 19 Telephone

*Do you know how to use a telephone?  
Is it easy to find one that you can use?*

Assessments

User rating      Staff rating

**Does the person have any difficulty in getting access to or using a telephone?**

Rating	Meaning	Example
0	No problem	Has working telephone in house or easy access to payphone
1	No/moderate problem due to help given	Has to request use of telephone
2	Serious problem	No access to telephone or unable to use telephone
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives to make telephone calls?**

Rating	Meaning	Example
0	None	
1	Low help	Help to make telephone calls but less than monthly or only for emergencies
2	Moderate help	Between monthly and daily
3	High help	Help available whenever wanted
9	Not known	

**How much help does the person receive from local services to make telephone calls?**

**How much help does the person need from local services to make telephone calls?**

Rating	Meaning	Example
0	None	
1	Low help	Access to telephone upon request
2	Moderate help	Provided with phonenumber
3	High help	Arranges to have telephone fitted in home
9	Not known	

**User's view of services required**

Action(s)	By whom	Review date

## 20 Transport

How do you find using the bus, tube or train?  
Do you get a free bus pass?

Assessments

User rating      Staff rating

**Does the person have any problems using public transport?**

Rating	Meaning	Example
0	No problem	Able to use public transport, or has access to car
1	No/moderate problem due to help given	Bus pass or other help provided with transport
2	Serious problem	Unable to use public transport
9	Not known	

*If rated 0 or 9 go to next page*

**How much help with travelling does the person receive from friends or relatives?**

Rating	Meaning	Example
0	None	
1	Low help	Encouragement to travel
2	Moderate help	Often accompanies on public transport
3	High help	Provides transport to all appointments
9	Not known	

**How much help with travelling does the person receive from local services?**

**How much help with travelling does the person need from local services with travelling?**

Rating	Meaning	Example
0	None	
1	Low help	Provision of bus pass
2	Moderate help	Taxi card
3	High help	Transport to appointments by ambulance
9	Not known	

**User's view of services required**

**Action(s)**

By whom	Review date

# 21 Money

How do you find budgeting your money?  
Do you manage to pay your bills?

Assessments

User rating      Staff rating

**Does the person have problems budgeting his or her money?**

Rating	Meaning	Example
0	No problem	Able to buy essential items and pay bills
1	No/moderate problem due to help given	Benefits from help with budgeting
2	Serious problem	Often has no money for essential items or bills
9	Not known	

*If rated 0 or 9 go to next page*

**How much help does the person receive from friends or relatives in managing his or her money?**

Rating	Meaning	Example
0	None	
1	Low help	Occasional help sorting out household bills
2	Moderate help	Calculating weekly budget
3	High help	Complete control of finance
9	Not known	

**How much help does the person receive from local services in managing his or her money?**

**How much help does the person need from local services in managing his or her money?**

Rating	Meaning	Example
0	None	
1	Low help	Occasional help with budgeting
2	Moderate help	Supervised in paying rent, given weekly spending money
3	High help	Daily handouts of cash
9	Not known	

**User's view of services required**

Action(s)	By whom	Review date

## 22 Benefits

Are you sure that you are getting all the money you are entitled to?

Assessments

User rating      Staff rating

Is the person definitely receiving all the benefits that he or she is entitled to?

Rating	Meaning	Example
0	No problem	Receiving full entitlement of benefits
1	No/moderate problem due to help given	Receives appropriate help in claiming benefits
2	Serious problem	Not sure/not receiving full entitlement of benefits
9	Not known	

*If rated 0 or 9 then assessment is complete*

How much help does the person receive from friends or relatives in obtaining the full benefit entitlement?

Rating	Meaning	Example
0	None	
1	Low help	Occasionally asks whether person is getting any money
2	Moderate help	Has helped fill in forms
3	High help	Has made enquiries about full entitlement
9	Not known	

How much help does the person receive from local services in obtaining the full benefit entitlement?

How much help does the person need from local services in obtaining the full benefit entitlement?

Rating	Meaning	Example
0	None	
1	Low help	Occasional advice about entitlements
2	Moderate help	Help with applying for extra entitlements
3	High help	Comprehensive evaluation of current entitlement
9	Not known	

### User's view of services required

Action(s)

By whom	Review date