

Mental Health Toolkit Overview

Full toolkit accessible here:

<https://www.islingtonmind.org.uk/equality-diversity-inclusion/>

Summary of toolkit



The Toolkit helps improve mental health services.

It was made together with people facing mental health challenges as experts, and with service workers.

The goal is to make services better for everyone who uses them.



Toolkit topics

There are three toolkits. They cover race and ethnicity, LGBTQI+ and disabilities.

These topics are important under the Equality Act 2010.



Barriers to access

Many people face barriers to getting help.

These include not knowing where to go, past negative experiences, and feeling misunderstood. The toolkit aims to address these issues.



Intersectionality

The toolkit considers intersectionality.

This means they look at how having multiple minority identities can make things harder.



Best practices and resources

The toolkit offers examples of good work and helpful resources.

They include questions and recommendations for checking service quality. This helps improve service delivery.

They also provide information on staff training and recommendations for service commissioners – people who pay for services.

Words to know

Intersectionality: How different identities combine and affect experiences. People with multiple minoritised identities may face more disadvantage.

Coproduction: Working together to create services, involving people who have lived experience of an issue.

Race and ethnicity



Services must be accessible and welcoming for people of all races.

This means understanding different cultures and respecting everyone's background.

Staff should be trained to treat everyone fairly, kindly and with respect.

Important things to consider are:

Environment

Clinical settings can be difficult.

Artwork from different countries and cultures on the wall can help make a place feel more welcoming.



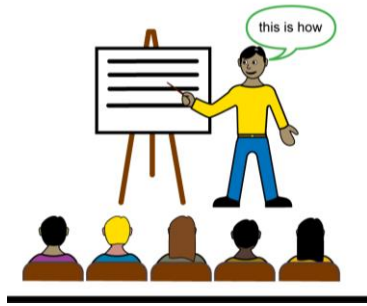
Language

There are many people in Islington who speak different languages.

It's important to have staff who speak different languages, or to use interpreter services.

This means everyone is supported to understand any information they need.





Staff training

All staff should have skills to help people understand and talk about issues that affect mental health (racism, poverty, abuse, trauma, identity, culture).

Reception staff should also attend mental health awareness training, as they are often the staff members who are first to speak to the public.

LGBTQI+



LGBTQI+ people experience mental health challenges more often than general population.



LGBTQI+ people experience discrimination, bullying, harassment and exclusion at home, work, social setting and education.



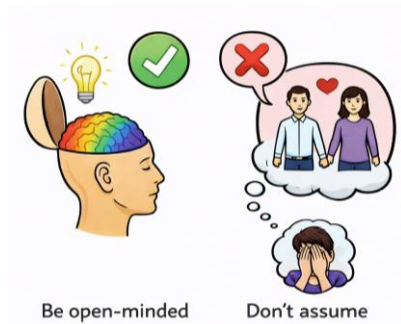
These negative interactions with people mean that LGBTQI+ are more likely to experience mental health challenges.



It's unhelpful when professionals who provide support make assumptions about everyone being cis-gendered and heterosexual.

People may not feel their identity is recognised.

It can also stop LGBTQI+ people from being open.



The first step to LGBTQI+ inclusion is not to assume. Being open-minded and respectful helps create a safe space for everyone.

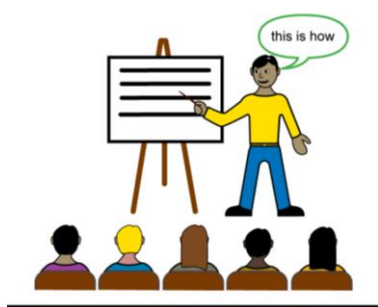
This encourages honesty and understanding.



Pronouns

It can be helpful to share your own pronouns and ask service users their pronouns.

This allows people to tell you how they identify and helps to avoid assumptions.



Staff training and allyship

Staff should attend training to understand what LGBTQI+ is and learn to support people without judgements.

Keeping up to date with training and speaking out against discrimination is important.

Words to know

Cis-gendered: When a person's gender is the same as the sex they were assigned at birth.

Transgender: When a person's gender is not the same as the sex they were assigned at birth.

LGBTQI+: Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex, and others.

Disabilities



A disability is a long-term difficulty in day-to-day life.

The Equality Act 2010 defines this.



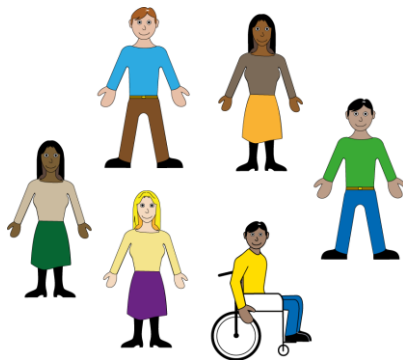
We use the Social Model of Disability.

This model looks at barriers in society, rather than seeing medical conditions as a problem.



The Social Model of Disability helps us see how society can change.

It focuses on removing barriers. These barriers can be physical, like stairs, or attitudes, like unfair treatment.



Diverse disabilities

This section explains different disabilities, how some conditions exist together.

About half of people with a mental health condition also have long-term physical condition.



This chapter also covers neurodiversity.

Neurodiversity means different ways of thinking and learning.



Fostering psychological safety

This section is about making sure places are predictable and supportive, to help build more positive mental health.

This is important so people can feel safe and trust the services they visit.

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Language guide

Use 'disabled person' and other respectful ways to describe a person.

Don't label someone by their condition or illness (for example: use person with a diagnosis of schizophrenia, rather than schizophrenic).