

"Widening the space of Social Work Initiatives through Psycho-social Interventions in enhancing Mental Healthcare Services

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Abstract

Social Work is concerned with the interaction between people and their social environment which affects the ability of people to accomplish their life tasks and realize their aspirations and values (**Pincus and Minahan, 1978**). The broad functions such as curative, preventive and promotive services provided by the social worker by playing innumerable roles such as, care giver, enabler, resource mobilizer, mediator, advocate, etc., Hence, social work act as a change agent in bringing out indispensable changes in the field of mental healthcare services and working towards addressing the problems which is the need of the hour.

Case work process is used by the worker/ agencies to help the individuals to cope more effectively with their problems in social functioning by utilizing the client's social environment. Social work develops the ability of establishing constructive relationship among the individuals through group activities. It also make efforts in meeting the felt and real needs of the community and develop the integration of the community. The practice of social welfare brings about and maintaining adjustments between social welfare resources in a geographical area or a functional field by providing the resources and requisite services for the needy. Social worker plays a pivotal role by helping the people directly and indirectly in overall planning, organizing, staffing, directing, reporting and budgeting. Social Work Research on the other hand, in the field of mental health is preventive, promotive, and curative components of mental health. Both Qualitative and Quantitative research from social work point of view will generate a pathway for evidence based practices on effectiveness of in the field of Mental Healthcare services.

To conclude, social work predominantly deals with the 'person' and 'his environment'. Individual behaviour or problems are manifestation of his circumstances. In this paper, the authors throw light upon the inclinations and interventions of social work provision effectively in the field of psychiatric social work to address mental health problems at micro, mezzo, and macro levels.

Key Words: Social Work, Mental Healthcare services, Psychiatric Social Work, Change Agent

Introduction

Social workers attempt to relieve and prevent hardship and suffering. They have a responsibility to help individuals, families, groups and communities through the provision and operation of appropriate services and by contributing to social planning. They work with, on behalf of, or in the interests of people to enable them to deal with personal and social difficulties and obtain essential resources and services. Their work may include, but is not limited to, interpersonal practice, group work, community work, social development, social action, policy development, research, social work education and supervisory and managerial functions in these fields. The field of practice for professional Social Worker is expanding day by day.

Social Work as profession in India has already passed its infancy long back and in the last few decades it has emerged as one of the most demanding profession in India Professional social workers are found in every facet of community life in Government sectors, NGOs, Industries, Hospital and Medical settings, Corporate, IT & BT Companies, and in numerous public and private agencies that serve individuals and families in need. Social work is not just about doing good deeds. Over a period of time, it has evolved into a profession.

World Health Organization (WHO) defined mental health as 'a state of well-being in which the individual understands his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community'. Mental health in earlier times, have usually focused on the psychological and behavioural characteristics of individual people, rather than on conditions in society as a whole. In much the same way, most of the services, programs, laws and professions that have to do with "mental health" are really oriented towards dealing with mental disorder. In these circumstances, it is easy to understand how mental health has come to be viewed simply as freedom from psychiatric symptoms, or the absence of mental disorder. Mental health is the capacity of the individual, the group and the environment to interact with one another in ways that promote subjective well-being, the optimal development and use of mental abilities (cognitive, affective and relational), the achievement of individual and collective goals consistent with justice and the attainment and preservation of conditions of fundamental equality. Mental Health encompasses the following themes: psychological and social harmony and integration, quality of life and general well-being, self-actualization and growth, effective personal adaptation; and the mutual influences of the individual, the group and the environment.

Social workers are a perfect fit for primary care because primary health care is about- -Public Participation - Accessibility of services -Appropriate Technology -Interdisciplinary Collaboration -Health Promotion. Enhancing general coping strategies Care coordination/care management Supportive Listening Problem solving/Goal setting Pain Management Integrated behavioral health Emphasis on patient empowerment/self-care Attention to the social determinants of health Team-based care advocacy, promotion of independence, an individualized care plan promotion of dignity, respect, client choice and self-esteem Some of the typical and important roles that social workers carry out in the community mental health centres include; Providing prevention education on a range of topics (depression screening, sleep hygiene, self-care, stress reduction, etc.)

Skill in conducting and teaching individual, family, and group therapies. Skill in patient and family education regarding various aspects of mental illness. Skill in interviewing to gather data needed to diagnose the needs of individuals and their families. Skill in preparing clear, concise written case narratives and reports. Skill in functioning as patient advocate to ensure that appropriate social services are being delivered which could include working with State and Federal agencies and community organizations for the coordination of services. Ability to maintain effective working relationships with both professional and paraprofessional institution staff and public and private sector professional staff. Ability to understand organizational systems

and how to work within them for the benefit of the patient. Ability to assess the level of dangerousness of patients and the potential for explosive behavior. Ability to build and maintain effective working relationships with representatives of a wide variety of community agencies. Ability to work as a member of a treatment team Social Workers also have a strong ethical responsibility towards their Clients-Commitment to Clients Self-Determination Informed Consent Competence Cultural Competence and Social Diversity Conflicts of Interest Privacy and Confidentiality Follow ethical and moral standards with clients. Responsible decision making Termination of Services. This article intended to provide an orientation to social workers working in the community on different kinds of mental health problems and disorders, identification of these disorders by understanding the symptoms and clinical picture, means of assessment and diagnosis and other aspects related to both medical and psychosocial interventions and rehabilitation of persons with mental disorders.

The last eighty years has seen a growing profession in all spheres of human life in general and mental healthcare services in particular. Keeping in view of social work philosophy, ethics and values, the mental health professionals believe the dignity and value of the individual to be respected. The Social Work implications are being practiced in an effective manner as the key personnel's of the mental health with rich experience are from the background of social work. Henceforth, there is no dearth in the application of social work practice in mental health care services.

Social Work Practice in Mental Healthcare Services

Social work has a long-standing tradition of emphasizing the interaction of people and their environment, although this systems perspective has focused almost exclusively on the importance of social relationships. There is an emerging emphasis within the profession regarding the need to pay more attention to the critical role of the physical environment.

Social Work Practice with Individuals

The individual problems of the clients/patients are addressed through his/her health status, personality, behavior patterns, level of stress, attitude, emotional balance etc., Based on the nature of the problem, the suitable mechanisms viz., awareness, counseling, mentoring, addressing the behavioral problems, referral services, etc., can be made use of.

Social Work Practice with Groups

The agency/organization/institution has set a platform to enrich the group living experiences and building confidence among themselves through collective effort, team work, and enhancement of leadership qualities. The mental healthcare professionals believe in the strength of the clients/patients and provides the necessary arrangements for their overall growth and to resolve their problems through various modules and techniques by using the Group work theories/approaches. Some of the important tools used in these areas include; Recreational services, Group Counseling, Vocational Rehabilitation services, training programmes related to problem solving exercises, support the group members in becoming autonomous in their decision-making etc.,

Social Work Practice with Community: The mental health care professionals with social work interventions include; provision of crisis support, protected housing, and sheltered employment in addition to management of

disorders to address the multiple needs of individuals, to create awareness in the community about mental health issues; to identify individuals experiencing distress and provide counseling; to refer people who may have a severe mental health condition to the public mental health service; and to support people in need with access to social care benefits. Community-based services can lead to early intervention and limit the stigma of treatment.

The initiatives with the objective of service to the community and society; Protecting and developing Environment through; de weeding, de-silting lakes, tanks and fishponds at different places in the state of Karnataka. LTK believes that corporate social responsibility is a new area structured to delineate the corporate idea of greater variety of social services for mankind.

Application of Social Work Research in Mental Healthcare services:

There is also widespread agreement among people who use services, practitioners and researchers that service developments such as mental health promotion, crisis resolution, and the implementation of support based on the principles of recovery, must be explicitly underpinned by social perspectives. These perspectives can help promote access for people susceptible to discriminatory institutional practices, including people from minority ethnic communities. Social workers play significant role in identifying the importance of support to the people combining individual emotional and practical support, as well as appreciation of their social circumstances. Social workers provide a wide spectrum of direct services to the public, from counseling students with behavioral problems to developing treatment plans for those struggling with substance abuse. This hands-on support has helped countless people from diverse cultural and socioeconomic backgrounds take charge of their health and well-being, leading to a higher quality of life.

Social Welfare Administration/Management of Organization: The personnel administration and management is being carried out through the implementation of HR policies and procedures by updating the changing trends. The policies and procedures are formulated and executed in terms of staffing, budgeting, HR Accounting, Auditing, Research and Records, communication skills, public relations, office management, monitoring, supervision and Evaluation. The manpower is managed as per the norms and guidelines of the organisation.

Social Action: Though there is a harmonious and purposeful relationship between the mental health professionals and the clients/patients, there is a need of empowering the people through active participation in utilizing the healthcare services in terms of government welfare programmes, schemes, etc., in order to mobilize the people at all levels. The concerned authorities of mental health professionals have to set a platform for the people to ask their demands in an organized way. The problems of the people are addressed through proper methodology. (Misra P.D (Year) and Sanjay Bhattacharya, 2003)

Relevance and Practice of Principles of Social Work in Mental Healthcare Services

It is very important to mention the relevance and practice of social work in mental healthcare services in order to maintain good relationship among the mental health professionals and the clients. Since Social Work believes in humanitarian approach, it is very important to apply its principles in dealing with the individuals,

groups and community. Betterment of the individual is the primary purpose of social work and person as an individual substance of rational nature.(**Biestek, 1957**).The mental healthcare professionals with social work touch identify and respect the dignity and worth of the individual by maintaining good rapport not only for the perfection but also for the essence for the service in every aspect (**Cormick, M.J, 1945**). The Quality of the relationship is the cornerstone of helping in the organisation through social work (**Lucille, Nickel Austin,1948**). The mental health professionals exercise the freedom of choice and decision making process through available resources to deal with the self determination of individual and group problems. The concerned personnel perceive, acknowledge, receive and establish a relationship with the individual employee as he is in reality(**White Helen, C, 1933**). Communication is a royal road to identify the needs and aspirations of the employee to create an environment where he feels comfortable(**Howers, Swithum, 1954**). People communicate effectively throughout the organization through a structured communication network, knowledge management portal, available on intranet enables, sharing of best practices(**Moffett J, 1966**,).The mental healthcare services provide various platforms by making them to participate and to involve in the decision making process in order to resolve the problems and fulfil their demands. (**VallettHarner M, 1970**). The mental health authority conducts various behavioural and technical training programmes for the integrated development of the individuals by tuning his body, mind and address the emotional status of the patients.

Psychosocial Management/ Interventions: Despite the fact that the main treatment for people with severe mental illnesses has been pharmacological interventions, the partial and limited control of the symptomatology, the short and long-term side effects, and the poor treatment adherence of quite a considerable percentage of people affected, pose the need to use a broader approach, where pharmacological treatment is complemented with other psychotherapeutic and psychosocial interventions, which must be efficiently coordinated and applied to help them recover from acute episodes and from the functional deficit during the episodes and between them. Caring for mental illnesses no longer just means relieving symptoms but it also means having to cope with the different resulting needs. All in all, caring for these people requires integrating psychopharmacological interventions and psychosocial interventions into a mental health network comprised of interdisciplinary teams. Psychosocial Interventions include a variety of Psychological Interventions, individual and family interventions, psycho-educational interventions, Community based residential and non-residential programmes, leisure and spare time activities, programmes aimed at employment etc. Psycho-social interventions can be broadly grouped into individual patient interventions, Family interventions, Community based interventions.

Review of Literature

Social work is concerned with the interaction between people and their social environment which affects the ability of people to accomplish their life tasks and realize their aspirations and values (**Pincus and Minahan, 1978**). Social Group Work method develops the ability of establishing constructive relationship in the individuals through group activities. **Konopka (1963)** defined that social group work helps individuals to

enhance their social functioning through purposeful group experiences and to cope more effectively with their personal, group or community problems. Group work is supposed to be used as a primary activity in the psychiatric institutions where long-term cases exist, but tentatively, only 24.1 per cent social workers consider it as primary function (**Verma, 1991**). The social work profession promotes change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being. Utilizing theories of human behaviour and social systems, social work intervenes at the points where people interact with their environments. Principles of human rights and social justice are fundamental to social work” (**International Federation of Social Work, 2001**).

The purpose of Social Work is problem-solving, empowerment and social change where people interact with their environments (**Payne 2006, IFSW 2001**). Social work is a profession that focuses upon improving the health and social well-being of individuals, families, groups and communities. Social Workers believe in the rights and dignity of all individuals and to the achievement of social justice. Social workers work with people to assess, resolve, prevent or lessen the impact of psycho-social, physical and mental health related issues.

Social workers take the responsibility of maintaining these case records, registers, files and correspondence for future guidance and research purposes. It is found (**Verma, 1991**) among the social workers that tentatively, 87 per cent and 97 per cent regularly maintain registers and case sheets. Very few social workers, i.e., almost 12 percent and 19 per cent up to-date their process records and summary records, respectively.

(k) Research work includes activities of varying complexion from the formulation of research problem, development of hypotheses, selection of methodology, data collection, data analysis, to report writing. Off and on, it is found that the social worker is involved in each phase of these research activities, which forms a part of their functions. But it is also pragmatic that none of the social workers carries out independent research work. They regard it as an auxiliary function.

(l) In order to carry forward ‘Mental Hygiene Movement’ and propagation towards ‘Health For All – Now’, social workers keep in touch with the community by dint of write ups in periodicals, audio-visual methods, radio, TV, etc.

(m) A social worker associated with a health care team also acts as a promoter of community residential care provider. People who have no families or whose families can no longer care for them at home and who do not belong to a hospital or nursing home require community residential care.

(n) Apart from all the aforesaid functions, social worker attends emergencies as and when required. There are two types of emergencies, i.e., medical emergencies and social emergencies. Burns, cardiac problems, poisonings, traumas, etc are the true medical emergencies. Social emergencies include cases of child abuse, spousal abuse, elder abuse, rape and so on. All these have some common characteristics, i.e., they are unexpected, happen suddenly, endanger the patient’s life, and the patients or families are not prepared for the same. As a result, patients or families face uncertainty, numerous questions, a flood of emotions and a need to plan response to the situation. Social worker, in this context, provides support in reducing the degree of uncertainty and in understanding as well as gaining control over the situation.

Qualities of Mental Healthcare service providers with Social Work Knowledge

The knowledge and personality traits deemed essential in a social worker in mental healthcare are: Maturity, Warm and genuine interest in people adjustability, Good communication skills in dealing with clients/people at different levels, Resourcefulness, Sound physical and mental health, Effective intervention skills, Depth knowledge of social work and psychology/psychiatry/psychotherapy/counseling and other related areas, Knowledge of mental healthcare laws, Proficiency in community interaction etc.,

Methodology

The descriptive research design has been chosen for the purpose of the study with the help of documentary analysis method. The secondary data collected data on mental healthcare services through books, personal sources, journals, newspapers, websites and government records. Scholarly journals, although generally considered to be secondary sources, often contain articles on very specific subjects and may be the primary source of information on new developments.

Secondary Data: Community Mental Health Service User Survey, 2016

National Mental Health Survey, (NHS) 2016 collected data on mental disorders, Mental Health professionals and facilities of mental health care services. Community Mental Health Survey data were selected for analysis, as a standardized survey with national coverage. Its primary aim is to find out what service users think about the NHS health care services they use, to highlight good care and to identify the potential risks to the quality of services.

Objectives of the study

- To know the importance of social workers in the field of mental healthcare services.
- To identify the Social Work Initiatives through psycho-social interventions in mental health care sectors.
- To create a pathway in view of imparting knowledge on the significance of mental health professionals with social work background in resolving the problems of various sections of the community from social work touch.

Social Case Work at Individual level

Social work has broad functions such as curative, preventive and promotive aspects. Social worker plays various roles in serving his clients as a care giver, resource mobilizer, broker, advocate, and networking. Social case work, social group work, community organization, social welfare administration, social action and social work research are methods of Social Work. Use of such methods in the field of mental health constitutes framework for Mental Health interventions. Needs assessment, Informational, behavioural, motivational and problem solving interventions, Psycho-education, Dealing with the distress, Supportive work, Improve Coping capacities, Person and environment Strength based interventions

Social Case Work at Family level

Interpersonal issues, Affective relationships, Family dynamics, Psycho-education at family level
Care givers distress and burden, Family based rehabilitation, Stress management, Family support and network, Primary method of social work. The process of case work is used by the worker/ agencies to help the

individuals to cope more effectively with their problems in social functioning by utilizing the client's social environment.

Social Group Work and Mental Health

Social Group work in field of mental health helps in mutual hope and support, Information and sharing, Group experiences , Dealing with negative opinions, Socialization process, Informative agent, Realistic expectations, Change in action, We feeling. It is a process in which efforts are directed towards meeting the community needs and developing integration with the community. It will be practiced for social welfare means the process of bringing about and maintaining adjustments between social welfare resources in a geographical area or a functional field. It is the process of organizing resources to provide effective services for individuals and groups. The social worker involved here for overall planning, organizing, staffing, training, directing, reporting and budgeting of the services and programmes which helps the people directly and indirectly.

Community Organization and Mental Health

Home visits, Vocational trainings, Community groups, Social support, Community based interventions, Community involvement, Welfare benefits, Resources in the community, Information, education and communication.

Social Welfare Administration and Mental Health

Intersectoral approaches linkages to District mental health programs, Governmental, Non-governmental and Voluntary organizations, Services to vulnerable groups, Rehabilitative services, Policies, programs and special provisions, Decentralization services, Grievance addresses Capacity building services. Research on use of social work methods in the field of mental health is Promotive, Preventive and Curative components of mental health. Research on Service and Training in each of the component. Qualitative and Quantitative research to create evidence on effectiveness of Social Work interventions in the field of Mental Health.

Table 1:Mental Healthcare Facilities in Karnataka

Sl.No	Mental healthcare Facilities	Nos
1	Mental Hospitals	02
2	Medical colleges with psychiatry department	22
3	General Hospitals with psychiatry units	23
4	De-addiction units / Centres	50

According to the **World Mental Health Atlas (2014)**, there were 0.3 psychiatrists per lakh of population in India. Psychologists and psychiatric social workers were even fewer. In developing countries with acute shortages of mental health professionals, the delivery of mental health services through general health care is considered as the most viable strategy for increasing the access of underserved populations to mental health care. With the limited availability of mental health human resources and mental health care facilities across the surveyed states, there is a compelling need to evolve alternative strategies to address the burden of mental illness. Even though past experiences like the Raipur Rani Experience and the Bellary model for mental health

care delivery have demonstrated the feasibility of such attempts and have been recognized by the Government of India. Apart from the requisite measures to increase mental health personnel and facilities, the existing general health care facilities and their vast human resources should be optimally utilized for providing mental health care (NMHS, 2016).

Table 2: Details of Requirement and the Availability of Mental Health Professionals

Manpower	Requirement	Availability
Psychiatrists	11500	3800
Clinical Psychologist	17250	1898
Psychiatric Social Workers	23000	850
Psychiatric Nurse	3000	1500

The above mentioned estimated numbers is calculated using a norm of 1 psychiatrist per 1,00,000 populations, 1.5 clinical psychologists per 1,00,000 population, and two psychiatric social workers per 100,000 populations and one psychiatric nurse per 10 psychiatric beds (NMHS 2016).

Table 3: Common and Severe Mental Disorders

Type of Mental Disorders	Prevalence (%)
Common Mental Disorder	10
Severe Mental Disorder	0.8
Substance Use disorder	4.6
Tobacco use disorder	20.9

The prevalence of 'common mental disorders' was estimated at 10%, Severe Mental Disorders 0.8%, Substance Use disorder 4.6%, Tobacco use disorder 20.9%.

Information Education Communication activities in Mental Health

Information, Education and Communication (IEC) activities are essential components of any health programme. In the context of mental health, the need for IEC activity is exemplified by low mental health literacy, prevailing stigma, availability and utilization of services and all these have an adverse effect on health seeking behaviour for mental health problems. IEC activities are usually carried out using traditional methods like pamphlets, posters, videos and supplemented with general education material along with traditional methods of songs, dramas, newspaper and television articles and stories. In addition, in recent times social media has emerged as a mass media channel for IEC. Most of the other channels of communication were not used and there was no state specific plan for these activities. IEC activities need to be population centric, targeted in nature, uniform in coverage, highly visible, continuous over time and should be a part of larger state IEC activities (NMHS 2016).

Role of Social Worker in Healthcare Services

The term teamwork has become a commonplace in health care organizations in the 21st century. Teams are viewed as important functioning units and the potential benefits of teamwork are duly recognized as well as applauded. Depending on the level of integration, teamwork is distinguished by such terms as multidisciplinary interdisciplinary and transdisciplinary. In multidisciplinary teamwork, experts from different

disciplines are associated with the client, but each one is accountable for his or her disciplinary activities. The interdisciplinary teamwork presupposes interaction among various disciplines. The resource persons perform diversified activities, but also are liable for the group effort. Transdisciplinary teamwork has these characteristics to a greater extent. Representatives of various disciplines work together, but only one or two team members actually provide the services. In health care setting, social workers work in the interdisciplinary or trans-disciplinary team. Medical professional or psychiatrist, medical or psychiatric social worker, clinical psychologist, occupational therapist, trained nurse, etc. are the members of health care team. The 12 important functions of social worker associated with this team are as follows: (a) He notes down the social history pertaining to the patient's childhood and school performance, home condition, inter personal relationships in the family, job performance, psycho-sexual history, attitudes, hobbies, interests, etc. in order to understand or analyse patient's perennial problems in the context of present difficulties. This background information collected by the social worker and the medical professional's or psychiatrist's report as well as the findings of the psychologist help to diagnose and plan treatment. (b) Social worker expounds the nature of disease or illness to the patients and their family members. He also explains how frequently the same disease can occur, what would be its impact at the individual level or at the group level, and the treatment procedures recommended by the doctors. (c) A social worker, as a member of health care team, can help the patient and family to find out the way towards better social adjustment. In this regard, he may provide emotional support and bring environmental modification by working with the employer or educational institution or family member or neighbourhood. (d) Many a time, lack of resource makes it difficult for a patient to receive appropriate medical or psychiatric care. Hence, social worker pools community resources in order to provide money or medicines or clothes or prosthesis to the poor patients, so that they can continue treatment as per the advice of the doctor. Apart from this, social workers also keep in touch with other social agencies available in the community, who refer the cases regularly to the clinic. This helps in proper co-ordination of services. (e) Activities related to group work with the patients and their family members are undertaken by the social workers in order to provide recreational facilities, necessary awareness and therapeutic inputs. The fact is that most psychiatric departments provide services mainly through OPD (Out Patient Department). Though CGCs (Child Guidance Clinics) accentuate on the group work/therapy while working with children, very few CGCs organize group activities involving the parents for the purpose of therapy, counseling and education. Apart from psychiatric setting, group work method is generally neglected by the social workers, especially in institutional health care services. (f) Social worker helps the client in rehabilitation. In health care setting, rehabilitation is a process of helping a patient to return to normal life or attain the best possible lifestyle following a serious illness or injury. It may be social rehabilitation (restoration of family and social relationships) or psychological rehabilitation (restoration of personal dignity and confidence) or vocational rehabilitation (restoration of the capacity to earn a livelihood). (g) Facilitating in referral services is one of the important functions of social worker. Referral service means linking a client or patient with an agency or programme or professional person that can and will provide the service needed by the client. In medical

setting, a patient may be referred to a clinic or polyclinic or nursing home or hospital. In psychiatric set up, a patient can be referred to CGC (if child is having behaviour problem) or de-addiction centre (if alcoholic or drug addicted) or psychiatric department (for more opportunities pertaining to the therapeutic inputs) or mental hospital (to deal with the chronic and acute mental patients requiring physical treatment). The extent to which cases are referred to medical social workers or psychiatric social workers by 14 other members of the health care team is an important indicator of the recognition of social work services. (h) Social worker gets involved with the follow up of the patient and his family, so as to stabilize the gains made during treatment. In medical or psychiatric institutions, in order to carry out follow up activities, patients or their families who visit OPD are interviewed to assess the progress made by the patients after discharge. In CGCs, follow up includes a greater degree of self-investment on the part of social workers in conducting interviews with the children, their parents and relatives, visiting homes and schools, etc. in order to ascertain the outcome of the intervention. (i) Social worker is also associated with the teaching, supervision and staff development activities. In order to provide social work knowledge, he teaches undergraduate and post-graduate level medical students, social work students, physio-therapy as well as occupational therapy students, nursing students, etc. and supervises interns, student social worker (for field work), para-professionals, volunteers and the like. With a view to upgrade the performance of the staff, social worker also organizes seminars, conferences and workshops inside or outside the hospital. (j) Records that are maintained regularly and have clarity and objectivity are important for the continuation of treatment of the client, organizational development and social research.

Discussion

Despite decades of debate about the importance of social work in mental health care services, the profession appears to have made little progress in establishing a clear evidence base for its role. This article reviewed literature on the mental health social work role and provided a new analysis of secondary data on service user perceptions thereof. The discussion considers the implications of the findings for mental health social work going forward, focusing on the importance of developing a clearer role definition which can be understood by all, including service users, alongside a fuller comprehension of the service user perspective of this. The strengths and limitations of the data used for this study are also explored.

Social Work today and the Service user Voice

The review of the literature undertaken for this study indicated that social workers operated within a value-based approach recognizing societal influences on the individual, perceived the promotion of self-determination of vulnerable individuals as central to their work and undertook a broad range of support including advocacy, direct interventions and the ability to access others, alongside statutory responsibilities. Social workers were found to recognise the importance of the individual participating as fully as possible in decision-making (**Golightley and Geomans, 2014; Herman, 2014; Penhale and Young, 2015; Ring, 2001**); to play a key role in creating comprehensive and personalised care plans, reflecting individuals' needs and

preferences (**Allen, 2014; Raiff and Shore, 1993**); and to understand the need to develop trusting relationships to support these ends (**Allen, 2014; Beresford, 2007**).

These principles are the foundations of current social work training in England, with the ThinkAhead initiative being one example of the drive to promote graduate entry to mental health specialist training (**Clifton and Thorley, 2014**). Its publicity highlights key features of social work including building relationships with people, providing guidance and therapy, arranging support and care, ensuring people's safety, standing up for people's rights and improving community services. They describe the role of a mental health social worker as someone who empowers individuals through therapy, support and advocacy, building resilience in individuals, their networks and their communities, thus transforming people's wellbeing and improving our society and economy (**ThinkAhead.org, 2018**).

Conclusion

Many of the roles that social workers perform are common to all mental health care services. Specific to the domain of social work are roles of building partnerships among professionals, caregivers and families. Collaborating with the community, usually with the goal of creating supportive environments for clients. Advocating for adequate service, treatment models and resources. Challenging and changing social policy to address issues of poverty, employment, housing and social justice and supporting the development of preventive programs. Prevention occurs on many levels and includes a focus on early intervention, individual and public education, advocacy and improving access to services, resources and information. At the micro and mezzo levels social workers are primarily concerned with "the social well-being of individual clients and their families equally valued with the importance of their physical, mental and spiritual well-being." CASW National Scope of Practice Statement, at the macro level "social workers generally demonstrate a greater capacity to look beyond the illness and treatment issues, to consider the broader human, social and political issues in mental health.

The primary focus of social workers should be on the emotional well-being and mental health of individuals that emphasizes the importance of social and psychological determinants of health in the community. Social work predominantly deals with the 'person' and 'his environment'. The person behaviour or problems are manifestation of his circumstances. The methods of social work helps to work with those problems at micro, mezzo, exo and macro level to provide Psychiatric Social Work interventions effectively for the beneficiaries. The World Health Organization defines health as "a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity. It is the extent to which an individual or group is able, on the one hand, to realize aspirations and satisfy needs and, on the other hand to change or cope with the environment." (**Health Promotion Glossary, 2021**.)

Achieving Health for All, a discussion document released by Health and Welfare Canada in 1986, reflects a growing awareness that health must be viewed in terms of our personal and social resources for action. It speaks of health as "a resource which gives people the ability to manage and even to change their

surroundings...a basic and dynamic force in our daily lives, influenced by our circumstances, our beliefs, our culture and our social, economic and physical environments." (Achieving Health For All, p. 3).

This active concept of health accords greater prominence than ever to the mental and social determinants of health. It also requires us to think of health as something experienced not only individually, but also collectively. Mental health needs to be understood not just as due to people's traits as individuals but also due to the nature of their interaction with the wider environment. "Environment" includes not only our physical surroundings, both natural and artificial, but also the social, cultural, regulatory and economic conditions and influences that impinge on our everyday lives. Mental health is very important for every individual, family and the community as a whole. For one to be healthy not only do they have to be physically fit but also emotionally and mentally healthy as well which is necessary for their overall well-being and development. A healthy person has a healthy mind and is able to: think clearly; solve problems in life; work productively; enjoy good relationships with other people; feel spiritually at ease; and contribute to the community. It is these aspects of functioning that can be considered as mental health. To be a healthy person we need to have both mental and physical health, and these are related to each other.

Mental health provides individuals with the energy for active living, achieving goals and interacting with people in a fair and respectful way. Although some define mental health as the absence of a mental disorder, it is Manual of Mental Health for social workers not so and means much more than that. The term mental well-being is synonymous with health and mental health. Many of the roles that social workers perform are common to all mental health care services. Specific to the domain of social work are roles of building partnerships among professionals, caregivers and families. Collaborating with the community, usually with the goal of creating supportive environments for clients. Advocating for adequate service, treatment models and resources. Challenging and changing social policy to address issues of poverty, employment, housing and social justice and supporting the development of preventive programs. Prevention occurs on many levels and includes a focus on early intervention, individual and public education, advocacy and improving access to services, resources and information. At the micro and mezzo levels social workers are primarily concerned with "the social well-being of individual clients and their families equally valued with the importance of their physical, mental and spiritual well-being." (CASW National Scope of Practice Statement, at the macro level). "Social workers generally demonstrate a greater capacity to look beyond the illness and treatment issues, to consider the broader human, social and political issues in mental health. The primary focus of social workers should be on the emotional well-being and mental health of individuals that emphasizes the importance of social and psychological determinants of health in the community.

Social work has been a part of health care scene for more than a century. It has made significant contribution in various health care fields, such as hospitals, clinics, rehabilitation centres, nursing homes, health departments, health agencies, etc. The terms like health, health care, patient as a person, psychosocial aspects of health and so on, have been redefined in social science and social work under the social development paradigm and the same refined knowledges have reinforced the capacity of social workers in health care in the

21st century. Now, social workers understand that illnesses have different meanings to the individual, family and the community. Hence, being a member of health care team, the social worker tries to give equal importance to the patients, their families, hospital environment as well as administration and community affairs. It refers to the promotion of positive mental health of individuals in a community by designing and implementing programmes, which reduce the incidence and prevalence of various mental illnesses.

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