

THINKING TOGETHER

Mental Health Survey Report
February 2017



Contents

- 1 Introduction
 - 1.1 The Survey

- 2 How well is people's mental health managed?
 - 2.1 Survey Results

- 3 Themes
 - 3.1 Overall
 - 3.2 Good Care
 - 3.3 Poor Care
 - 3.4 Issues with Communication
 - 3.5 Issues with Structure

- 4 Responses
 - 4.1 Berkshire Healthcare Foundation Trust (BHFT)
 - 4.2 Newbury and District Clinical Commissioning Group (CCG)
 - 4.3 West Berkshire Council (Adult Social Care)

Appendix 1 (Questionnaire)

1 Introduction

West Berkshire Council was developing a changed approach to Adult Social Care, which was likely to influence mental health service users experience of care and support. We were keen to establish a benchmark of experience which we could measure against in future.

In collaboration with Berkshire Healthcare NHS Foundation Trust (BHFT) and West Berkshire Council Adult Social Care (ASC), Healthwatch West Berkshire devised a short survey to find out people’s experiences of local Mental Health services.

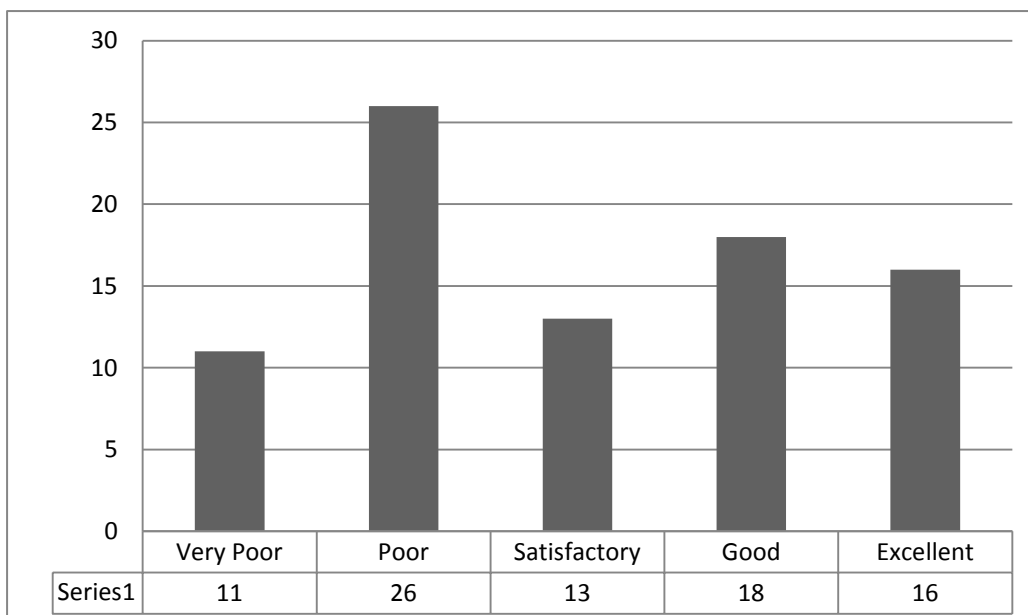
Paper copies of surveys were sent out to over 700 service users of CMHT (Community Mental Health Team), as well as through an online SurveyMonkey link distributed through social media, with a return rate of 86 (roughly 12%). The survey was sent out in September 2016, with responses being returned well into November.

1.1 The Survey

People were asked to identify themselves as a service user (65 respondents), carer (6) or professional within the local Mental Health service (1) or as having an interest in Mental Health (3). Three people reported being service users with an additional interest in mental health; one person was a professional, carer and with an interest in mental health; seven people did not respond to this question. They were then asked to rate how well the health and social care teams work together to manage their mental health (on a scale of 1-5) with a space to add more details if desired. Contact details were requested if people wanted to take part in further research (including the second part of the survey in 12 months’ time), but with the option to leave it blank if desired.

2 How well is people’s mental health managed?

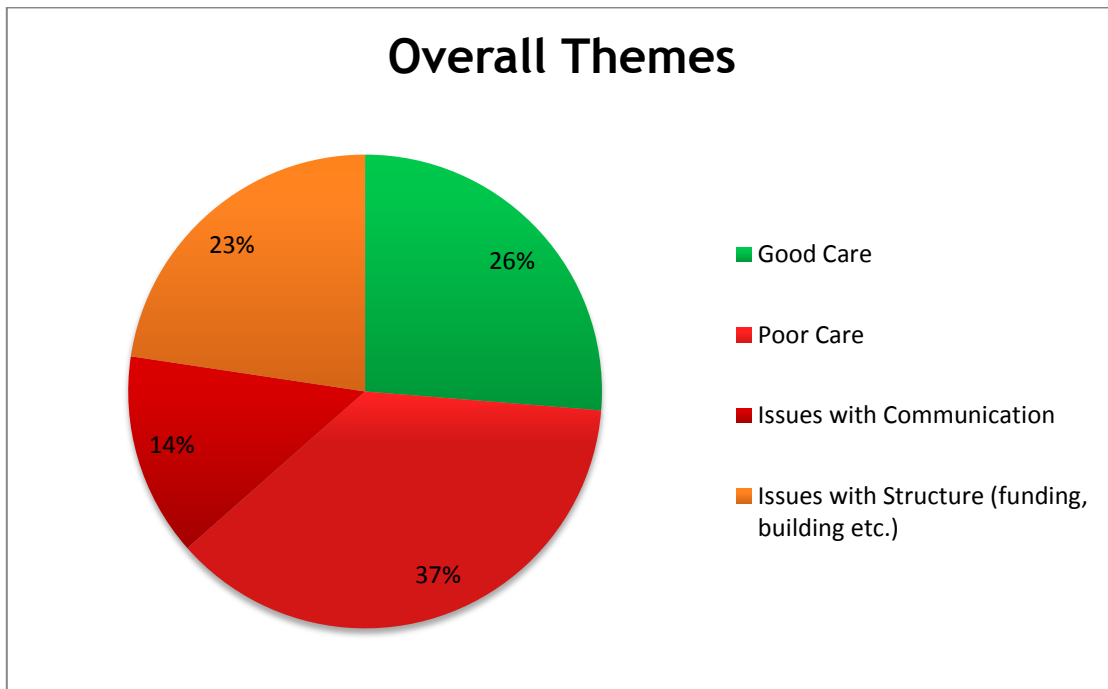
Out of 86 respondents, 84 people answered the question “On a scale of 1-5, how well do you think the health and social care teams work together to manage your mental health (or that of the person you care for/work with)?” The findings for this question are presented in the chart below.



3 Themes

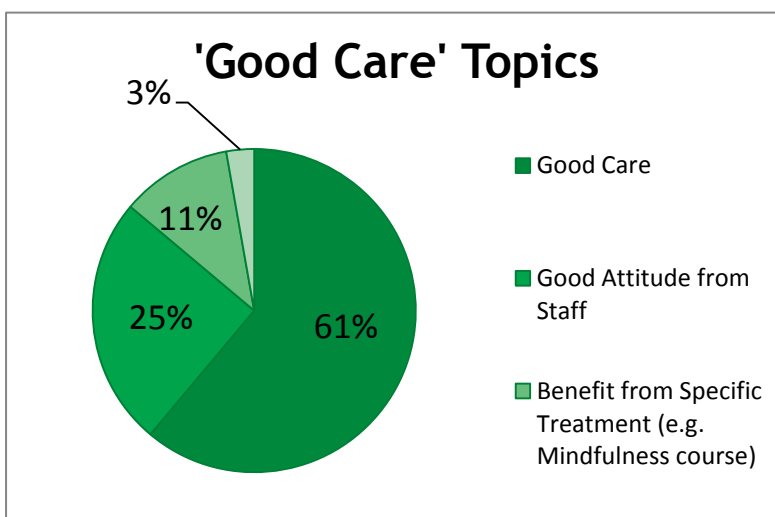
3.1 Overall Themes

Data were collected from paper and online surveys and analysed for themes. 137 incidences were found from 67 responses to this question, and fit into one of 30 topics. These were grouped into 4 main themes, which can be seen in the pie chart below. It is important to note that many people’s feedback was mixed, giving both positive and negative remarks.



3.2 Good Care

36 incidences of feedback relating to ‘Good Care’ were identified. This included several sub themes, which can be seen in the pie chart below.

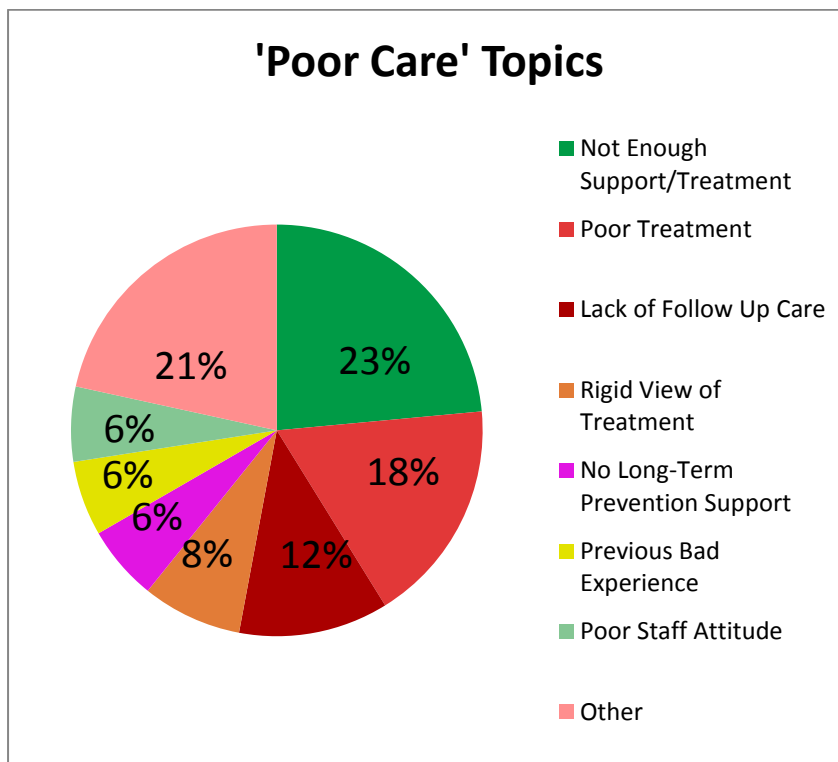


“I’ve had a Social Worker from CMHT for 2 years and she has been a real support to me, keeping me on the road to recovery.”

3.3 Poor Care

51 incidences of feedback relating to general instances of ‘Poor Care’ were identified. This included several sub themes, the most common of which can be seen in the pie chart below. Cases received that have highlighted specific concerns will be dealt with at an individual level. Sub themes included in ‘Other’ were grouped together because there were only 1 or 2 incidences in the data. The sub themes included in ‘Other’ are:

- Safety Net after treatment should be longer
- Poor treatment from crisis line
- Non-existent/poor crisis support
- Not enough specialist treatment
- Being “overlooked” on good days
- No support while waiting for support/therapy
- Deterioration due to delay in starting treatment
- Poor experience of CAMHS



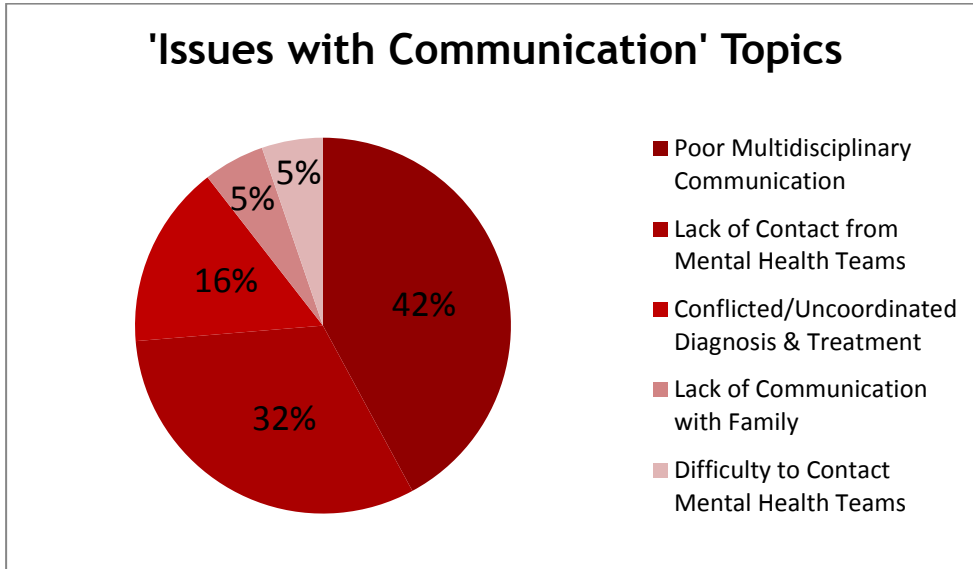
“I would never use the crisis line again as I have had two bad experiences of very unhelpful people.”

“Little or no follow up...in my case I was diagnosed with a life changing mental health condition, given medication and never followed up by mental health services again!”

“I should get 3 hours a week but I only get 1.5 hours since December 2015.”

3.4 Issues with Communication

19 incidences of feedback relating to 'Issues with Communication' were identified. This included several sub themes, which can be seen in the pie chart below.

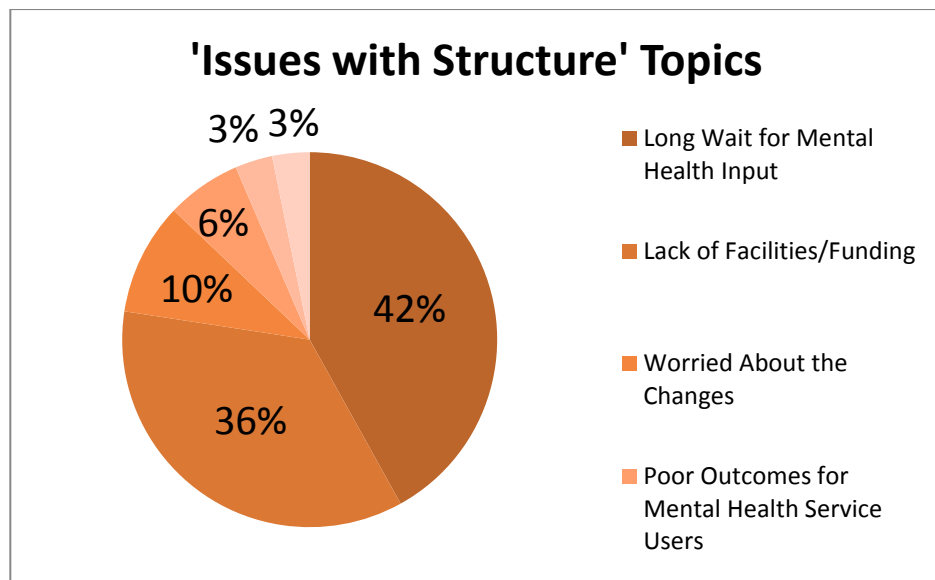


"Nobody communicates between each other, so the services fail and so do I."

3.5 Issues with Structure

31 incidences of feedback relating to 'Issues with Structure' were identified. This included several sub themes, which can be seen in the pie chart below.

"I have been waiting for an appointment with a Psychologist for months now."



4 Responses

4.1 Berkshire Healthcare Foundation Trust (BHFT)

BHFT are pleased to receive constructive feedback from the Thinking Together survey report, which gives us an insight into the perception of Mental Health Services within West Berkshire from a service user and carer perspective. We are committed to working with and improving the services and the experience of service users and will use this feedback to drive continued review and improvements to the services that BHFT deliver.

The mental health services provided by BHFT (Adult, Older Adults Mental Health teams, Common Point of Entry & Crisis Resolution Home Treatment Team) will continue to work closely together, and work with the Adult Social Care Specialist Mental Health team in building links with the Locality teams.

BHFT are also working closely with local organisations to ensure the support of services who come into contact with people who have mental health problems.

BHFT are committed to ensuring highest quality care at all times, and ensuring that people get the right care and support they need.

If anyone has individual issues they would like to discuss, please raise these with their individual workers or via their GP. - Alex Luke

4.2 Newbury and District Clinical Commissioning Group

I took the opportunity of discussing [the report] at our Mental Health commissioning board this week and we looked at it in detail. While there were some real positives, we have committed to take the report to our commissioning meetings with BHFT and look at the themes emerging. We will then be triangulating with BHFT's own survey report due in a few months, to enable us as commissioners to work with BHFT to address and improve on these themes. - Angus Tallini

4.3 West Berkshire Council (Adult Social Care)

West Berkshire Council recognises that some people report a positive experience of support and it is important that those people continue to receive a good service. At the same time it is clear that a large number of people are unhappy with the support they receive and we are committed to working to improve that situation. Too many people currently receive a service that they do not regard as good enough. It will be difficult to deliver an improvement at a time when the financial context is so challenging but we will work with staff to use a new approach which we believe can create a better, more flexible and more sustainable response. - Paul Coe

APPENDIX 1

West Berkshire Adult Social Care is making changes to the way it works. We want to understand your view on these services. In a year we will do a further questionnaire to current users so we can understand any changes in service delivery.

Q.1 Please indicate which of these best describes you:

I am a mental health services user or have been within the past year

I am a carer for a mental health services user

I am a mental health professional

I am interested in mental health services

Q.2 On a scale of 1-5, how well do you think the health and social care teams work together to help you manage your mental health? (or that of the person you care for/work with)

1. Very Poor

2. Poor

3. Satisfactory

4. Good

5. Excellent

Q.3 Please give more details (continue on another sheet if necessary):

Please send this back to Healthwatch West Berkshire with the Free Post envelope included. Alternatively, you can complete this survey online:

<http://www.healthwatchwestberks.org.uk/thinking-together-for-mental-health/>

If you would like to be involved in further research (including the second part of this questionnaire in 12 months' time) please complete the details below with how you would like to be contacted. *All answers will be kept anonymous.*

Name.....

Address.....

Telephone Number.....

Email address.....

This survey is being carried out by the independent statutory organisation Healthwatch West Berkshire