



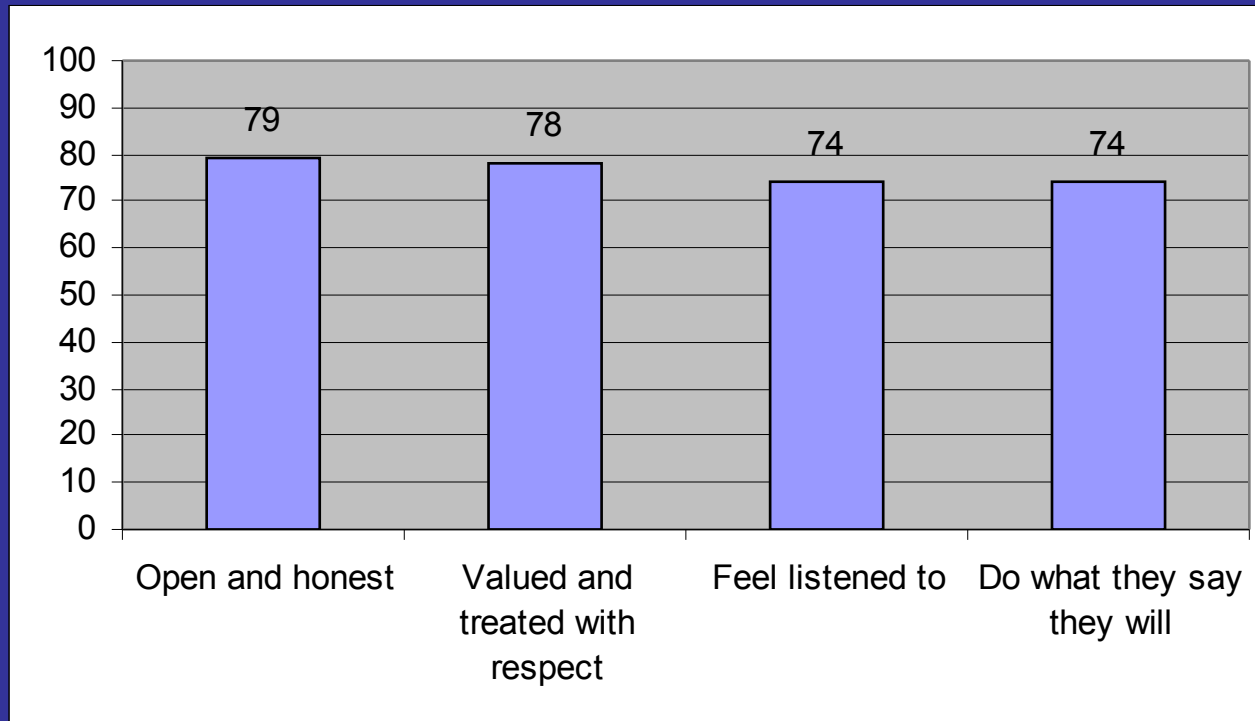
# Questionnaire Responses

# To consider...

- How to bring findings together into one report?
- What level of detail is appropriate for different audiences?
- How should information be presented?
- How to identify recommendations to take forward?
- How to feed back to service users and involve them in the next steps?

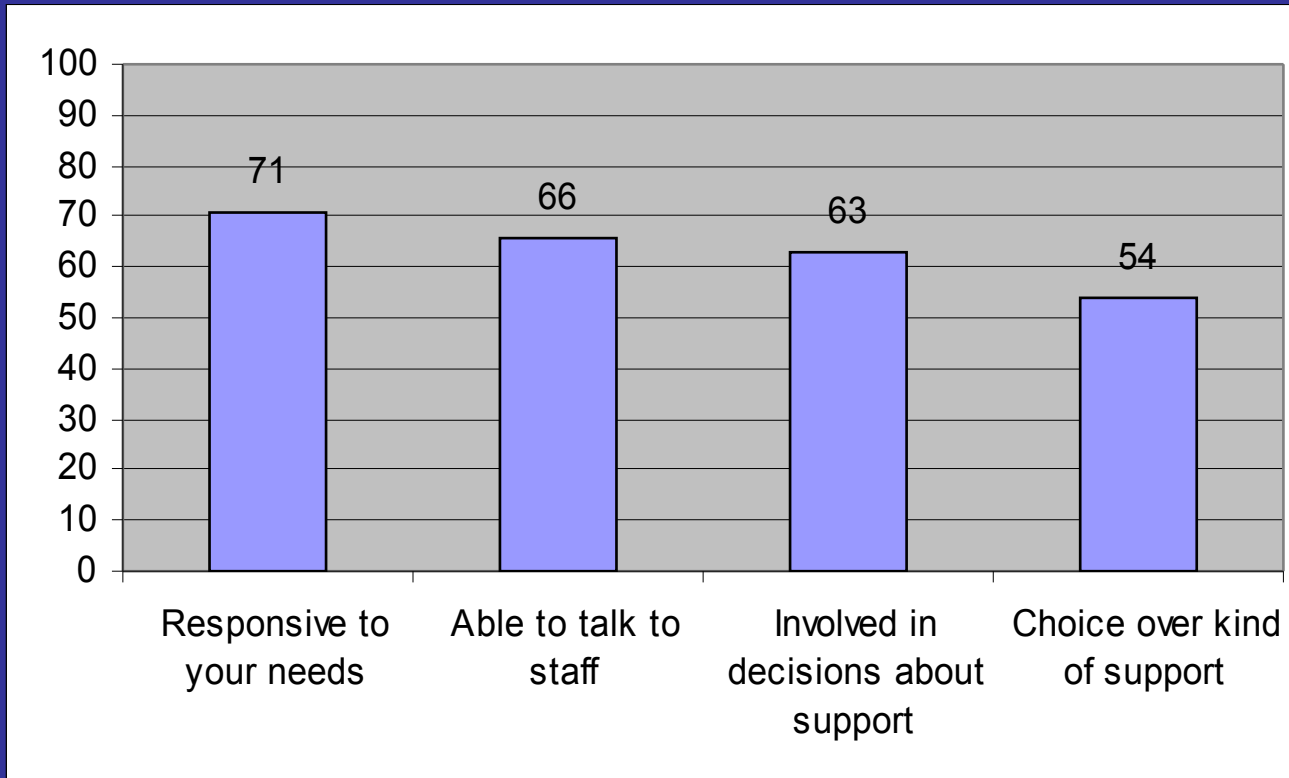
# Service Users

Process Outcomes – how the service treats you



## Service Users

### Process Outcomes



## Process Outcomes – comments

- Many positive comments about relationships with staff
- 13 more negative and 4 mixed comments
- Some suggestions as to how involvement could be improved:
  - More time
  - More discussion
  - Listening more

## Quality of life outcomes – how the service impacts on your life

	CMHT (total = 36)	REH (total = 16)	Orchard Centre Services (total = 44)	Park Cottage (total = 4)	Not sure	TOTAL*
finding things to do	25	11	29	4	1	42
living life the way you want	15	8	15	4	0	28
feeling safe	19	11	23	4	1	40
meeting / spending time with people	19	10	34	4	1	43

## Quality of life outcomes

	<b>CMHT (total = 36)</b>	<b>REH (total = 16)</b>	<b>Orchard Centre Services (total = 44)</b>	<b>Park Cottage (total = 4)</b>	<b>Not sure</b>	<b>TOTAL*</b>
<b>living where you want to live</b>	17	6	15	4	0	<b>26</b>
<b>staying as well as you can be</b>	29	12	29	4	0	<b>53</b>
<b>avoiding discrimination and stigma</b>	15	7	16	4	1	<b>26</b>
<b>keeping active</b>	20	9	29	4	1	<b>40</b>
<b>other support</b>	7	5	8	0	1	<b>13</b>

## How have services helped to make a difference?

- Encouragement and support to get out of the house
- Being introduced to others
- Providing different activities
- Support to be more independent
- Helping to be relaxed and settled
- Having structure in life
- Knowing someone is there to contact if needed
- Feeling someone cares
- Experiencing reduced pain, anxiety and tension
- Feeling more confident and able to open up

## Service Users

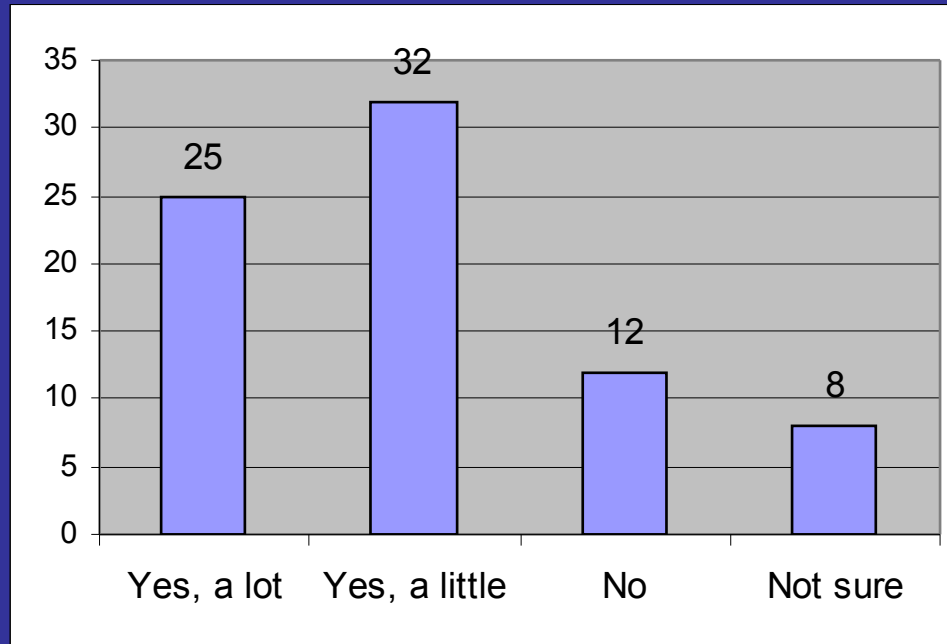
### Quality of life outcomes – feeling safe

- **80% of service users feel safe all the time or most of the time whilst being supported by mental health services**
- **Comments were:**
  - **Feel unsafe due to own state of mind (2)**
  - **Sometimes feel threatened by other users (1)**
  - **Stop threatening hospitalisation (1)**
  - **Better out of hours facility (1)**
  - **Not nice atmosphere (Orchard Centre), sometimes feel forced to join groups (1)**
  - **Safe at OC but not at hospital. Staff look down on me and are not caring / friendly (1)**

Service Users

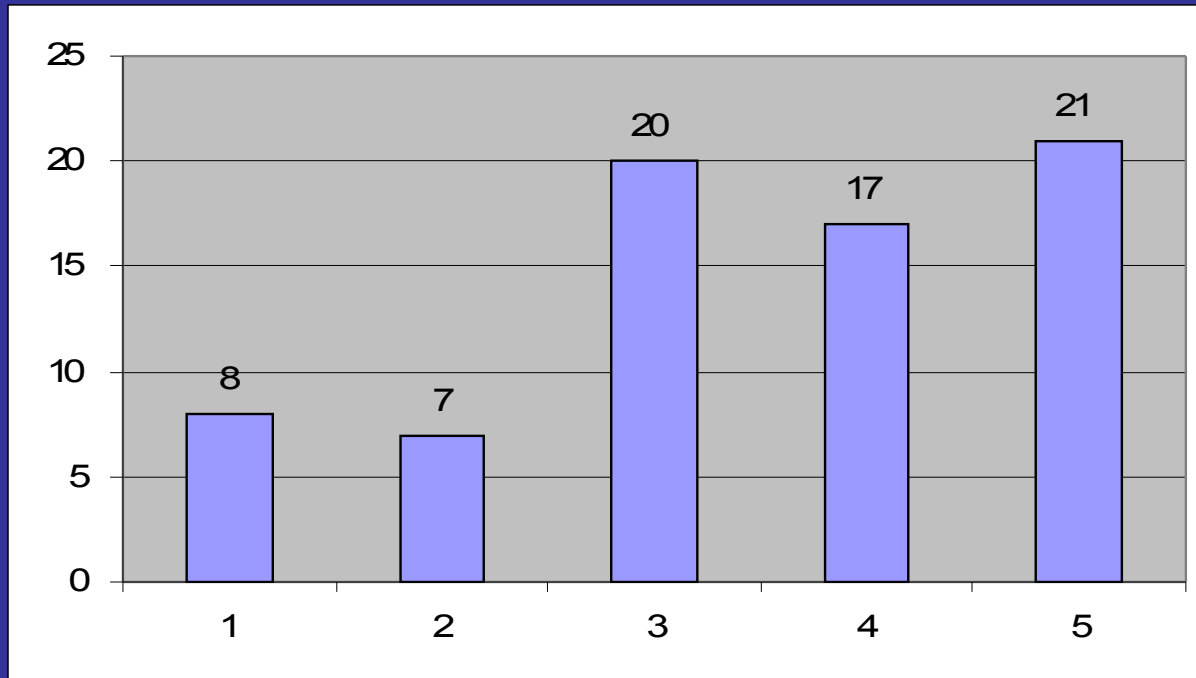
## Change outcomes – Changes in Self

### Do you feel your mental health has improved?



## Change outcomes – Changes in Self

How well do we support you in your recovery?



## Service Users

### Services overall

#### Information and advocacy

- 65% of people has been given the information they needed
- 32 people mentioned getting this information from staff
- 57% of people had received information about advocacy services

## **Services overall**

### **Access to services**

- **28 people had some difficulty accessing a service**
  - **Waiting times (4)**
  - **Difficulties going out due to illness (3)**
  - **Not knowing who to contact (2)**
  - **Difficulties once within a service (2)**
  - **Getting support at certain points – when illness starts / in an emergency (2)**

**Service Users**

## **Services overall**

### **Access to services**

- **12 people felt they had to wait a long time for a service**
  - **Various services mentioned**
- **18 people had difficulty getting to a service**

## Service Users

### Services overall – Other comments

#### What can staff do differently?

- Spend more time with service users (7)
- Keep in touch / follow up (4)
- Notice if people are behaving differently (3)
- Listen more (2)
- Offer support with recovery / moving on (2)

# Carers

Quality of life for the carer – how have services made a difference? (total = 17)

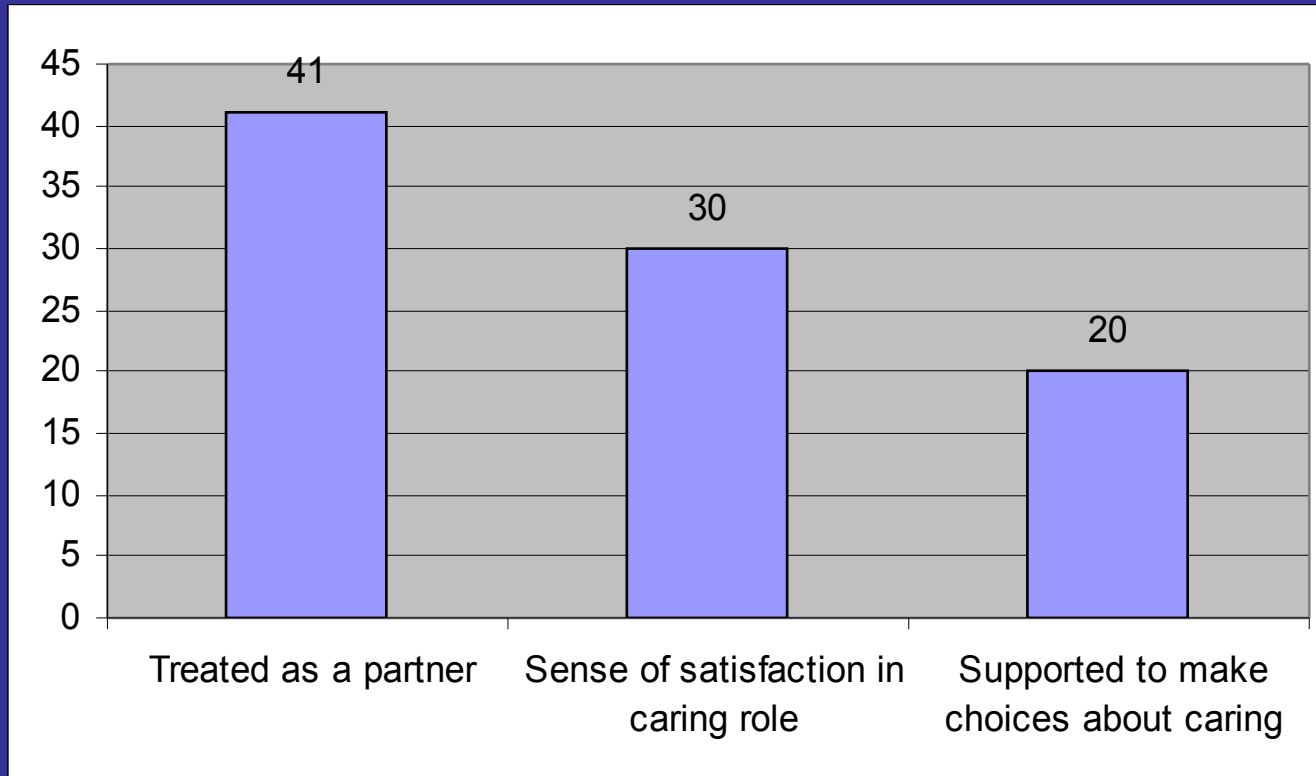
Supported with own health and wellbeing	5
Supported to have opportunities and life of my own	0
Supported to have a positive relationship with the person I care for	10
Supported to access financial advice and support	3
Supported me in other ways	0

## Managing the caring role

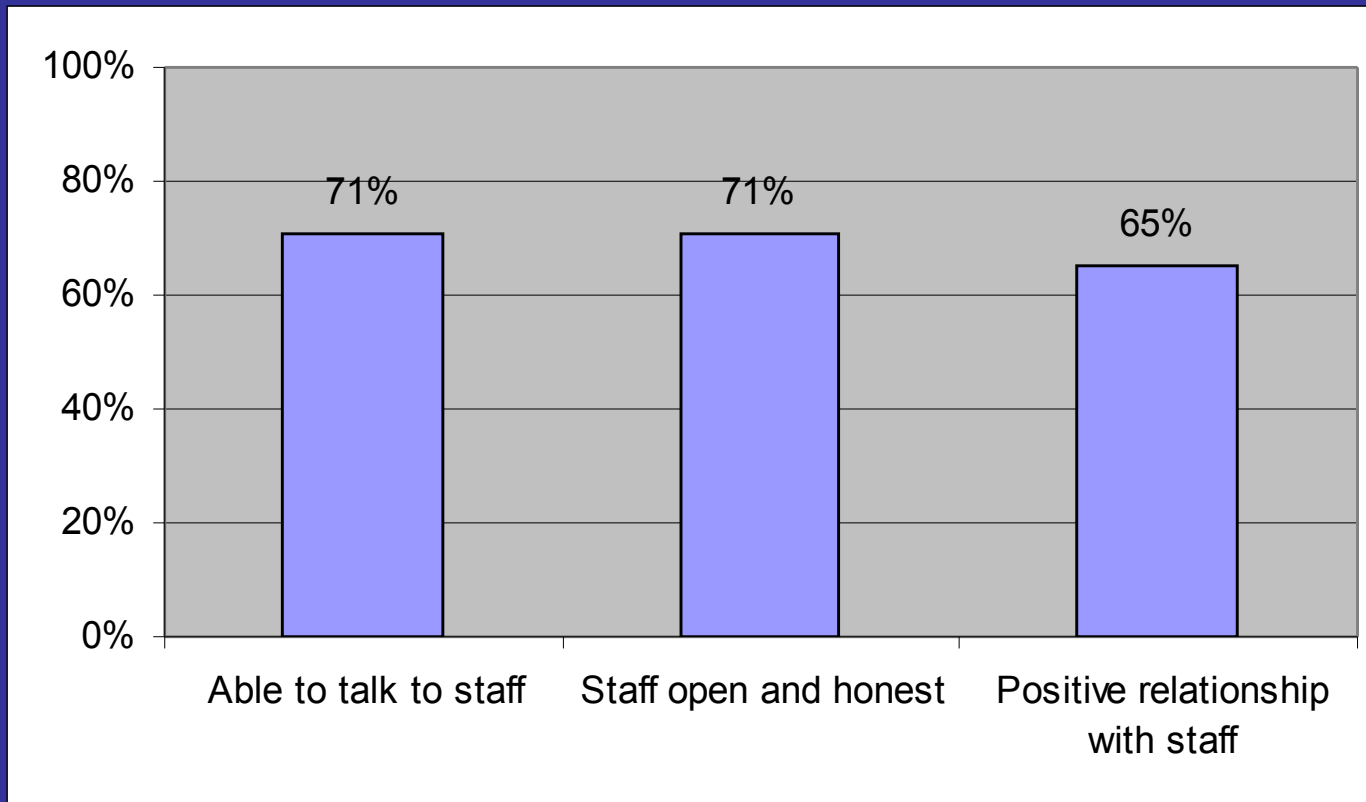
### Feeling informed / skilled / equipped:

- 50% (8) of carers felt they had been given the information they needed
- 65% of carers had received information about advocacy available to them
- 7 carers had access to training (3 felt it was not relevant)
- 7 carers had access to resources needed (2 said this was not relevant)

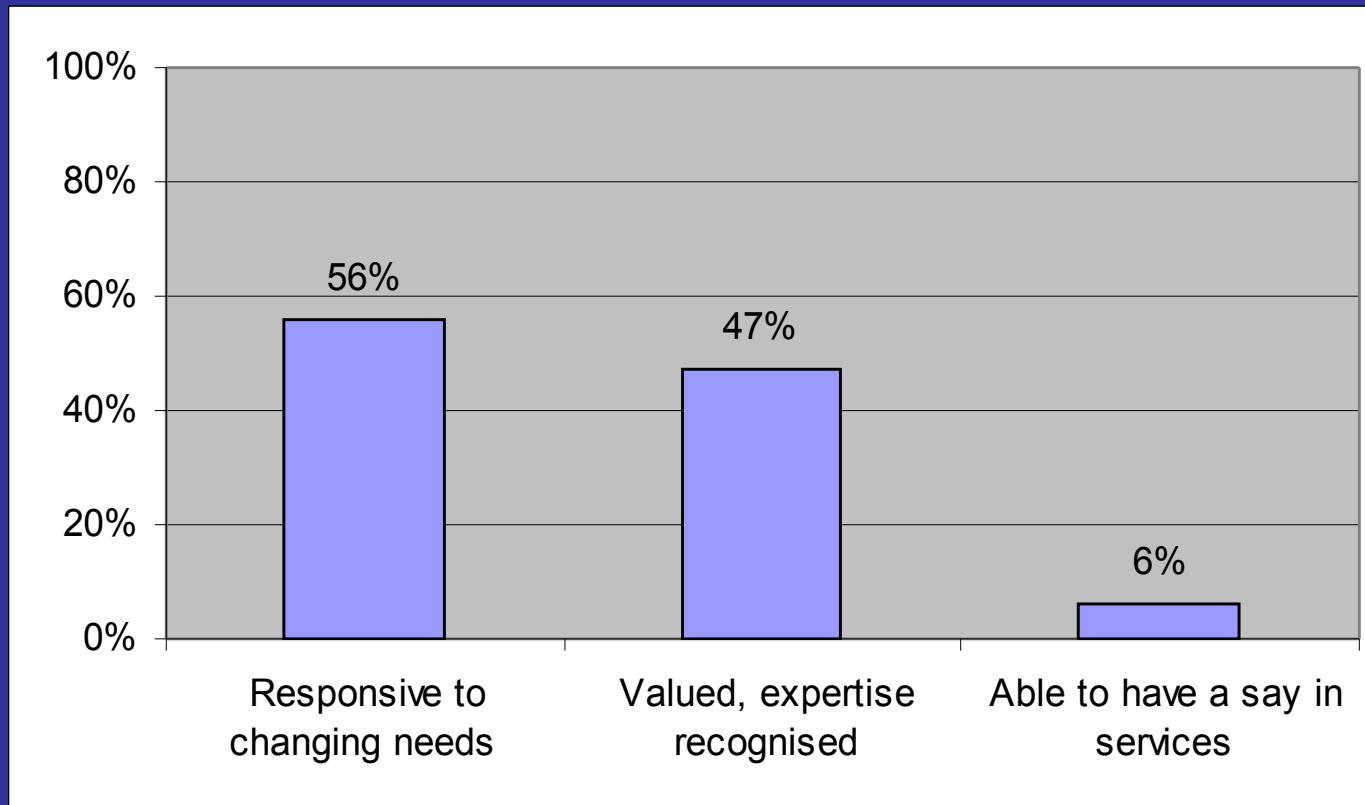
## Managing the caring role



## Process outcomes – how service treats you



## Process outcomes – how service treats you



## Services Overall

### Access to services:

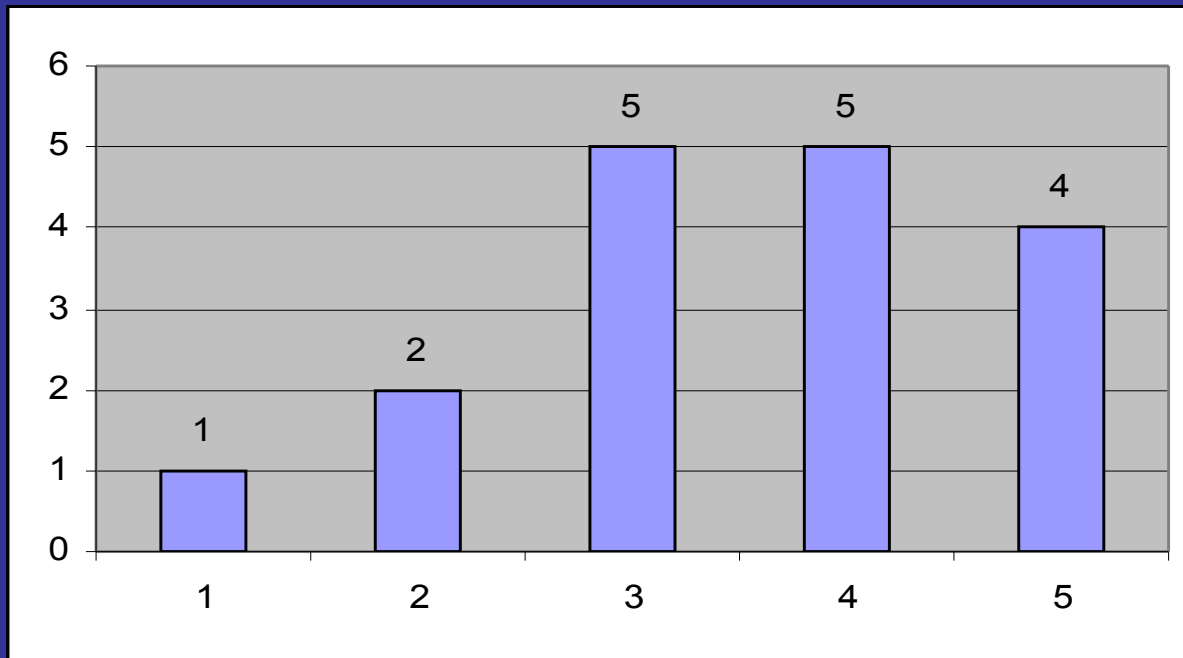
- **3 people had found it “quite difficult” to access a service**
- **One person said they had waited a long time to receive a service**
- **5 people had had difficulties getting to a service**

# Carers



## Services Overall

How well do we support recovery? (1 = not at all, 5 = very well)



# Carers



## Services Overall

### What can we do differently?

- **Keep in closer contact / keep in touch (2)**
- **More support for person and carer (2)**
- **Involve carers / family in decisions and to update on progress (3)**
- **Be understanding of how carers can feel (1)**
- **Leave information for carers if patient taken in to hospital (1)**
- **Confidentiality and respect despite race (1)**