

Community Adult Mental Health Services
Service Review

Contact details:

Mental Health & Learning Disability Services
Adult Community Services and Long Term
Conditions
Blackpool Teaching Hospital NHS Foundation Trust
Blackpool Stadium
Seasiders Way
Blackpool
FY1 6JX

Date and times of visit:

December 2016

Healthwatch Blackpool
representatives:

Steven Garner
Steven Robinson

V1.1

Healthwatch Blackpool Service Review Report

Introduction

Healthwatch Blackpool is committed to listening to patients and members of the public in Blackpool and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

Throughout December 2016 staff from Healthwatch Blackpool gathered survey responses from patients using community based adult mental health services provided by Blackpool Clinical Commissioning Group (CCG) to obtain the views of people using the service and to observe the practices.

This report summarises the reviews of:
13 service users over a 6 week period
4 service users of Single Point of Access Services



DISCLAIMER

This report relates only to the service viewed at the times of the visit, and is only representative of the views of those who met members of the Patient Engagement team on those dates.

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General Information

Healthwatch Blackpool is the statutory independent consumer champion for local health and social care. Its purpose is to gather the views of local people using health and social care services and feed this back to those who run and commission them, in order to create positive change. Healthwatch Blackpool sets out an annual statutory plan of work based on priorities brought to it by the public.

In the [2016/17 Priorities Survey and Workplan Report](#), the public raised mental health as an issue of concern. Healthwatch Blackpool have previously consulted the public on their experience of mental health service provision, young people's emotional health and wellbeing, and performed specific reviews into The Harbour, and CAMHS. It was felt that approaching community adult mental health services would help to provide a broader and clearer picture of service provision across the area.

Methodology

Healthwatch Blackpool have liaised with Community Mental Health Service leads within Blackpool Teaching Hospitals NHS Foundation Trust, and agreed a review of community based adult mental health services from the patient perspective. Based on patient expectations and journeys through Improving Access to Psychological Therapies (IAPT) services and patient screening at Single Point of Access and Primary/Intermediate Mental Health (P/IMH) services, Healthwatch Blackpool observed practices and consulted with service users.

Throughout December Healthwatch Blackpool staff attended a 6 week Supporting Minds stress control course, and surveyed service users throughout the delivery of the service. Healthwatch Blackpool staff also held an open consultation room over 2 days in Single Point of Access and Primary/Intermediate Mental Health services, consulting with willing participants following their appointments.

Broadly, the questions put to service users were:

- How easy did you find the pathway into this service? (e.g referral through GP/hospital etc.) Was this a positive experience?
- What is your expectation of the support/service you have been provided with? Does/did the service meet your expectations?
- Do you understand the service you are accessing, and what is available to you? Do you understand the pathway of the support you are accessing?
- What could be better about the service? Do you feel this service has helped you?

Acknowledgements

Healthwatch Blackpool would like to thank the patients for taking part in this survey. We would also like to thank Blackpool Teaching Hospitals NHS Foundation Trust together with the staff within the services for making us feel welcome during the visits.

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Healthwatch Blackpool Observations

Supporting Minds Stress Control Group

Location

Healthwatch Blackpool attended 2 sessions of an ongoing group at St John's Church, and a full 6-week session based at Blackpool Carers Centre, Beaverbrooks House. St John's Church provided an accessible, central location for Blackpool residents, with the necessary amenities to deliver presentations. Beaverbrooks House is based on Newton Drive and is close to Blackpool Victoria Hospital.

Environment

St John's Church provided an appropriately calm and relaxed atmosphere. Beaverbrooks House was newly renovated, and the upstairs office/meeting rooms were nearing completion resulting in some disruption and a busy atmosphere. The room which was used for the sessions was an appropriate size, although rows of seats for presentations filled the width of the room, potentially meaning people were very close together.

Service Delivery

The delivery of the sessions by staff was excellent. The presentations provided visual aids while the content was relevant and useful. Handouts of the session, resources and other information was also available for service users to take away with them.

Single Point of Access and Primary/Intermediate Mental Health Services

Location

Healthwatch Blackpool attended both Moor Park Health and Leisure Centre, and South Shore Primary Care Centre venues. Moor Park Health and Leisure Centre is based in Bispham and has a small bus terminal outside for ease of access. South Shore Primary Care Centre is based on Lytham road in a purpose-built building holding other NHS services.

Environment

Both locations provided a clean and bright clinical environment with individual practitioner/patient rooms. Further information was provided on notice boards and reception staff were available to take service user enquiries.

Service Delivery

Healthwatch Blackpool did not observe the individual sessions, but instead offered to speak with service users after their appointment.

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Supporting Minds Stress Control Group

1. We asked: 'How did you find out about this service?'



(13 patients answered)

2. We asked: 'Who referred you to this service?'



(13 patients answered)

3. We asked: 'Was your referral into this service a positive experience?'



"I was very comfortable talking to the lady at Supporting Minds"

"Neither here nor there. I had no information about it, just the time and place"

"I found the telephone consultation very helpful"

"Not positive as of yet – not because of the facilities but because of my own anxiety"

(11 patients answered)

4. We asked: 'What were your expectations of this service?'

"I was very comfortable talking to the lady at Supporting Minds."

"Being able to manage my feelings and teach my daughters how to as well."

"Don't have any expectations as I knew nothing to start with."

"I would like guidance, support, skills, and confidence."

"I had no expectations."

"To learn psychological tools and skills."

"To learn new coping skills when dealing with anxiety and depression."

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“To get practical guidance.” (x2)

“I kind of expect a bit of interaction, but the thought of trying to stop and keep control terrifies me.”

(10 patients answered)

5. We asked: ‘On your first contact with the service, were other options for support explained to you?’

100%
said “Yes”

0%
said “No”

(12 patients answered)

Supporting Minds Stress Control Group Sessions

Comparison

Session 1

Session 6

6. We asked: ‘Do you feel this is/was the right support for you?’

69%
Yes

0%
No

31%
Too early
to tell

(12 patients answered)

66%
Yes

17%
No

17%
Too early
to tell

(12 patients answered)

7. We asked: ‘Do/did you understand the support you are receiving and find it relatable?’

100%
Yes

0%
No

(12 patients answered)

100%
Yes

0%
No

(13 patients answered)

8. We asked: ‘Did the service meet your expectations?’

92%
Yes

0%
No

Too early
to tell

8%

(12 patients answered)

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9. We asked: 'Have you learned anything which will help you in the future?'

"I will learn eventually how to cope with my stress, so this course will help"

"How to take control of myself"

"A little early to tell"

"Coping skills"

"Exercise, sleeping pattern and control of thoughts helped a lot"

"I will see what happens, don't know yet"

"An understanding of stress and how to change"

"It has helped me to understand my illness"

(8 patients answered)

10. We asked: 'Do you have any further comments, or suggestions on how the service could be improved?'

"It was an eye-opener for me to feel how stress can affect someone. I look after someone who has mental health issues (mood swings etc.), that's where my stress comes from."

"The sessions helped, but I still need counselling."

"Some of the support was the right support option for me. Could be improved with more contact."

"No improvements, it is fine as it is."

"Had no expectations, not sure if it was the right support option for me yet."

"It went beyond my expectations. I would have preferred a shorter period of time to receive a phone call about the service as it did make me feel more stressed that I had to wait a while to receive help."

"The Handouts/booklets have been a great help (and I keep them on hand when I have negative thoughts). It would have been useful when I was working (under lots of pressure/stress)."

"I'd like more in depth coping skills."

"I understand this may be a timing issue, but sometimes the presenter can "rattle" through the sections. It's hard to keep up sometimes."

"Allow times for questions/discussion possibly."

"Have refreshments/water available."

"Need more time on 'How to solve issues'."

"You shouldn't have to self-refer, there are no other services where you do this. There should be follow-ups to prevent re-referral which would cost less. Evening sessions would be good for people in employment. The telephone assessment doesn't feel personal, we feel we are bothering or making a fuss. Not enough explanation of what is being done to support you in the future. It feels like we are expected to self-refer again if we relapse."

(13 patients answered over 6 weeks)

Healthwatch Blackpool Service Review Report

Summary of findings:

The low number of those consulted does not allow for making significant or broad observations, however the longitudinal nature of the survey allowed us to see the progression of patients from initial arrival at the service to the end of the six-week process. On arrival, there was a notable mix of responses in relation to expectations. Some had no expectations about the course, however those who did were hoping for practical guidance, psychological tools and coping skills, demonstrating an emphasis on reliability of the information the course provided. A majority reported that the service did meet their expectations by the end of the 6 week course, while others felt it was too soon to know if the skills they had learned would help them in the future.

All patients reported understanding the support and its aim, with only one patient reporting that they did not have any information before attending. Overall patients were overwhelmingly positive about the support they received, and found the sessions useful for their future wellbeing. Two people who attended did not feel that it was the right support for them by the time the sessions ended, but did not provide further information or have any comparable demographic information. Throughout the course there were a few suggestions on making certain topics longer or more in-depth, allowing time for discussion, or having water available.

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Single Point of Access and Primary/Intermediate Mental Health Services

11. We asked: 'Has the journey from referral to today been a positive one?'

"No. It was confusing, not sure of where to go. Staff can be evasive and unhelpful. I was not listened to at the Gateway, but Vicky [at Single Point of Access] is helpful."

"Had counselling before. This is more practical coping skills and I'm hopeful. Doctor was difficult, very unsympathetic and didn't listen to me. I have since changed my Doctor."

"Yes. Vicky is very helpful and supportive. GP and Mental Health Service communicate well together. However, no feedback after phone call, I felt forgotten about."

"It's saved my life. GP went above and beyond. Brilliant. Over time I've learned to cope. Feel like it's the beginning of my life."

(4 patients answered)

12. We asked: 'What are your expectations of this service (if any), and did the service meet your expectations?'

"I thought I was mad and the only one going through issues. Now I'm learning to cope. I thought I'd be mad forever, but I accept things now. I'm no longer guilty or blaming myself."

"I expected help with issues and medication."

"It was a positive experience. I assumed (based on history) that it wouldn't be."

I was hoping to go back to work. I have recently gone back to work thanks for this service. It's given me coping skills. I was lucky to get Katrina [Single Point of Access], she understands my thought process."

(4 patients answered)

13. We asked: 'What could be better about the service, or do you have any additional comments?'

"Some people can be comfortable in a 'clinical' room, others like 'relaxed'/decorated ones. I'd like motivational posters in the waiting rooms."

"Gateway receptionists are difficult to deal with. Some nursing staff are not respectful or supportive. They can be very dismissive."

"I'd like more feedback and to know about online tools, or social groups."

"Support for young people to tackle problems they face. Listening to young people, making mental health the 'norm' and making sure people aren't ashamed to talk about it."

(4 patients answered)

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Summary of findings:

With a small number of responses, it is not possible to draw broad conclusions. However, the responses provide a snapshot of experience at Single Point of Access.

All service users reported that this service was the right support option for them, although one person found the sessions helpful, they did not think they were relevant for their individual situation. All patients reported understanding the support which was provided; aims of the sessions and what they would come out of the sessions with.

Those who have been through mental health support before have had negative experiences which affect their expectations and preconceptions of the help they would receive. It is not possible to gain a clear picture of patient's knowledge of pathways through mental health support.

Healthwatch Blackpool Summary of Findings

- Negative past use of services contributed to low expectations or poor preconceptions of future support.
- The Supporting Minds course met expectations in providing practical guidance and coping skills for a majority of attendees.
- A minority of Supporting Minds attendees found that the course was not best suited for them by the end of the 6 weeks, although more feedback on this was not provided.
- All patients across services reported understanding the nature and aims of the support they were receiving. However, information on broader understandings on the shape of services and pathways was not established.
- Feedback on the Supporting Minds courses included some improvements including making certain topics longer or more in-depth, allowing time for discussion, and having refreshments available.

Results - Demographics

Gender:

Female: 59%

Male: 41%

17 respondents

Age Range:

18-29: 18%

30-39: 24%

40-49: 24%

50-59: 29%

60-69: 6%

70-79: 0%

80+: 0%

15 respondents

Ethnicity:

White British: 100%

17 respondents

Considered to have a disability:

Yes: 40%

No: 60%

15 respondents

Postal Code:

FY1: 13%

FY2: 40%

FY3: 7%

FY4: 20%

FY5: 13%

FY6: 7%

15 respondents

Response from Provider

The service provider was offered the opportunity to respond to the findings of the report however did not provide a response.