

# **“YOUR VOICE MATTERS”**

**FEBRUARY – MAY 2017**

**North East Lincolnshire Mental Health Service User and Carer  
Survey of NAViGO mental health services report**

**produced by The N.E.Lincs Independent Forum 2017**

## **Independent Forum Survey of NAViGO MH Services 2017**

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## **EXECUTIVE SUMMARY**

As part of the Service Level Agreement between the Independent Forum (IF) & NAViGO (NAV), we (IF) undertook a comprehensive survey of current mental health services provide by NAViGO.

This was originally scheduled for July/August 2016, but had to be delayed, due to unforeseen circumstances by NAViGO. This "rescheduled" survey, itself had to be extended to May as a way of IF maximising input & responses from local mental health service users (MHSU) and carers (CRS). It is also recognised that there were similar surveys between April and December 2016, one of which was district wide, eliciting 13000 responses.

The survey was structure as an "open" survey, with questionnaires having few direct questions, rather having space for individuals to write, say or express how they (MHSU & CRS) feel/felt about the M.H.Services they received.

The IF is one of the largest of it's kind within NELincs and for many serves as their "voice" for getting their views known, heard and sometimes ,acted upon.

However IF is NOT only organisation, group and agency for (MHSU & CRS). NELincs is fortunate to have a well established network of groups and the like with many forms of representation/participation, which this report gives recognition to.

IF brought together a Survey Team ( see Survey Team list) who were responsible for the success of this project. Many thanks must also go to our partners, who gave us great support, along with NAViGO staff for their assistance.

## **METHODOLOGY**

1550 Questionnaires were "distributed" via post, email, social media, central location points (see list of participating organisations), direct interviews and Survey Monkey. The equivalent number of questionnaires returned was 311, representing 20% return level, with 2036 responses.

Responses were analysed and assessed on the "open structure" method, resulting in 43 response points ( see list ), having three basic components  
(1) positive, (2) indifferent, (3) negative.

In this way the survey would be "individualised" with the answers/responses begatting the questions:

eg. "I was very unhappy,unsatisfied with the service I received" becomes a question of "Were you satisfied/unsatisfied with the service received from NAVIGO?", which in turn asks "what would you change? Or not"

It must be said, this particular "style" will also elicit responses, not necessarily about NAViGO but also how other agencies & organisations providing care & support services added/detracted to their "experience" receiving MHServices

This will always provide for an honest response, simply because individuals were able to "say it as it is" in whatever "format" suits them.

This report does not make recommendations, only summaries, because the responses "speak for themselves"

However the IF Survey Team felt that generally MHServices in NELincs are good, however there are services and issues that need to improve as is shown in this report,

In our summaries we have put in individuals comments reflecting the % responses (1), (2), (3) chosen randomly. If (1) had 50 responses, (2) 10 & (3) 40, comments printed would be 5=(1), 1=(2) 4=(3)

## **Independent Forum Survey Team Members**

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**Shelagh Thomas**

**Linda Smith**

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### **Partners**

**Carers Support Centre**

**Age UK**

**NAVIGO House**

**Open Minds**

**Harrison House**

**VANEL**

## **Independent Forum Survey Response Points**

- a** Appointments
- b** Crisis Care
- c** Discharge
- d** Information
- e** Treatment & Medication
- f** Independent Advocacy
- g** Care Co-ordinator
- h** Care Plan
- i** Carers Assessment
- j** Independent Forum
- k** Named Nurse
- l** Privacy, Respect & Dignity
- m** Environment
- n** Staff & Nursing
- o** Harrison House o Activities at Harrison House
- p** Referral
- q** Admission
- r** CMHT-East r CMHT-West
- s** NAViGO
- t** Hope Court, Rharian Fields, Open Minds & Tukes
- u** Carers Support Service, Age UK & VANEL
- v** Assertive Outreach, Early Intervention, The Gardens,  
**v** Pelham Lodge & The Eleanor Centre

## Independent Forum Survey of NAVIGO MH Services 2017

### Response point: (a) Appointments

Responses numbers: (1) 86 (2) 23 (3) 39 Total: 148

#### Comments:

(1)

Satisfied with my appointments

Went well, thank you.

I have a rolling 12 month appointment, did not have to wait.

Less than a week.

(2)

8 weeks to see a psychiatrist.

Had 6 weeks for appointment.

(3)

The person I care for had to cancel an appointment to see psychiatrist due to unforeseen circumstances. It was another 6 weeks before we got another.

12 weeks is too long to wait.

Appointment in the community far too long.

Waited too long for appointment to come through.

#### Summary:

It is fairly clear that the appointment "system" is not consistent across the board. However we can also see the "differences" can often be of a personal nature. One person's 6 week wait is far too long, another person's 8 week wait is fine.

## **Independent Forum Survey of NAViGO MH Services 2017**

### **Response point: (b) Crisis Care**

**Responses numbers: (1) 15 (2) 11 (3) 28 Total: 54**

#### **Comments:**

**(1)**

Thank goodness for Crisis.

As a carer I had good experiences on the two occasions I had to contact Crisis.

Sometimes I have had to wait for Crisis, we were kept informed all the time. Whilst I understand about delays, it does not help.

**(2)**

Had to wait a while, but kept informed.

Usually a better service, more caring. This time not much.

**(3)**

Waiting over three hours on last two times, then told to go home and phone a number.

Much too long to wait for a crisis service.

Insufficient crisis care last time, now this time long wait, then told to go home.

Crisis would be good if I got to talk with somebody.

Wait seems to get longer, each time I ring.

#### **Summary:**

Waiting times are without doubt, the main issue for service users and their carers. Most were satisfied once supported, informed and such.



## Independent Forum Survey of NAViGO MH Services 2017

**Response point: (c) Discharge**

**Responses numbers: (1) 26 (2) 6 (3) 33 Total: 65**

### **Comments:**

**(1)**

Have been on ward before, discharged no complaints.

Discharge was very good. Myself as carer was given all info.

Was really satisfied with my discharge from Harrison House and support I got there.

Discharge very good. All information given to me, and if we need help and advice.

**(2)**

Although we had a bit of a wait, we were kept informed although not fully.

**(3)**

Discharge was chaotic

Support after discharge was thrown out. Felt as a carer I was left to pick up the pieces.

Support after discharge was not good. Asked for help when discharged, told to go to GP, which wasn't good.

Discharged when quite unwell

Hurried discharge same day as lifting Section 3

Discharge from Harrison House was ok, but no after care, nothing

### **Summary:**

Certain points of discharge 45% appear to "work" really well (Harrison House as an example). However 55% of service users and carers felt discharge was unsatisfactory.

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (d) Information

Responses numbers: (1) 47 (2) 30 (3) 33 Total: 110

#### Comments:

(1) Asked questions about meds, given info and leaflet

As a carer, was involved & told about treatments for the person I care.

Been informed about medication with printouts and leaflets

Always given leaflet and explanation about meds

Medication was told about in a way I understand and information sheets

Got informed about stuff that happens on ward, plus medication. I understood

Been explained but sometimes I don't understand. Always someone to help

(2) Treatments and medications ok, other info not

I get the right info, if I go with friend it should be explained to them

Did not get all the information I need

As inpatient fine, but never got information about what was available in the community

(3) Did not know about all the services available to me in the community

Was not informed about a lot of services, had to find out by "word of mouth"

Don't understand what all the meds are for. Not told in a way I understand

I was not told about any other services available for either myself or the person I care for

**Summary:** Information is a very important element for providers, commissioners, service users in all services. Overall there is a high level on information given about medication, although explanations not often so clear. However this cannot be said about information provided about services "outside" of inpatient care, particularly what is available for aftercare in the community

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (e) Treatments and Medications

Responses numbers: (1) 52 (2) 30 (3) 49 Total: 131

#### Comments:

(1)

I feel the relationship with my partners psychiatrist and myself, the care, is v. good.

Well informed about medication and why I was taking them.

Well satisfied with treatment and medication.

Kept informed about treatment and the meds. If I did not understand, was told to me in a way I understood.

I understood about my treatment. Know about the medication.

(2)

Not seeing psychiatrist, only one of his trainees on rotation.

Got some info about the medication, not sure if it was enough.

Did not get printout on medication which I asked for.

(3)

Did not explain very well. Said I didn't understand, but nurse still not explain in a way I can understand.

When I go to see psychiatrist, I only see junior on rotation. Never know if will ever see them twice.

I had to ask about my partner's treatment & ask why certain treatments were done.

Treatment could be better. Staff need to listen more to service user and take note.

Have to repeat my history all the time because junior doctors on rotation.

#### Summary:

Again we have many who are satisfied with treatments (40%), yet 60% not. Psychiatrist appointment are one point of contention because of junior doctors rotation.

## **Independent Forum Survey of NAVIGO MH Services 2017**

### **Response point: (f) Independent Advocacy**

**Responses numbers: (1) 4 (2) 50 (3) 31 Total: 85**

#### **Comments:**

**(1)**

Advocacy for my family members good, Cloverleaf. Told about other services by John @ Cloverleaf.

**(2)**

I do not know about the advocacy service.

No idea about advocacy, nor who we go to.

Did not know about Cloverleaf. Only found out from Forum.

Did not know about advocacy, was not informed nor given leaflet.

Found out about advocacy from a forum member at Harrison House.

**(3)**

Heard about Cloverleaf, asked for advice. Told one thing then another, then told they couldn't help.

Cloverleaf a waste of time. No help at all. Had to wait too long to see them. Gave up.

Did know about Cloverleaf, but haven't found them useful. Can't get to see anyone

#### **Summary:**

The vast majority had not even heard about advocacy being available, similarly heard about Cloverleaf. There are certain locations where Forum members are "picking up" individuals issues and passing them onto staff.

## Independent Forum Survey of NAVIGO MH Services 2017

### Response point: (g) Care Co-ordinator

Responses numbers: (1) 27 (2) 13 (3) 47 Total: 84

#### Comments:

(1)

Yes have Care Co-ordinator, she is very good.

My Care Co-ordinator helped me a lot, thank you.

It is a pity Care Co-ordinators did not have more time for us, they do such a good job.

Met with Care Co-ordinator who supported me when I had a problem.

(2)

Long wait for a Care Co-ordinator.

Not had a Care Co-ordinator for a year now.

(3)

I was completely panicked when 2 Care Co-ordinators came into appointment and "grilled me". Is this NAVIGO's practice? They suggested I took medication. I was disgusted really at this approach.

Feel better with having one (CC) as they were placing too much responsibility on my carer partner to do everything.

If the person I care for, her Care Co-ordinator is off for any reason, getting someone to fill the gap is impossible.

If I need advice for me (carer) or the one I care for, there is no help if CC is off.

Have not got a Care Co-ordinator, even though I asked for one. Told I don't need one. I have no support at home.

Have no Care Co-ordinator. I need help with appointments & finance, but no help offered.

Did not get Care Co-ordinator. Was told as carer, don't need one.

#### Summary:

Perhaps needs an "overhaul". There are lots of comments around inconsistent service and lack of carers support needs. Services users who have Care Co-ordinators are very satisfied with the support they get, although there are some who do not have one at all.

## Independent Forum Survey of NAVIGO MH Services 2017

### Response point: (h) Care Plan

Responses numbers: (1) 54 (2) 29 (3) 63 Total: 146

#### Comments:

(1)

Care Plan kept up to date. If I didn't understand, explained to me in a way I could.

On leaving inpatient care, support and Care Plan in place – Fine.

Care Plan is good.

Care Plan going to plan.

Now ok, once I got it right.

(2)

Have Care Plan, still waiting for report.

Got Care Plan, but had to ask for it.

No Care Plan and don't know why.

(3)

Half the Care Plan for the cared for, is not ticked because psychiatrist did not ask the questions and left blank.

Saw my partners Care Plan, some details were wrong and I had to intervene and correct before my partner signed it.

The Care Plan report sent to my carer & GP some details, basic background wrong.

Had mistakes, simple details wrong. Took copy, corrected it & handed back to CMHT.

Incomplete Care Plan, why?

Care Plan not done.

Found faults with information on Care Plan, background information. Had to get staff to put right and give back to consultant.

#### Summary:

Seems to be either positive or negative. You have Care Plan, some with incorrect information, which service users, carers and staff have to correct.

## **Independent Forum Survey of NAViGO MH Services 2017**

### **Response point: (i) Carers Assessment**

**Responses numbers: (1) 12 (2) 29 (3) 33 Total: 74**

#### **Comments:**

**(1)**

All round very good.

Had a Carers Assessment, very useful.

**(2)**

Had no idea what a Carers Assessment was. Member of the Forum told us about them and advised us to request one.

As main carer I was told could not have one.

No Assessment.

Did not receive one. Forum member told me to get one. Carers Centre advised same.

**(3)**

Had to get Assessment done in Sheffield. Then it was not put in Care Plan.

Have never been offered a Carers Assessment. Only recently been advised by Carers Support Service I can have one.

Carers Assessment not given. I asked for one, but was refused. Told as I am ex carer doing a good job.

Carers Assessments are a joke.

#### **Summary:**

Consistency lacking. Majority of carers complain they have to find out about the Assessments, either from outside organisations or asking for one. Most felt it (CA) should be made available at point of contact and reviewed regularly.

## **Independent Forum Survey of NAViGO MH Services 2017**

**Response point: (j) NELincs Independent Forum**

**Responses numbers: (1) 98 (2) 22 (3) 0 Total: 120**

### **Comments:**

**(1)**

Told me about other services available via our Friday meetings with Linda & Evelyn.

Do know about the Independent Forum and the good work they do.

Got good support from +++++ a Forum member after discharge.

Got the information the person I care for wanted from Forum at one of their meetings.

Only found out about Carers Assessment from Forum.

Received good advice from Forum when they came onto ward.

Forum told me about Carers Centre and other groups.

Forum members advised me to push for Assessment, which I eventually got.

Know about Forum well, from being on Lodge/Harrison House – Linda and Evelyn's visits. Forum really helped me when I was on the Lodge, gave good advice and information.

**(2)**

The Independent Forum should be advertised more widely.

They do a great job and listen, maybe the Forum should do advocacy.

**(3)**

### **Summary:**

With so much feedback available to the Independent Forum, changes need, can & should be put into place and give services users and carers a greater "voice" about local Mental Health Services.



## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (k) Named Nurse

Responses numbers: (1) 21 (2)(3) 34 Total: 55

#### Comments:

(1)

Have had two named nurses who have seen me regularly.

Have a named nurse who is very good.

When I had (M) named nurse, it was very good to have a link.

(2)(3)

Partner had no named nurse.

No named nurse.

No named nurse

No named nurse

No named nurse

#### Summary:

This section is quite straight forward, in as much as for those who have a named nurse (40%) their experience of receiving services is very positive. However so many have not had/have a named nurse (60%), which has a big impact about how individuals feel about their support and care.

## **Independent Forum Survey of NAVIGO MH Services 2017**

### **Response point: (I) Privacy, Respect & Dignity**

**Responses numbers: (1) 52 (2) 7 (3) 60 Total: 119**

#### **Comments:**

**(1)**

Yes is confidential.

Very satisfied, really nice and homely, have my own room.

Very good – Respect, dignity & private all.

As a carer, good.

Myself and my carer are always treated respectfully.

**(2)**

Majority of staff are very good, but one or two didn't show respect nor dignity.

**(3)**

Dissatisfied regarding respect and information for carers.

Not respectful to treat patients as though they were stupid.

Should knock on my door before they come in.

Want more meetings/appointments for my views to more taken into account.

It was ok, but not as I thought, no where to be quiet, too much hassle.

Bit of "in your face"

Sometimes difficult to talk in confidence with staff or visitors

#### **Summary:**

Responses varied between privacy and the other two. Privacy was without doubt the uppermost issue for inpatients and related, for instance when visitors were present. Most felt nursing staff respected them, however most felt psychiatrist, junior doctors & consultants did not

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (M) Environment

Responses numbers: (1) 79 (2) 10 (3) 32 Total: 121

#### Comments:

(1)

All my care and accommodation very good.

Very welcoming.

I like it here.

Good set up. Lucky to have it.

Like its private.

Excellent.

Very pleasant.

Where I live is rubbish, much better here.

(2)

Environment is everything for a good recovery.

(3)

OK until shower does not work.

The person I care for was did not like the ward environment much.

Room is ok, but tatty in other areas. Needs to brighten and lighten

Felt it was not very therapeutic.

#### Summary:

Environment was one of the top responses, with 70% positive/very positive, which indicates satisfaction is of a high level. Of the remaining 30% over half were still reasonably "happy".

## **Independent Forum Survey of NAViGO MH Services 2017**

**Response point: (n) Staff and Nursing**

**Responses numbers: (1) 88 (2)(3) 65 Total: 153**

**Comments:**

**(1)**

Nursing care & support is good, but could do with more one to one care.

Nursing care is very good, can't fault it. Great bunch of lads and lasses.

Am happy with the nursing support I receive.

Sister helped me ever such a lot.

Lots of support for me and my family.

Definitely very supportive.

Staff put in a lot and deserve an award.

Where I live is rubbish, much better here.

Has been very good and I have felt cared for & only experienced kindness of staff.

I have felt very supported and received a high level of care.

**(2)(3)**

Felt some members of staff were unapproachable.

Dependent on staff employed. Some have "attitude" problem.

Not really satisfied with my care.

Had some difficulties with certain nurses, who did not like me.

I felt with some staff they were not very helpful to my carer.

Nothing worth complaining about. Felt no one would listen anyway.

**Summary:**

Joint highest responses, with the majority feeling positive (57%), the remaining 47% were in the main fine/good/indifferent (38%)

## Independent Forum Survey of NAVIGO MH Services 2017

**Response point: (o) Harrison House**

**Responses numbers: (1) 87 (2)(3) 25 Total: 112**

**Comments:**

**(1)**

Care very good at Harrison House, no complaints.

Pleased about family members treatment at Harrison House.

Anna – Pharmacist at Harrison House very good, gave good advice.

Staff on ward very good each time I met them.

Staff at Harrison House very good. Always explained things to me as carer.

Harrison House is really good, staff great.

I am very satisfied with the service I get from Harrison House.

Discharge from Harrison House handled well, support from staff good as well.

Can't fault the service and staff.

Pleased how Harrison House cared for a family member. Staff & accommodation wonderful.

**(2)(3)**

Showers here (HH) not very good, always a problem

Had crisis when I took my partner to Harrison House. We were kept waiting for three and a half hours to be seen. Was not kept informed about what was happening. However it is fair to say, once we were seen, service was good.

Person I care for was not told about other services eg Open Minds

**Summary:**

Harrison House quite clearly is considered a "success" within local mental health services. However approximately 90% made mention about activities for which is shown separately. Main area of complaint is showers.

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (o) Activities at Harrison House

Responses numbers: (1) 14 (2)(3) 35 Total: 49

#### Comments:

(1)

Some of the activities I learnt at Lodge I have taken with me on discharge.  
Relaxation and crafts, which helped me keep healthy.

When things go well, they really go well.

I need my activities, helps me.

Carolyn is just so good at activities.

(2)(3)

When Carolyn not here, activities often don't happen.

If activities co-ordinator off, activities not often available.

Nothing happens when Carolyn not around.

When Carolyn off, I don't get activities.

Co-ordinator off, no activities.

No one else for activities only Carolyn?

Carolyn off, no activities.

#### Summary:

Most responses along the lines of "Carolyn off, no activities" However it appears there have been changes.

Two later responses reflect those changes.

"Got better, others more involved"

"When Carolyn off now, someone else is there now, plus activities available at weekend"

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (p) Referral

Responses numbers: (1) 45 (2) 13 (3) 4 Total: 62

#### Comments:

(1)

Satisfied with my referral.

I was satisfied with my referral.

My referral was very quick and I was assessed soon afterwards.

Straight forward (service user). Started treatment fairly quickly (carer)

My first, had to wait, but not too long.

Satisfied it went very smoothly (carer).

Referral went very smoothly (carer).

My referral was ok.

(2)

Took four months to get a referral-one of first group.

(3)

Should have been sorted out beforehand. My referral was not good.

#### Summary:

Most individuals (74%) felt the referral process was very good.

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (q) Admission

Responses numbers: (1) 24 (2) 2 (3) 6 Total: 32

#### Comments:

(1)

I was very much satisfied with my admission.

Satisfied with admission (carer).

Admission done professionally (carer).

I was kept fully informed about the person I am carer for.

Never had a problem. Have been admitted before, so fine.

Am satisfied with the process (carer).

All was fine (carer).

My relative's admission was done well. Put me at ease.

The staff were sensitive about our needs (service user & carer)

(2)

Was a bit upset to be left alone. Afterwards good.

(3)

Could and should have been done better. Seemed a bit of chaos.

#### Summary:

All in all most admissions were handled very well. Interestingly most responses were from carers.



## Independent Forum Survey of NAViGO MH Services 2017

**Response point: (r) CMHT West-Scartho Medical Centre**

**Responses numbers: (1) 10 (2) 4 (3) 20 Total: 34**

### **Comments:**

**(1)**

I am satisfied with the services I get from my CMHT (west)

Had a good meeting. I think I got it right.

Spent some good time with staff. Was very helpful. (west)

**(2)**

Had to take two buses, both a bit tired when we got there. (west) (service user & carer)

**(3)**

CMHT turned down my GP's request. (west).

Appointments with nurse to discuss weight and exercise have dried up. (west)

Mental Health Team (west). I feel as carer I have no support.

I think it is three years since I say nurse to get weighed. A bit of rubbish if you ask me (west)

### **Summary:**

Difficult to assess responses which do not indicate what other issues concern CMHTs. Some individual responses concern all the care and support. It may be there needs to be further survey about CMHTs.

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (r) CMHT East-Weelsby View

Responses numbers: (1) 6 (2) 10 (3) 9 Total: 25

#### Comments:

(1)

Had satisfactory service from Weelsby.

Environment at Weelsby was fine.

(2)

More support from Mental Health Team (east).

One thing I did not like was the last time I saw psychiatrist. Upon entering the reception area to NAViGO (east), it had been moved. Apparently I had walked past it. I did see some patients quite upset and frustrated by this. It was clear, if this information had been included in appointment letter, this stress would have been avoided.

Person I care for waiting too long to see Community Mental Health Team (east).

(3)

Had to ring weekly to reorder my partner's anti-psychotics. Then for some reason they weren't aware of this practice. I had to explain the process to them (east)

Did not get the help for my problem.

Should have been better to help the person I am caring. No advocacy.

#### Summary:

Difficult to assess responses which do not indicate what other issues concern CMHT's. Some individual responses concern all their care and support. It may be there needs to be further survey about CMHTs.

## Independent Forum Survey of NAViGO MH Services 2017

### Response point: (s) NAViGO

Responses numbers: (1) 81 (2) 25 (3) 47 Total: 153

#### Comments:

(1)

All services I got from NAViGO were very good. No complaints.

Environment at Out Patients Mental Health Team is fine.

The practical parts of NAViGO are good.

The services are excellent, as are the people.

Yes I am happy and very supported and listened to.

Nothing could have been done better.

Everything was ok, nothing to change.

(2)

Would like to see a wider range of services for carers.

I think more could have been offered, or at least an alternative. I felt the person I saw did not full empathise with my situation.

(3)

I did the Stress course, but it took my circumstances at home that are impacting on my own health. I was told there was nothing else they could offer, despite having been in crisis some weeks earlier.

NAViGO could and should do more in the community.

Fell carers often get overlooked by NAViGO.

#### Summary:

Joint highest response rate. These include responses not necessarily specific to particular NAViGO services. However most "underpinned" the issues concerning how service users and carers view the services they receive. There were a number of responses (41) which quoted "providing services we would want our family to receive), often in a negative way.

## **Independent Forum Survey of NAViGO MH Services 2017**

**Response point: (t) Hope Court, Rharian Fields, Open Minds & Tukes**

**Responses numbers: (1) 22 (2) 7 (3) 5 Total: 34**

### **Comments:**

**(1)**

My time here at Hope Court is good. If I was not here, things would not be.

When I had time at Hope Court it helped me a lot.

Lots of information. Hope to begin therapy soon. (hope court)

Rharian Fields is a good place for me to be.

Open Minds has been very good. The person I saw was very kind and helpful.

Lots of support, enjoy the work as well (tukes).

**(2)**

Had to wait a lot, came back later. OK.(open minds)

Was not happy, staff a bit "offish". (hope court)

**(3)**

Failure to give options about housing. Clear breakdown in Hope Court services.

### **Summary:**

Overall these projects have a high satisfaction rate.

## Independent Forum Survey of NAViGO MH Services 2017

**Response point: (u) Carers Support Service, Age UK & VANEL**

**Responses numbers: (1) 29 (2) 1 (3) 1 Total: 30**

### **Comments:**

**(1)**

Got lots of good information from Carers Support Centre.

Yes, as a carer, very good service (carers support service).

Carers Centre are very good.

I get a wide range of information and services from Carers Support.

Got a lot of help (age uk).

Plenty of support for my husband and I (age uk).

Difficult time, was pointed in the right direction for support, thank you (vanel)

**(2)**

Different groups of carers give slightly different advice on where to go for support. We found the Carers Centre to do the best.

**(3)**

Did not feel I got the right information (carers support service)

### **Summary:**

These are a very important part of community services. Information about mental health, support for service users and carers, training for all including providers and planners are vital are an important component to mental health services.

## Independent Forum Survey of NAVIGO MH Services 2017

**Response point: (v) Various**

**Responses numbers: (1) 10 (2) 0 (3) 0 Total: 10**

**Comments:**

**(A) Assertive Outreach: (1) 2**

It was fine. They knew what to do.

**(B) Early Intervention: (1) 2**

Worked really well for the person I am carer for. Thank you.

**(C) The Gardens: (1) 3**

Found the staff to be caring, helpful and informative

**(D) Pelham Lodge: (1) 1**

**(E) The Eleanor Centre: (1) 2**

**Summary:**

Whilst there were few responses from several NAVIGO service areas, our feedback suggest that these areas are quite satisfactory, which is reflected by a "low" response rate.