

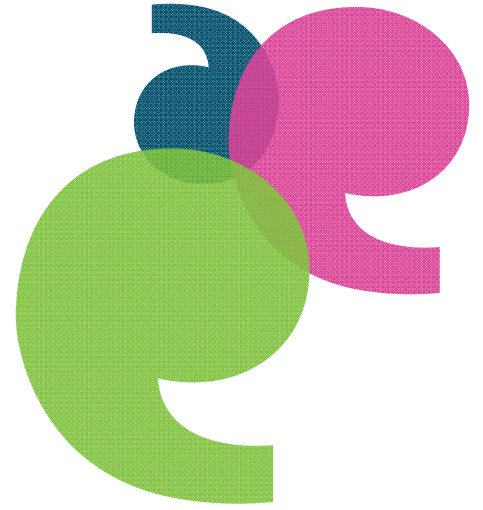


Patient Experience Report

Mental Health Services

Qtr 1 (15-16)

Compiled by Healthwatch Knowsley, for presentation to Knowsley CCG



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About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.



What is Healthwatch?

Healthwatch was created by Part 5 of the Health and Social Care Act 2012 which paved the way for a national body, Healthwatch England, and a local organisation for each local council in England with social care responsibilities, local Healthwatch.

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Strategic Context and Relationships

Healthwatch Knowsley:

- Develops priorities based on the experience and concerns of the public whilst recognising the local health and social care context and priorities such as the Joint Strategic Needs assessment;
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood;
- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making;
- Contributes to the development and, where appropriate, delivery of the local decision making structures.





About Healthwatch Knowsley

Community Voice and Influence

Healthwatch Knowsley:

- Has a clear action plan for reaching out and informing local people of its priorities and activities;
- Ensures it engages with seldom heard communities;
- Supports local people to share their experience and opinions of local services;
- Involves local people in setting priorities and commenting on the quality of Healthwatch Knowsley's work;
- Provides pathways for people to become involved in the work and delivery of Healthwatch Knowsley in a way that suits them;
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.



Making a Difference Locally

Healthwatch Knowsley:

- Capture the experience and aspirations of local people in its investigations and reports;
- Investigates issues in a way that is appropriate and ethical;
- Investigates, where appropriate, producing recommendations for change that have heard and responded to by relevant providers and decision makers.

Informing People

Healthwatch Knowsley:

- Provides the public with accurate, reliable, relevant and useful information about local services when they need it in a format that meets their needs;
- Considered the needs of easily ignored and marginalised groups at all times;
- Has a clear understanding of what services are available to people and signposts the public so that they can access appropriate services;
- Systematically uses the intelligence it gathers to inform its priorities.
- Relationship with Healthwatch England
- Healthwatch Knowsley:
 - Learns from and share their learning with other Local Healthwatch;
 - Shares the views and experiences of local people with Healthwatch England to be reflected in National Work;
 - Gets involved in national pieces of work that are relevant to this area;
 - Contributes its expertise to national policy development.





Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research



How the report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands
- Call for evidence and specific surveys

Healthwatch Knowsley are committed to providing quarterly formal reports detailing the views captured from community members to commissioners, service providers, Healthwatch England and the Care Quality Commission and specific interest groups such as NHS England Quality Surveillance Group.

Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.



healthwatch Knowsley

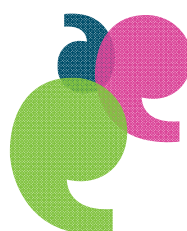
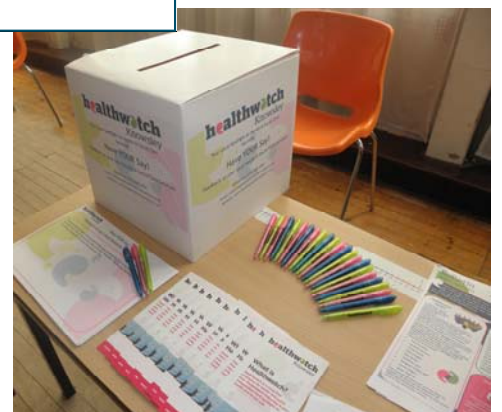
Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.

your voice counts

For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk in Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>						
Name of service:							
When did you last use this service? (I am (please tick))	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>						
Please tell us about your experience:							
<table border="1"> <tr> <td>How would you rate this service?</td> <td>Excellent <input type="checkbox"/></td> <td>Good <input type="checkbox"/></td> <td>OK <input type="checkbox"/></td> <td>Not Good <input type="checkbox"/></td> <td>Poor <input type="checkbox"/></td> </tr> </table>		How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>
How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>		





Summary of Comments

During the period for which the report relates 25 comments have been collated, which contain a combination of positive and negative comments. These have been captured through direct patient experience feedback captured on the Healthwatch Knowsley patient feedback for and through a hospital specific survey. This survey asks respondents to specifically answer the following questions about the service¹:

Were the staff kind?
Did they respect you?
Was it clean?
Was the food and drink nice?
Did they tell you what was happening?
Was everything in place before you left?
Does the service meet your access needs?
Did you feel safe?
Were the staff friendly and polite?
Did everyone work together?
Did you have to wait long before you got your appointment?
Did you have to wait long when you were at your appointment?
Overall how would you rate this service?

Respondents were asked in what capacity they had visited the hospital and were given the options of:

Patient
Carer
Staff
Relative
Visitor

In addition to this a further 16 comments had been posted on Patient Opinion and these are included for completeness and to feed into the information process².

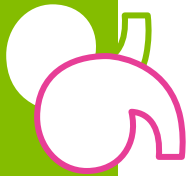
Response

Healthwatch Knowsley work with local commissioners and providers to drive forward improvements in patient experience. To this end we expect to receive acknowledgement of this report within 20 operational days. It is expected that this report will be used to inform the action plans for the provider as well as priorities in the coming year.

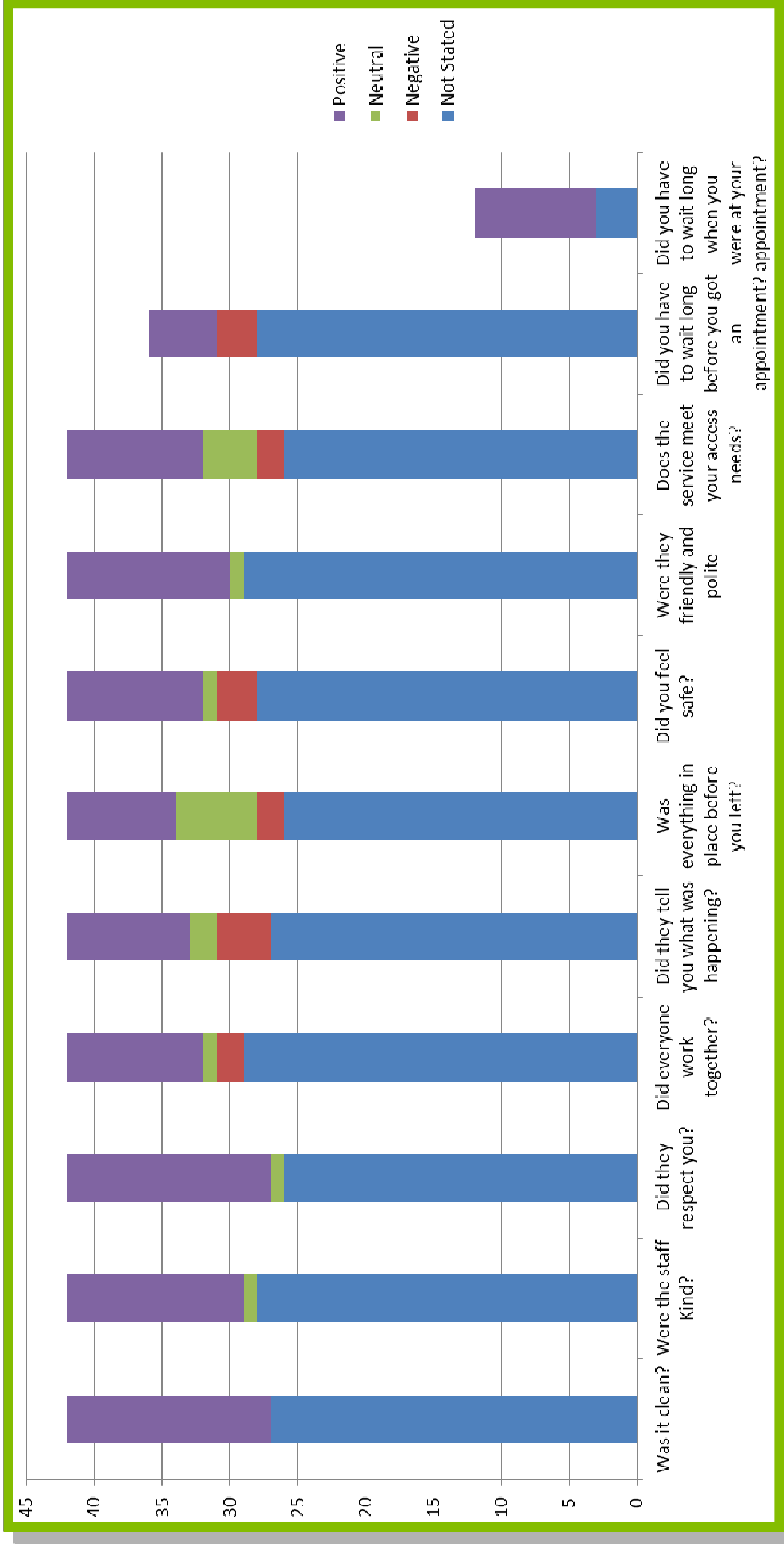
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

¹It should be noted that not all respondents completed the entire scoring sheet

²It should be noted that these are reproduced as they appeared on Patient Opinion and have not therefore been through the same anonymisation process as comments made directly to Healthwatch Knowsley



Service Scores





Good Practice & Recommendations

Good Practice

Healthwatch Knowsley are pleased to note the following areas of good practice

At the Knowsley Resource and Recovery Centre the feedback about the activities, particularly the member of staff they are delivered by, is consistently good. This service is greatly appreciated by both the Service Users and their families, who all say that they would like the service to be extended with additional hours.

Recommendations

Knowsley Resource & Recovery Centre

Food

Although the food is generally described as good, and the staff who serve it are very friendly, some people say that they are concerned that the portion sizes are too small. Comments included:

"Its about the food the food itself is great could be more varied and to small portion sizes, still feel hungry food is very very lovely just not enough of it more choice is needed"

"Doesn't feel that sister is getting sufficient food as she is getting thinner - will raise this with the staff today."

Activities in the Evening

People are universally positive about the daytime activities, however some people say that they would like more to do in the evening. Comments included:

"I try to attend activities during the day. During the evening, there is not much to do just smoke or play Pool. More groups and activities with staff taking part in the evening would be good."

"The only issue is on an evening, there is only Pool and a Wii game, DVD, books. I miss activities that are on the day - as no activities on an evening. The nurse assistant should organise something in the evening like an event."

Imagine

Imagine has recently taken over some services that were previously delivered by a different provider. This has resulted in some changes in the way that the services are organised and provided. Service Users comment that they feel that the provision has been reduced. People are also concerned about the financial implications of the changes. Comments included:

"I attend the group -I feel that the people's confidence has gone down. I feel that there is no encouragement, no safety net, just left. I know that the rest of the group feel like this aswell. The volunteer seemed to be offered-no training. We are given no information, no encouragement, no funding."



Good Practice & Recommendations

"We have a group on a Thursday - card group. Imagine have said we can keep Tuesdays but we would need to pay for our tea and coffee and fund our own Christmas night. There are no timetables of activities being given out or being provided. Asked for relaxation classes told no volunteers. You get no feedback from them or information either."

"I attend imagine in Halewood which has now become Peer Led so no member of staff is present for the sessions. There is a man who attends the sessions who has learning disabilities and he has been assessed and is now unable to attend because of this"

It is vital that if services are being changed the people who use those services are engaged and consulted throughout the change. Failure to do so seems to have resulted in dissatisfaction, and some distrust of the organisation.



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Its about the food the food itself is great could be more varied and to small portion sizes, still feel hungry food is very very lovely just not enough of it more choice is needed. Not allowed to bring in own hot food for example chippy or takeaway pizza as not allowed to do this, I'm going to take this issue to the residents meeting to ask why.

The doctors consultant doesn't understand me happy to talk to advocate about this, I know that comes onto the ward I can access the activities are a good thing varied fun encourages us to join in.

Feel as if people that are not patients could go onto the ward could get in passed the door, I'm going to talk to staff about this.

0-3 Months

Good

Patient

5 Boroughs Partnership NHS Foundation Trust 5/14/2015

On 15th March - Carers sent sister to Whiston as she had fallen and hurt her eye. On 9th April the carers said that sister was in a "violent mood" and would need 2 carers in the evening. Sister was taken to Hollins Park and is now in Rydal Ward in Knowsley Resource and Recovery. Sister was under section 2 until yesterday and is now under section 3. Doesn't feel that sister is getting sufficient food as she is getting thinner - will raise this with the staff today. Also think that sister has had a mini stroke.

0-3 Months

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

Occupational Therapy - Great, but withdrew support far too soon.

0-3 Months

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

I used to be with MerseyCare, I have now been transferred to Knowsley Mental Health Team. My care co-ordinator from Liverpool organised the transfer over to Knowsley. This has taken 3 months and I've still not heard apart from a letter saying that I have got an appointment on 10th June. I find this a bit of a long wait, especially as I have not seen anyone. Now I am in here; the crisis team put me in Knowsley Resource and are going to deal with this for me.

0-3 Months

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust 6/12/2015

Knowsley Resource and Recovery - Its all been good. Only thing is restrictions such as the TV not open all night. Understand why they have hours when rooms are open. Not like being at home. Food has been brilliant, can't fault the staff.

0-3 Months

Not Rated

Patient



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

Knowsley Resource and Recovery Centre - Excellent, the staff are very helpful and give you the time of day, Feel listened to by staff.

0-3 Months

Excellent

Patient

5 Boroughs Partnership NHS Foundation Trust 6/12/2015

Knowsley Resource and Recovery - The service is excellent on this ward compared to Hollins Park. At Hollins Park you have to ask to have a cigarette apart from that the staff are good. Staff at Knowsley Resource and Recovery are excellent, I feel listened to by staff, they have the time to hear what you have got to say.

0-3 Months

Excellent

Patient

5 Boroughs Partnership NHS Foundation Trust 6/26/2015

I really like the structure of the wards and the groups and the activity co-ordinator. It feels that you are getting support at the right level. On other wards there is a lack of privacy and very impersonal. At Knowsley resource and recovery you are given space. Getting through activities and groups, feel that I am actually participating in my recovery not just sitting there looking at the TV. I have found it useful listening to others who have been in a similar situation.

0-3 Months

Excellent

Patient

5 Boroughs Partnership NHS Foundation Trust 6/12/2015

Knowsley Resource and Recovery - I try to attend activities during the day. During the evening, there is not much to do just smoke or play Pool. More groups and activities with staff taking part in the evening would be good. The food is alright but the tea is strong. I waited a bit to get in here as staff had to phone around for me.

0-3 Months

Good

Patient

5 Boroughs Partnership NHS Foundation Trust 5/9/2015

The ward is clean but certain people make it messy. The activities are good for recreation and education, I like them. The only trouble is I get tired after the sessions. I enjoy attending. By coming out to all these groups, this is helping me. It is important to take part. The only issue is on an evening, there is only Pool and a Wii game, DVD, books. I miss activities that are on the day - as no activities on an evening. The nurse assistant should organise something in the evening like an event.

0-3 Months

OK

Patient



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust	4/13/2015	
Coniston Ward - Dinner ladies sound. Wendy, activity co-ordinator sound. Good choice of activities. Not happy that certain staff are not approachable with my problem. Taken me off medication, not happy, without telling me.		
0-3 Months	Not Rated	Patient
5 Boroughs Partnership NHS Foundation Trust	5/15/2015	
Been in Resource and Recovery for 3 weeks I also get home treatment. At the resource and recovery given medication here, I have been referred here. I attended Whiston A and E waited 7 hours wait for home team to ring hospital who were going to refer me to Hollins park Mental Health unit, so I was going to leave as Hollins park is too far away from family but then a bed became available here at Resource and Recovery Centre which is nearer to home so is a better option for me.		
0-3 Months	Not Rated	Patient
5 Boroughs Partnership NHS Foundation Trust	5/14/2015	
I went to Whiston Hospital level 2 in the hospital Whiston can only do appointments on Thursday my support worker came with me. Whiston did not explain stuff I got anxiety about this and I would have preferred to see a female GP.		
0-3 Months	Not Rated	Patient
5 Boroughs Partnership NHS Foundation Trust	4/1/2015	
Dinner Ladies sound. Wendy the Activity Co-ordinator sound. Good choice of activities. Not happy with certain staff, not approachable with my problem. Taken me off medication not happy, without telling me. (Given advocate contact details on ward)		
0-3 Months	Not Rated	Patient
5 Boroughs Partnership NHS Foundation Trust	5/14/2015	
Excellent Service		
6-9 Months	Excellent	Visitor
5 Boroughs Partnership NHS Foundation Trust	4/14/2015	
I feel I have given enough good feedback already		
0-3 Months	OK	Patient
Alcohol Anonymous	5/14/2015	
You go in and are given a number on your mood so I go as a three this is a low mood. When I leave I am asked to score again. I score 6 an improvement in mood a good service. Everyone talks say how they feel about stuff they couldn't talk to family about, we have a leader to help us. Group runs every Thursday 1-3 in Huyton.		
0-3 Months	Excellent	Patient



Appendix 1 - Comments

Als Club	6/9/2015		
0-3 Months	Good		Patient
Imagine	4/13/2015		
I attend the group -I feel that the people's confidence has gone down. I feel that there is no encouragement, no safety net, just left. I know that the rest of the group feel like this as well. The volunteer seemed to be offered-no training. We are given no information, no encouragement, no funding. Got to do your own funding, we asked for stationary in January at the meeting and have heard nothing back. We have only had one email to say that that Tuesday Thursday group is staying.			
	Not Rated		
Imagine	4/13/2015		
We have a group on a Thursday - card group. Imagine have said we can keep Tuesdays but we would need to pay for our tea and coffee and fund our own Christmas night. There are no timetables of activities being given out or being provided. Asked for relaxation classes told no volunteers. You get no feedback from them or information either.			
0-3 Months	Not Rated		Patient
Imagine	4/13/2015		
The group has been told that staff would attend the Halewood drop in after the group raised concerns over people preferring staff to be present. I think that this is a temporary measure and only for a few weeks but I feel that the group needs staff in attendance for support and encouragement.			
0-3 Months	Not Rated		Patient
Imagine	4/13/2015		
We received a donation from the Reigate Social club for our group in Halewood. This donation was solely for the group in Halewood. This donation was given at the beginning of March. It was £100, I rang them and was told Imagine had received this, I asked for a receipt but still not been given notification of money. We are still waiting. We could have used this money towards an activity. Once again we are still waiting. Am going to ring for an update. * Imagine are aware of this and have contacted service users of Imagine to tell them that the cheque has to go through making space before it can be put down into other groups - Halewood*			
0-3 Months	Not Rated		Patient
Imagine	4/15/2015		
We have a group on a Thursday/ card group. Imagine have said we can keep Tuesdays but we would need to pay for our tea/coffee, fund our own Christmas night. No timetables of activities being given out, not being provided. Asked for relaxation classes, told no volunteers. You get no feedback from them or information either.			
0-3 Months	Not Rated		Patient



Appendix 1 - Comments

Imagine

4/15/2015

I attend imagine in Halewood which has now become Peer Led so no member of staff is present for the sessions. There is a man who attends the sessions who has learning disabilities and he has been assessed and is now unable to attend because of this

0-3 Months

Not Rated

Patient

Imagine

5/18/2015

Making Space did run courses on our condition such as anxiety management these courses have now stopped. We also use to go swimming I can't read or write so prefer to do other activities that don't involve reading. Imagine who have taken over from Making Space do not take us swimming or on day trips.

0-3 Months

Not Rated

Patient

Imagine

5/18/2015

At the Halewood Imagine Group we only get 5 hours of activity a week and there is nothing in the community. I would like more variety in activities and more activities not just drop in sessions.

Not Rated

Patient

Imagine

5/18/2015

I feel better after coming to the Imagine Group but weekends can be difficult as you have to wait till Tuesday to see people as Imagine don't run activities at a weekend.

0-3 Months

Not Rated

Patient

Imagine

5/18/2015

I would like it if Imagine ran more social gatherings run by someone that knows about Mental Health.

More than 12 Months

Not Rated

Relative

Imagine

5/18/2015

Since Imagine took over they are getting service users to do most of the work. Do the tea, coffee, register and taking the register causes stress. It was easier before cause we had volunteers. I think if we brought volunteers back it would be better its peer led now. I know they have to change it but could of done it better than what they have done.

0-3 Months

Not Rated

Patient

Imagine

5/18/2015

Nothing seems to change we always do the same stuff I suggested Jewellery making but no one is available to do it the group has ideas but no one in the group has the skills.

Not Rated

Patient

Imagine

5/18/2015

I've been attending the group for a while and enjoy attending the drop in's, I use a computer at home but I need support reading through stuff I could do with a support worker. The group gets me out of the house and I like meeting people.

0-3 Months

Not Rated

Patient



Appendix 1 - Comments

Imagine

5/18/2015

Some workers in the group leave you to get on with it but I would like more support.

0-3 Months

Not Rated

Patient

Imagine

5/18/2015

I attend the Halewood Drop In on a Thursday. Staff do attend the group to open and close the building. There is a shortage of peer coaches and people are just left with no support or encouragement. One week a member of staff attended with a laptop but sat separate on his own to everyone else.

3-6 Months

Not Rated

Patient

Imagine

5/18/2015

One worker brought in a laptop but the internet access is poor here. The focus here seems on outcomes for their project. (using IT, English; Maths) Some of the service users just want to meet friends and have a drop in but the group is now more educational. 4 service users have learning disabilities and the change of service seems to be stressing them out.

0-3 Months

Not Rated

Patient

Imagine

5/18/2015

Imagine said they would provide a volunteer for the Halewood Session they have now taken this back. On a Tuesday now people have agreed to take part in IT sessions and Thursday is a drop in.

3-6 Months

Not Rated

Visitor

Imagine

4/13/2015

Since Imagine took over from Making Space the supper club has stopped. Each area has one night a month for 2 hours. The group has been running for 7 years. Service users have raised this with Imagine, the manager of Imagine and another manager from Making Space. The answer that we got on the day was it will stop running without a member of staff. It won't be facilitated by Imagine or any of their staff. It will have to be run by volunteers - peer led. This has meant that the Supper groups are stopping. No volunteers available to cover training etc.

0-3 Months

Not Rated

Patient

Imagine Mental Health Service

5/18/2015

Since Imagine took over they are getting service users to do most of the work. Do the tea, coffee, register taking the register causes stress. It was easier before cause we had volunteers. I think if we brought volunteers back it would be better its peer led now. I know they have to change it but could of done it better than what they have done.

0-3 Months

OK

Carer

KDC

5/14/2015

Sharing with other people can be not so good at Sugar Lane the staff did not support me the right way for example I never got supported with medication. I feel more supported now I've moved to a new house. KDC worked with me and Mossbrow and I really love it in that place and I've now put plans in place for the future.

0-3 Months

Not Rated

Patient



Appendix 1 - Comments

Merseycare NHS Trust

6/4/2015

I am writing to you to let you know about the care and support that I continually receive from the Community Mental Health Team based at Kirkby.

In 2013 I returned to services for a review regarding my medication. At this point I met Dr Studer. I found that I was given choices about my care which pleased me. I also found that my care plan was clear and accurate. I find his approach to be warm and friendly and most of all I appreciate that I am listened to.

Over the past two years I have made the most significant transformation in my recovery journey which has been aided by the support of the team. They have created opportunities for me which have helped me to grow and progress both personally and professionally. I am in the process of getting involved in a pilot program for a community befriending scheme. My main aim at the moment is to use my lived experience of having a mental health condition and learning to support others on their own journey of recovery.

The team involve me in other activities such as helping on the allotment, attending meetings and participating with the Christmas campaign where staff donate gifts, toys and food which are given out to service users and their families. I am also involved in the Easter campaign again where donations of Easter eggs from staff are given to service users and their children. I am touched that staff are so kind and generous.

As a result of my involvement with the team and the activities that I participate in I find that I am growing in confidence and starting to value myself. Working alongside the team has enabled me to volunteer within my own community which I find rewarding. It has also given me the chance to give something back to the organisation that has supported me.

There was a time when I allowed my diagnosis to define me and take control of my life because of shame and self-stigmatisation. I feel that the support and encouragement from the team has helped me to overcome these feelings of despair and I now feel that I can inspire others and offer an image of hope and show them that recovery is possible. I am now excited about my future and realise that I have a life beyond mental illness. I feel, in some ways, blessed that I became ill in order to have the opportunity to help others in a similar situation.

The Community Mental Health Team have become a vital part of my support network as they are compassionate, understanding, empathic and respectful. They allow me to progress at my own pace and, most importantly, they recognise my strengths and qualities and encourage me to reach my full potential.

I have recently successfully completed a Peer Support Worker course at the Recovery College which gave me a better understanding of recovery and wellbeing. My goal is to continue with education as I am considering undertaking a counselling course later this year. I feel that the experience of volunteering combined with learning will help me to support others in a more effective way.

I now feel that I am taking back control of my life and doing things that I find enjoyable and interesting.

0-3 Months

Not Rated

Patient

Merseycare NHS Trust

6/22/2015

Mental Health Therapist - I have had good treatment.

6-9 Months

Excellent

Carer



Appendix 1 - Comments (Patient Opinion)

5BP Mental Health

"You gave me my life back"

About: Knowsley Resource & Recovery Centre

When I came to Grasmere unit I was very ill but I did not realise it and thought I was ok.

I was horrible, nasty and vile to start with, but the staff were so calm and amazing and really kind and understanding with me.

They really understood me and helped me to learn how to calm down without harming myself further.

I can honestly say I really had thought that no one could fix me or understand me, but you lot did (Staff on Grasmere) despite me being hard at first.

I can't thank you all enough. I had given up on life, and because you never gave up on me, you gave me the chance to learn some trust and that means the world to me.

I've never met staff like you lot. You have saved my life and helped me to recover.

A big Thank you too you all.

PS: Geoff you got amazing staff, you should be very proud of your team.

Thanks you so much, you gave me my life back

From Patient Opinion

About: Knowsley Resource & Recovery Centre St Helens Hope and Recovery Centre

Ok so I was recently a patient on the Grasmere unit at Knowsley and St. Helens recovery centre. I wasn't there for very long, four days - just to get my head straight. A quick turnaround agreed by both myself and my CPN.

Ok first of all lets start off by saying it wasn't that bad, the health care assistants where dotted around on the ward, whilst the nurses remained in the nursing office, or doing medication, or sitting in on reviews, which I guess is fair enough if they have their typing etc that they need to get on with, both nurses and nursing assistants where in my opinion easy to talk to, approachable and had the time if I needed it for a one to one.

The activity lady, was really nice and friendly - however she is leaving or may have already left by the time I have posted it. If she has left and nobody is hired to replace her, it will cause extra boredom on the ward that can lead to a number of things, especially as the activities took our mind of our problems for a short period and through drawing and artwork enabled us to positively express our feelings rather than the old fashioned self-harm methods.

Ok now time for the negatives, firstly I think for hygienic reasons en suite is needed, especially in a psychiatric ward. I know that can't be changed overnight, there can be a lot of obstacles in the way - planning permission, financial aspect of a rebuild etc, but some of the times the toilets where not the most hygienic - that's not to say the domestic staff where not doing their jobs properly - they were up and down that corridor cleaning the toilets and bathrooms religiously but obviously between the 16 patients and one domestic - it's impossible for them to keep on top of rooms 24/7 and by the time the domestic gets round to the beginning again, the toilets are starting to smell badly at times. So I think that needs looking into.

Secondly on the day of my discharge I went to speak to a senior member of staff to complain about one the rules on the ward and I was upset by their attitude. To be honest although I tried to get my feelings and points of view across, the member of staff was too busy - the phone was ringing for them etc.

From Patient Opinion



Appendix 1 - Comments (Patient Opinion)

About: Knowsley Resource & Recovery Centre St Helens Hope and Recovery Centre cont'd

I could see it was not a great time to have their undivided attention for ten minutes so I left and thought 'yes even though my discharge review was at 4pm, I'll talk to the member of staff about my issues after lunch when the member of staff had perhaps a little more time on their hands'.

So the afternoon came and I thought right I'll go and see the member of staff now, they offered me a seat, so I sat. I said to the member of staff that I didn't really feel like the member of staff was taking on bored what I was saying earlier, I know they were busy so I thought I would come back later, when things had settled. The member of staff said that was ok what's the problem, and also asked for another member of staff to sit in and listen if that was ok, I had no problems with that.

So I started with the main issue that had annoyed me. There is a rule - just at that mental health hospital under the 5 boughs that in order for you to eat lunch and tea, you have to be dressed in 'day time clothes'. I found this rule, especially with it being a psychiatric unit to be harsh and strange. So I said, so if I refuse to get changed out of my day time pjs I'm not allowed to go in and have any lunch or tea? The member of staff answered no - your meant to put daytime clothes on and then go and eat. So I said ok, I don't like eating in front of people anyways, can I have a sand which and eat it in my room? The answer was no. I asked why not as I didn't think this was an over the top request and the member of staff said because depressed people might forget about the sand which and eat it on a different day when it has gone bad or out of date. I said I was not depressed, I was just hungry, so the member of staff said well you should have got into day time wear and eaten in the dining room. Then the member of staff unbelievably compared the psychiatric units dining room to that of a restaurant, believe me I could go on a rant about that but that's going off track.

So I asked to see this policy in black and white, I must admit I felt like the member of staff had an arrogant attitude towards me and I was starting to get wound up with this ridiculous rule. The member of staff said it was not written in a policy, it was just one of those unique hospital rules - I'm surprised they didn't say to visitors please take your shoes off before you come in - infection control you could spread germs.

I asked the member of staff who came up with these rules the member of staff said they interviewed 15 patients, then 15 before that, then 15 before that then 15 before that so altogether if a patient only stayed a week (which out of 15 patients is unlikely in a psychiatric ward) they are talking maximum 60 individual patients they interviewed and the majority said they would rather eat with people in their day wear during the day.

Maybe it's time to re interview, people who are depressed and feeling down don't want to get out of their pjs and I think they should respect that and if they wish to eat in their room because they have social anxiety disorder they should respect that too.

I said I've not had any dinner - now I'm not bothered because I know for a fact that I'm going home today but I think it's disgusting that you have a duty of a senior member of staff to feed us all and your failing in that', they then said no you don't have a medical problem where you can't get dressed it's your fault you have had no lunch.

From Patient Opinion



Appendix 1 - Comments (Patient Opinion)

About: Knowsley Resource & Recovery Centre St Helens Hope and Recovery Centre cont'd

Then to my utter disbelief the member of staff asked me why I came into hospital. I found this question utterly shocking and yes I was disgusted when he asked me. The member of staff should know the ins and outs of all the patients they should know at the very least why they were admitted to hospital.

I was actually sickened by the question I mean the a senior member of staff doesn't even know why I was admitted, hell I wouldn't mind if it was my first day and I'd never met them - I had been there four bloody days!

I told them, but by then I was really frustrated and the pyjama thing felt like the one last thing I could control (yes a bit of a control freak but hey it's better than being a mass murderer).

The member of staff then had the audacity to say if I was getting this agitated over pjs am I ready to be discharged, and I felt he was so smug when they were saying it - because the member of staff could see I was getting annoyed, but it wasn't just about this hospital rule - it was the member of staff and their attitude.

To me this member of staff was behaving arrogantly and lacking in support of a vulnerable adult, pushing my buttons to get a reaction, and I thought the bedside manner displayed to me was a train wreck. I've seen first year students who are more supportive and caring than he was, I think something needs to be done about this member of staff.

But apart from this member of staff, a really good team of down to earth considerate and approachable staff!

From Patient Opinion



Appendix 2 - Questionnaire



Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.



For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

Diversity Information	
Your age:	
Your gender:	
Male <input type="checkbox"/>	Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Ethnic Origin:	
First 3 letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	
Full-time work <input type="checkbox"/>	Part-time work <input type="checkbox"/>
Self Employed <input type="checkbox"/>	Government Scheme <input type="checkbox"/>
Full-time education <input type="checkbox"/>	Retired <input type="checkbox"/>
Unemployed <input type="checkbox"/>	Unable to work <input type="checkbox"/>
Looking after family/home <input type="checkbox"/>	
Other (please state)	
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Thank You for completing this form
 Please return the completed form to:
 Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

How would you rate your visit?
 (Please circle all that apply to your visit)




	Yes	No	Not Sure
Were the staff kind?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they respect you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was it clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the food and drink nice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they tell you what was happening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was everything in place before you left?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the service meet your access needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you feel safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and polite?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did everyone work together?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have to wait long before you got an appointment?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
Did you have to wait long when you were at your appointment?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>



Appendix 2 - Questionnaire

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk In Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Name of service:	
When did you last use this service?	
I am (please tick)	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>



Appendix 3 - Data

Questions	Not Stated	Negative	Neutral	Positive	N/A	Grand Total	% Positive
Was it clean?	10	3	11	24		24	46%
Were the staff Kind?	10	3	11	24		24	46%
Did they respect you?	10		14	24		24	58%
Did everyone work together?	11	3	10	24		24	42%
Did they tell you what was happening?	10	1	13	24		24	54%
Was everything in place before you left?	10	4	10	24		24	42%
Did you feel safe?	10	3	11	24		24	46%
Were they friendly and polite	10	3	11	24		24	46%
Does the service meet your access needs?	10	2	11	24		24	46%
Did you have to wait long before you got an appointment?	10	3	2	9		24	38%
Did you have to wait long when you were at your appointment?	10	3	11	24		24	46%
Total	111	5	26	122	0	264	46%



Control Sheet

Date Submitted	
Date Response due	
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

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