



## Service User Experience Report 5 Boroughs Partnership NHS Trust (Mental Health Services) October 2016

# Contents

About this report.....	3
Snapshot.....	3
Key Themes .....	5
Key Themes–Treatment & Care.....	5
Key Themes–Staff .....	5
Key Themes–Facilities & Surroundings.....	6
All Comments .....	7
Recommendations .....	12
Healthwatch Knowsley .....	13
Healthwatch Knowsley–Feedback Centre.....	14
Contact Us.....	14
Control Sheet.....	15

# About this report

This report details experiences of Mental Health services shared by our community for the period July to October 2016. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

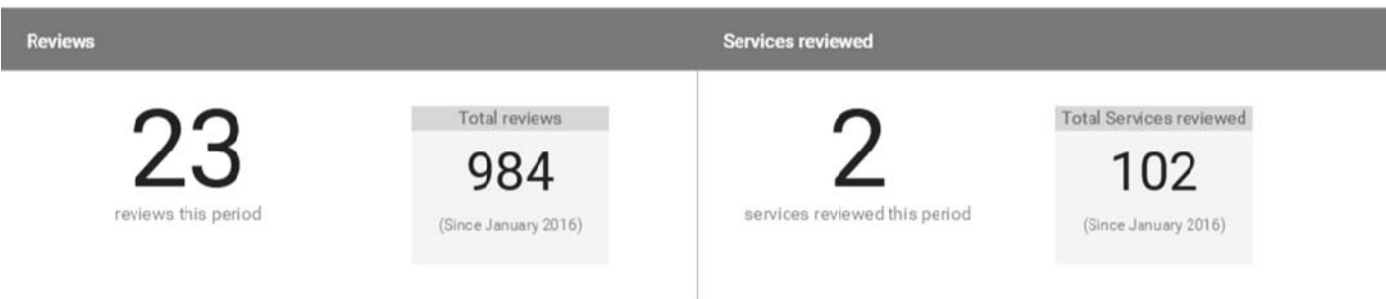
All comments are the actual words of the people who shared them and have not been changed in any way.

The report will be shared with:

- NHS Knowsley CCG
- Knowsley Metropolitan Borough Council
- Care Quality Commission
- Local Community via our Website
- Healthwatch England
- NHS England
- Service Providers

## Snapshot

Snapshot (July 2016-October 2016)   



### Sentiment



### Average Healthwatch rating



### Average individual Healthwatch ratings

[View all](#)

Quality of care	★★★★☆
Quality of treatment	★★★★☆
Staff	★★★★☆
Cleanliness	★★★★☆
Food & Drink (if applicable)	★★★★☆
Communication	★★★★☆

# Snapshot

Services 7



Total 2 Services

Search:

Service	Service Type	Reviews	Rating	Positive	Negative
<b>Knowsley Resource and Recovery Centre (5 Boroughs Partnership)</b>		22	★★★★☆	63%	26%
<b>5 Boroughs Partnership (5BP) - Mental Health</b>		1	★★☆☆☆	35%	44%

1

# Key Themes



This has been a very good quarter for Mental Health Services with only one negative comment received.

## Key Themes—Treatment & Care

There have been really positive comments about the treatment and care people receive at the Knowsley Resource and Recovery Service:

“My experience in Coniston has been really helpful. Staff have been really supportive.”

“I find the treatment I have been provided with has helped me a lot to become a cured patient. Really pleased with the treatment and the ability to understand how it has helped me.”

## Key Themes—Staff

The feedback about the staff at the Knowsley Resource and Recovery Centre was very positive:

“All the staff are friendly and helpful the odd one is less helpful but most of the staff are lovely been talking to all of them”

“The experience on Coniston ward has been good really and staff are really good with patients.”

“Staff are first class, friendly, helpful and knowledgeable and genuine, e.g. remember people's names. Compared to Hollins Park there is a world of difference. The Hollins Park experience was appalling with some real safeguarding issues.”

This comment was shared with 5 Boroughs Partnership to be followed up with the patient further due to the nature of the comment.

However there was an issue on Taylor Ward:

“Rubbish service. No-one takes time for you. (Taylor Ward)”

# Key Themes—Facilities & Surroundings

People commented on how clean the facilities were:

“Grasmere Ward - Nurses helpful, rooms clean. Lady does washing. You have your off days. On the whole, everything is satisfactory.”

But we were told that the food is not always very good:

“Food at Coniston needs to be looked at in terms of nutritional value, catered more towards the individual, portions to reflect individual nutritional board to understand what we are eating, e.g. fat, sugar, protein etc”

“Coniston - Here you have to move 2 times at night time. Asleep, jump up, run down the corridor to the toilet to excrement, being sloppy for poor sugar, dried heated food, not enough of what you should eat. Veg, fruit, oranges and bananas is a lot, we do get these. I am on 8 tablets in the morning and 9 tablets at night.”

# All Comments

## Ratings only

Ratings only

Rating  
3 \*

Positive Themes

Negative Themes

Neutral Themes

14-09-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Some good but very up and down

Seems to take a while to get everything sorted.

Rating  
3 \*

Positive Themes

Negative Themes

Neutral Themes

Treatment and care - Experience

12-09-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Mainly good with some bad points

Helpful but frustrating.

Rating  
3 \*

Positive Themes

Negative Themes

Neutral Themes

Treatment and care - Experience

12-09-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Really good

My experience in Coniston has been really helpful. Staff have been really supportive.

Rating  
4 \*

Positive Themes

Negative Themes

Neutral Themes

Treatment and care - Experience

12-09-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Mainly good but some bad points

I find the treatment I have been provided with has helped me a lot to become a cured patient. Really pleased with the treatment and the ability to understand how it has helped me.

Rating  
3 \*

Positive Themes

Negative Themes

Neutral Themes

Treatment and care - Experience

12-09-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

# All Comments

## Coniston Ward

Rating only

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

12-09-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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## All the staff are friendly

All the staff are friendly and helpful the odd one is less helpful but most of the staff are lovely been talking to all of them

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

31-08-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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## Taylor Ward

Rubbish service. No-one takes time for you.

Rating  
2 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

30-08-16	Staff - Attitudes	5 Boroughs Partnership (5BP) - Mental Health
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## Not happy

Coniston Ward - Not happy - feel I shouldn't be here

Rating  
3 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

30-08-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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## Coniston Ward

The experience on Coniston ward has been good really and staff are really good with patients.

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
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30-08-16	Staff - Attitudes; Treatment and care - Experience	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)
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# All Comments

## Food portions too small with little protein

Food at Coniston needs to be looked at in terms of nutritional value, catered more towards the individual, portions to reflect individual nutritional board to understand what we are eating, e.g. fat, sugar, protein etc

Rating  
2 \*

Positive Themes	Negative Themes	Neutral Themes
		Facilities and surroundings - Food & Hydration

30-08-16 Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Coniston Ward

Staff are first class, friendly, helpful and knowledgeable and genuine, e.g. remember people's names. Compared to Hollins Park there is a world of difference. The Hollins Park experience was appalling with some real safeguarding issues.

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
Staff - Attitudes		

30-08-16 Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Really helped me

Only been here for 3 weeks and I'm ready to get back home. This place really helps.

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
Treatment and care - Experience		

08-08-16 Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Coniston Ward

Since been on Coniston Ward, has been brilliant, also staff so great look after me, Wendy all have done good and can't wait to see my brother and stepdad, GF, as well as look forward to go home. Start gym, bros, sisters...

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
Treatment and care - Experience		

08-08-16 Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

# All Comments

## Wendy is the best here but here is poor

Coniston - Here you have to move 2 times at night time. Asleep, jump up, run down the corridor to the toilet to excrement, being sloppy for poor sugar, dried heated food, not enough of what you should eat. Veg, fruit, oranges and bananas is a lot.

Rating  
1 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

02-08-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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## Coniston unit probably saved my life

Coniston unit probably saved my life along with nurse help and the doctors. My knowledge of the Knowsley Coniston unit is that it saved my life. Basically, I would not be here only for the police services and doctors and nurses of Merseyside and Whiston

Rating  
5 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

02-08-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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## Coniston Ward

Better than I expected. Nice people who understand. People don't judge you. People that actually want to help.

Rating  
4 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

02-08-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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## Coniston Ward

Need air conditioning and after 5 weeks need more things to do.

Rating  
4 \*

Positive Themes	Negative Themes	Neutral Themes
-----------------	-----------------	----------------

25-07-16	Knowsley Resource and Recovery Centre (5 Boroughs Partnership)	
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# All Comments

## Coniston Ward

Very frustrating at first but since yesterday things have progressed quickly.

Rating  
4 \*

Positive Themes

Negative Themes

Neutral Themes

25-07-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Still here

Grasmere - Feel safe - help me move forward. Activity worker and staff are caring and kind.

Rating  
5 \*

Positive Themes

Negative Themes

Neutral Themes

Staff - Attitudes; Treatment  
and care - Quality

22-07-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Very Good

Grasmere Ward - Nurses helpful, rooms clean. Lady does washing. You have your off days. On the whole, everything is satisfactory.

Rating  
4 \*

Positive Themes

Negative Themes

Neutral Themes

Facilities and surroundings -  
Cleanliness (Environment); Staff -  
Attitudes

22-07-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## coniston ward

Everything is ok staff are sound help you when needed

Rating  
4 \*

Positive Themes

Negative Themes

Neutral Themes

Staff - Attitudes

18-07-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

## Good Service

Staff were very helpful

Rating  
4 \*

Positive Themes

Negative Themes

Neutral Themes

Treatment and care  
- Experience

06-07-16

Knowsley Resource and Recovery Centre (5 Boroughs Partnership)

# Recommendations

Healthwatch Knowsley will continue to work with the Trust to triangulate the patient experience that we receive with the data provided by the Trust and other sources.

# Healthwatch Knowsley

## What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that peoples experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

## Our Values

- **Inclusive** - we put communities first, working with children, young people and adults
- **Influential** - we are responsive, setting the agenda and making change happen
- **Independent** - we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** - we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** - we work in partnership with health and social care organisations to keep the debate positive and we get things done

# Healthwatch Knowsley Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



## Contact us

### Contact Details

Healthwatch Knowsley

Address: The Old School House, St. Johns Road,  
Huyton, Knowsley, L36 0UX

Telephone: **0151 449 3954**

Email: **[enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)**

Website: **[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)**

Or if you would like to share your experiences of Health and Social Care please visit our feedback centre at **[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)** or telephone a member of the team.

 **@HWKnowsley**

 **Healthwatch.Knowsley**



# 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	