

FEEDBACK REPORT PROVIDER:	MIND BLMK
DATE OF REPORT:	February 2017
Reviews in period:	30

Summary Report:

Throughout September -December 2016, Healthwatch Luton (HWL) targeted their engagement within the community. They visited group activities run by MIND BLMK to gather feedback on health and social care services in Luton.

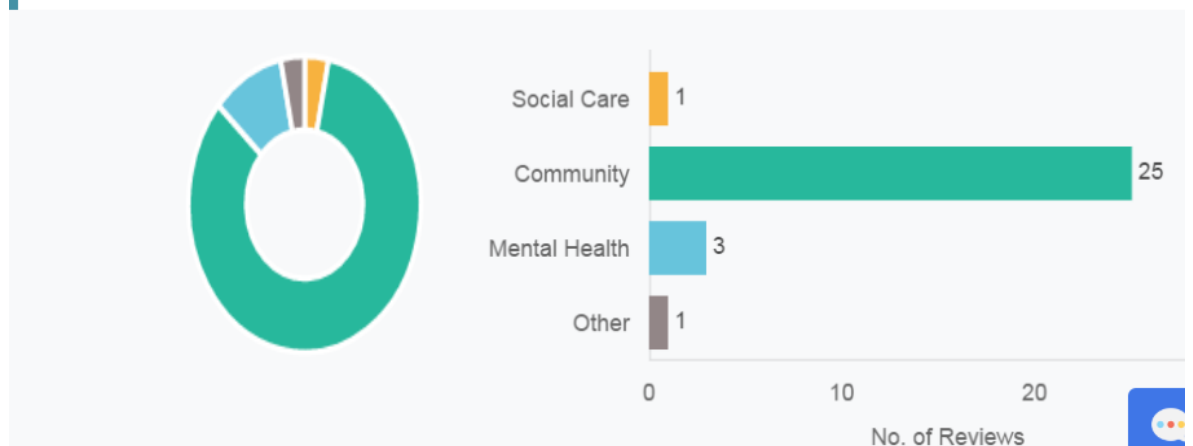
The overall sentiment of the feedback is positive - mainly 47% of the reviews were positive and 23% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments.

The main source of feedback was via direct engagement.

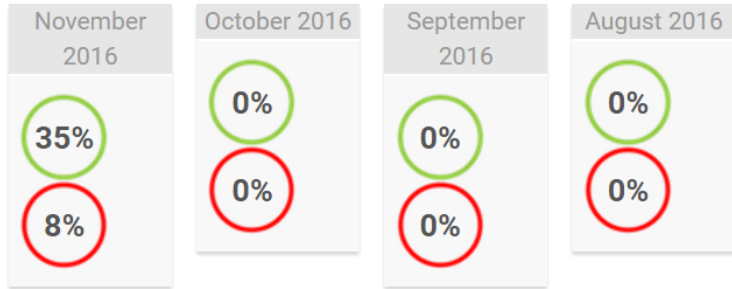
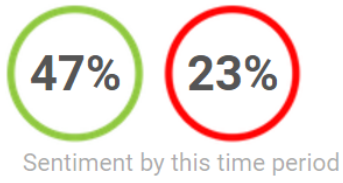
The 30 attendees provided feedback on 6 services. This included mainly MIND BLMK (Community) itself, along with mental health services and social care.

The review section highlights people's personal experiences and stories regarding this provider. This can be viewed in more detail in the Reviews section below

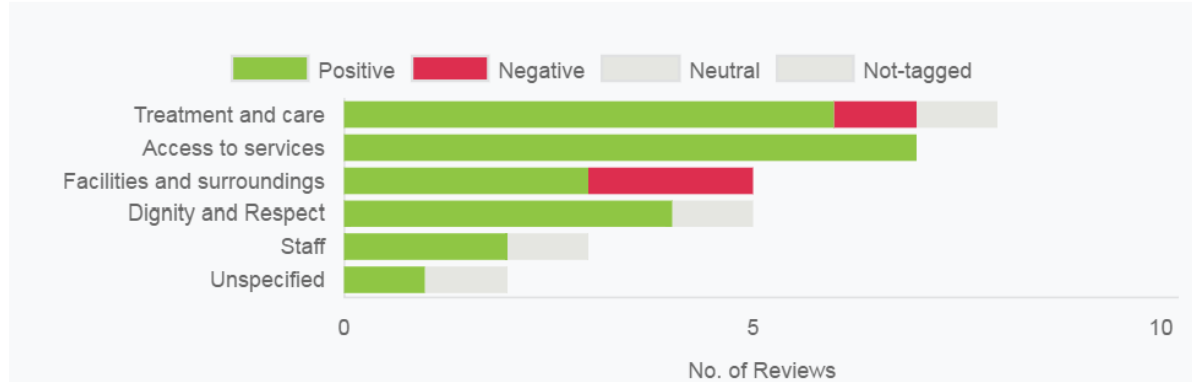
Service Type ?



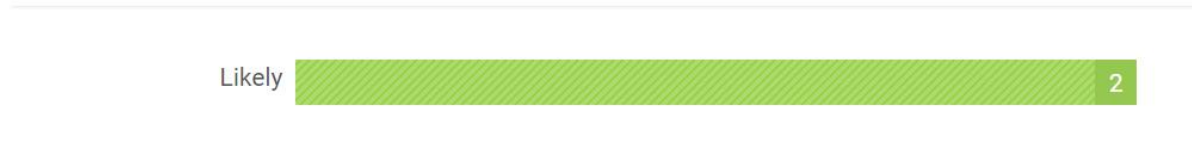
Sentiment



Themes Tagging ?









Friends and Family ?



Sentiment Tracker ?



HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
➤ MIND BLMK		23	★ ★ ★ ★ ★	52%	22%	26%
➤ East London Foundation Trust (ELFT)		2	★ ★ ★ ★ ★	0%	0%	100%
➤ Luton All Womens Centre		2	★ ★ ★ ★ ★	100%	0%	0%
➤ Crystal Ward (ELFT)		1	★ ★ ★ ★ ★	0%	0%	100%
➤ Luton Borough Council		1	★ ★ ★ ★ ★	0%	100%	0%
➤ Adult Social Care		1	★ ★ ★ ★ ★	0%	100%	0%

Provider	Rating	Title	Review	Created
Luton All Womens Centre	5	MND0212 General feedback	Busy everyday. Enjoy chatting with other women there. Safe space as women only zone. Key worker there that supports housing - Anila Sadique, attends 3-4 times a week. Free tea and coffee. Open during the day, Access sewing and art. Would like to be first point of contact centre. Do signposting. Very good.	2016-12-16 13:11:21
Luton All Womens Centre	4	MND0212 Art group	Very happy wuith support given from both organisations. Looks forward to visits. Occasionally food is brought in.	2016-12-16 13:07:37
MIND BLMK	4	MND0212 General feedback	Attends art group and photography. Occasional issues over lack of resources although there are donations. Gave HWL leaflets (SIGNPOSTED). Food at special events is nice.	2016-12-16 12:55:34

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

MIND BLMK	4	MND0212 General feedback	Attends art group. Leaflets given about HWL (SIGNPOSTED)	2016- 12-16 12:48:32
MIND BLMK	4	MND2311 Overall summary experience	Come here on Wednesdays and Fridays to socialise and talk to other people. Brings knitting to MIND. Nice to come along and have a cup of tea and is good to make friends.	2016- 12-16 12:38:13
MIND BLMK	3	MND2311 General Feedback	Used to go on trips, had a minibus, but fundign was cut and the guy who arranged it died so it doesn't happen now. Art group was good and was changed and has become more structured now. Quite a lot of people have left	2016- 12-16 12:35:02
Adult Social Care	2	MND2311 Blue badge issues (NP)	Tried two years ago at town hall. Lady filled in the forms at the Disability Resource Centre. Could not understand the letter that was sent back. Had no idea about disability benefit. Medical conditions: Floater in left eye and tinitus in right ear and has injections of vitamin B12. Suffers with vertigo, diabetes, asthma, depression, and acid in stomach through stress. Can still drive. Also looks after a friend who has demetia. Signposted by TB to LIF (24.11.16)	2016- 12-16 12:14:09
MIND BLMK	4	MND2311 General feedback	Been attending for 3 years. Comes on Wednesdays for sewing group and social company from other members.	2016- 12-16 12:07:37
MIND BLMK	4	MND2311 General feedback	Been attending for some time on Wednesdays. Previously attended anger management which has stopped and regrets this. Had difficulty with staff at community centre after supporting her previously and building up a relationship.	2016- 12-16 12:05:56

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

MIND BLMK	3	MND2311 General feedback	Luton born. Sees GP 3 months for repeat prescription. Husband committed suicide 2002, coped alone for 1 year til Feb 2003. Comes Wednesday for sewing group. Monday night drop in to play games and quiz and chat. Has tea etc with music and relax. Brought cake which was sold to raise funds for club. Wednesday pm group once month - activities, pub meal, bowling etc.	2016-12-15 11:53:03
MIND BLMK	4	MND2311 Volunteers with group	General help within the group. Approximately 3 volunteers per session. Also organises the local walk every Wednesday. Funding has been reduced in recent times and has affected services.	2016-12-15 11:07:33
MIND BLMK	5	MND2311 General feedback	Came here when it was 'Befrienders'. Been coming for over five years. Comes to MIND once a week on a Wednesday. Art in the afternoon and knitting/sewing. Making friends and socialising. All help each other out about problems. But it is a life saver. Need a lift.	2016-12-12 14:42:24
MIND BLMK	5	MND2311 Overall experience of service	Has been coming every wednesday to sewing group. Really enjoys the support from other service users. It's really helpful and supportive. Doesn't do art classes at the moment but can just turn up if need to. 'MIND has saved my life'.	2016-12-12 14:32:32
Luton Borough Council	3	MND2311 Signposting	Lady suffers with agrophobia and cannot use buses. She is after a taxi firm that just use lady drivers and would like to know of one in emergencies. She currently uses A to B. Email has been sent to LBC transport asking for this information.	2016-12-12 14:29:21
MIND BLMK	5	MND1611 General Feedback	They all help and support anyone who wants one to one and groups.	2016-11-18 16:15:46
MIND BLMK	5	MND1611 General Feedback	wants to say a big 'thank you' to everyone both at MIND and at the speical unit at Luton and Dunstable Hospital.	2016-11-18 16:13:45



HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

MIND BLMK	5	MND1611 General ratings	Assessment of MIND	2016-11-18 16:09:24
MIND BLMK	5	MND1611 General feedback	Attends Monday, Wednesday and Fridays. Attends art and music groups. Tea and chat with friends.	2016-11-18 16:05:42
MIND BLMK	5	MND1611 General feedback	Attends MIND as a social occasion. Volunteers very supportive	2016-11-18 16:02:55
MIND BLMK	4	MND1611 General feedback	Been attending three years. Comes once a week on a Monday for social occasion.	2016-11-18 15:57:49
MIND BLMK	5	MND1611 General feedback	Coming since March - referred by ACE. Comes to MIND twice a week. Walking group on a Wednesday and Digital Photograph course on a Monday. Art group is a good way to meet problems with similar experiences. Room for improvement - art equipment could be replaced for example.	2016-11-18 15:56:01
East London Foundation Trust (ELFT)	5	MND1611 Psychiatrist and Care Co-ordinator	Suffers with depression - paranoid Schizophrenia. Psychiatrist sees 3 monthly. Appointments should be more often, perhaps monthly. Sees Care Co-ordinator inbetween psychiatrists which is ok. Care Co-ordinator is really nice. Good relationship with them. Referred to ACE (mens social group/computer course). Seems to be having cut backs as less on. Does something 4 days a week, would be good to have activities at weekends. Two hospital stays in Brighton (Deane). Had to wait three weeks.	2016-11-18 15:46:35
MIND BLMK	4	MND1611 General feedback	Wednesdays and Fridays come to MIND. Heal and support you. Do different activities - art classes/sewing/crocheting. Always someone ot talk to if need be. Get take away food together.	2016-11-18 15:11:36

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

MIND BLMK	4	MIND1611 General Overview	Gentleman comes here every wed. Enjoys playing pool. Orders food in from Snack Attack. Music group - topic ie 80s music that you like/listen to on laptop/projector. Helpful to have a computer. Email/youtube/eBay - TV/Games console. Helpful if you can ask, leave you to it otherwise, which is OK by me, but maybe a bit more contact.	2016-11-18 14:45:23
East London Foundation Trust (ELFT)	5	MND1611 Mental Health Nurse	Nurse comes to see her fortnightly for injection at her home. Lives in Leagrave. Registered by nurses who injects.	2016-11-18 14:40:23
MIND BLMK	5	MND1611 General feedback	Used to get hot meal from LBC cost £2.50 but stopped. Comes to MIND Mon and Wed. Photography on Monday. Rehabilitation and music group. Mini bus also stopped. Orders for snack and pay.	2016-11-18 14:33:32
MIND BLMK	3	MND1611 General feedback	Born in Luton. Comes for computer on Monday. Long standing problems. Very disappointed about cuts in servicing - coach trips and cooked lunch. Can come and go when he wants. No food provided.	2016-11-18 14:30:17

Concluding Statement and Recommendations for Response

Healthwatch Luton have forwarded this Provider Feedback to MIND BLMK in February 2017. Healthwatch Luton would look to attend MIND BLMK activities again to gather further feedback from this cohort of people.

Overall, the general feedback on MIND BLMK and on the other services was positive.

Healthwatch Luton would recommend:

- A response from MIND BLMK on the feedback provided by service-users on their service provision at MIND BLMK
- Any actions that are taken forward by the provider in response to this feedback provided to be communicated back to Healthwatch Luton
- Feedback regarding activity reduction at MIND BLMK due to funding to be noted and future activity plans to be communicated to service-users and Healthwatch Luton to share.

We would appreciate a response to our recommendations within 6 weeks of receipt of this report.

Response received from MIND BLMK – Received 27.2.2017

Thank you for the feedback Report sent to us on 1st February 2017. We are very pleased to see that we have a generally positive response to the review. We were delighted that our service users were given the opportunity to give their feedback to Healthwatch about health care services including Mind BLMK's Luton Wellbeing Service. This ultimately empowers individuals to have a say in how services are run. This is certainly something we strive to encourage in our Service users

In response to your recommendations I would like to offer the following response

You will be aware that we are funded by Luton Borough Council to deliver our services and their Health and Wellbeing strategy on Adult wellbeing aims to "improve physical and mental wellbeing by supporting adults to have a greater ability to manage their own lives, to create stronger social relationships and to have access to improved care when they need it"

Our Wellbeing Centre offers a range of services aimed at meeting individual needs and promoting mental health recovery, wellbeing and independence.

We consult with our service users and they have the opportunity to be involved in service delivery decisions. We do this through Service User meetings and our Locality Oversight Group (LOG) which both hold regular meetings and which allow service users to have their say in how services are run. The LOG group's membership can include anyone who has an interest in our local mental health services and who can positively contribute to our strategy. All our activities are agreed at the LOG's meeting. This includes looking for further funding for additional activities which fit into the strategy. Furthermore LOG's has oversight of Governance and Health and Safety ensuring that members really are involved in grassroots decision making and accountability. Many of our Service Users are involved in the LOG's and all have the opportunity to join at any time.

An example of decision making by the LOG's is that it was decided that fundraising efforts be channelled into development of our Café area. Activities contributing to this were Car Boot Sale, Stall at Craft Fayre (items made by Luton Wellbeing Service Users) and Christmas Buffet. So far funds raised have contributed towards Café items and table cloths and we are now looking into the cost of signage and seating. The Group also agreed to give Princes Trust volunteers (young people aged between 16 -25) the opportunity to paint the café area as part of their volunteer placement.

Regarding activity reduction at Luton Wellbeing Centre due to funding cuts I believe that this alludes to services that were in place many years ago when the service users attended a Befriending service. As stated above the current service aims to empower people and support them through to recovery. This includes people travelling independently and support with managing their budgets in order to empower them to live the best lives they can. We do signpost people to help and support with other agencies where necessary and Pohwer the local Advocacy Service holds regular surgeries at our Centre. We do have a small number of people who are unable to travel independently and we have supported them to access a local minibus to transport them to and from home.

We do not provide a cooked meal but one of the service users has an agreement with the others where he will take lunch orders and access the food at a local sandwich bar. This service user has also independently set up a social group and service users (who have made social contact through our service) now get together in the evenings to go out to the cinema, bowling and to restaurants. We see this as a great outcome for service users.

I trust this gives you a comprehensive response to your recommendations. In addition we will share your Feedback Report with Service Users at the above named forums to gain their response and ideas for improving the service in line with our existing policy of equality and accessibility at all levels in the organisation.

It would be interesting to have a broader overview of the other health and social care services accessed, which I understand this report was to collate.

G Orkisz 17.02.17