

Dhek Bhal Men's Day Centre

What is Healthwatch?

Healthwatch is here to **demonstrably influence commissioning, service provision or strategic decision making...** and this impact report outlines how we will achieve this following engagement with Dhek Bhal Day Centre Men's Project.



"Attending Dhek Bhal Men's Group has helped me greatly with keeping me engaged and busy. It has helped me with my emotional health in a positive way!"

Service user

"I was referred by my GP to Dhek Bhal as I suffer from isolation /depression. The group has helped me integrate more with people my own age"

Service user

"Dhek Bhal helps support me very well and improves my mental health as I mix with other men and enjoy socialising!"

Service user

Healthwatch worked in partnership with Dhek Bhal Men's Day Centre Group in organising focus groups workshops on emotional health and wellbeing to hear from members of the South Asian community. We spoke to them about how they feel local services help support their health and wellbeing and what alterations could be made to enhance services.

We used our wellbeing questionnaire on the day: <http://bit.ly/2BYqmxH>

Dhek Bhal helps to promote the health and social wellbeing of South Asian people living in Bristol & South Gloucestershire through a range of services.

Healthwatch Bristol worked in partnership with Dhek Bhal Men's Group to listen to the service users experiences about emotional health and wellbeing.

Follow up

What did we do?

Healthwatch Bristol worked in partnership with Dhek Bhal strengthening the voice of the South Asian Men's community outcomes by chatting to their service users over a cup of tea. We discussed which services and activities they use to support them emotionally. HWB spoke to attendees in small groups, discussing what amenities they felt helped to support them as individuals with their emotional health. Healthwatch spoke to service users using our emotional health survey and collated the findings.

The group chat was successful, with people speaking willingly about their experiences of emotional health, which health and social care services had supported them and which they felt had let them down. Some attendees stated that they were disappointed with services they had received and wanted to take matters further in order to make a complaint. We were also to speak to them about AVoice, an advocacy service for adult victims of crime and antisocial behaviour.

They told us several valuable pieces of feedback about services, and also how support

could work better for them. This will be part of our overall report which will be published in December 2018. Here is an extract of our findings from the workshops.

What did we hear?

The groups felt assured and well supported in the weekly group sessions and enjoyed the varied activities supported by the Men's Dhek Bhal group. Peer support played a huge role in keeping the group's mental health and wellbeing at a good level. One person said, "Holidaying together with the blokes is an awesome experience. Amazing to learn that despite our differences in religious beliefs, we are all so similar - same concerns and cares, what a way to bond."

Any questions the group felt they were able to ask for from Dhek Bhal which helps to put their issues and concerns to rest very quickly - signposting being an important factor.

The aim of the Men's Day Centre Project is to make it a fulfilling, enjoyable and sociable experience for the men attending. A range of activities are organized, including guest

speakers and health workshops and the members are consulted for suggestions about things they'd like to try or places they'd like to go. Many of the group members said that they enjoyed the social element of Dhek Bhal and the fact that if they had any problems Dhek Bhal staff would be able to support them or signpost them to the relevant services. Peer support was also an underlining factor of support, helping each discuss problems and find solutions amongst their peers.

Healthwatch will.....

All the feedback Healthwatch Bristol gathers is analysed and used to inform the Healthwatch Bristol quarterly reports which are shared with Healthwatch Bristol partners including Bristol Clinical Commissioning Group, the Bristol Health and Wellbeing Board, Bristol City Council, the Care Quality Commission, NHS England and Healthwatch England. The quarterly report is also presented to the Healthwatch Bristol Advisory Group to propose further uptake of the issues identified in the report. The report will be available on the Healthwatch Bristol website:

Healthwatch Bristol worked in partnership with Dhek Bhal Men's Group focus group to listen to service users experiences and views of emotional health and wellbeing.

Follow up

www.healthwatchbristol.co.uk

and circulated to our mailing lists via the monthly e-bulletin.

We're asking the same questions of a range of participants as part of our mission to

demonstrate range of community reach by developing relationships with stakeholders

HWB will continue to work with Dhek Bhal Men's Day Centre on joint outcomes related to Mental Health.



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