



**healthwatch**  
Luton



**HWL Summary Findings:  
Trends in people with  
Personality Disorders in  
Luton (2019)**

Supporting  
**NHS70**

# What are we reporting on?

## Vulnerable adults in Luton with Personality Disorders

Healthwatch Luton have been contacted by 5 individuals in Luton over 2018-2019, all with diagnosed Personality Disorders, all whom are patients under ELFT (the mental health provider) and all who have reported feeling 'unsupported' in their care.

Healthwatch Luton have focused their programme of work on Mental Health provision across Luton over the last year, and have gained insight into the inpatient and community work of the mental health provider.

Full reports on our Inpatient reviews, Forums and Survey findings and Enter and Views of acute inpatient setting can be found on our website.

This report focuses on 5 individuals who have contacted Healthwatch Luton, the work Healthwatch have done to support these individuals, and to highlight concerns around vulnerable adults in Luton with Personality Disorders and the support they receive.



# Why are we reporting on it?

## Vulnerable Adults in Luton with Personality Disorders

We are reporting on these individuals as a collective due to the themed issues and concerns raised throughout their experiences and care received.

Healthwatch Luton (HWL) spent 2019 researching and gathering feedback from people in Luton who have or are affected by a mental health condition. A full report of all our findings will be published in March 2020.

The individuals within this report have contacted Healthwatch Luton independently, and through HWL's support, have been informed all have Personality Disorders. HWL have been trained by ELFT on Personality Disorders to further understand these conditions, and their symptomatic behaviours as part of our larger MH project.

Most of these individuals were engaging with many providers, sometimes prolifically, but felt they could not or would not engage with ELFT (due to their insight into their condition, feeling unsupported or due to other reasons).

Many of these individuals have had numerous safeguarding's concerns raised, either by HWL or other organisations throughout the year, whilst being supported under CMHT (Community Mental Health Teams - ELFT).

There have been many Professional Meetings regarding these individuals, with HWL, ELFT, HUC 111, LCCG and various other providers, with limited outcomes to support these individuals.

# What did we do?

Healthwatch Luton's role is to signpost and provide information and advice to people on any health and care service in Luton. This was always and is always our first provision of support.

With these individuals, due to the nature of their condition, their lack of insight or capability, or their increased level of concern regarding their care, Healthwatch Luton did the following:

- Gained consent to discuss their concerns with the provider (ELFT)
- Discussed individual concerns with the provider and action plans to support individuals
- Supported or attended Professional Meetings with the provider and other organisations
- Raised Safeguarding concerns where appropriate regarding their care
- Reported quarterly to the provider on the trend of people with Personality Disorders feeling unsupported in the community setting and informed the MH commissioner of this perceived lack of support in Luton
- Added these themed findings to our overall Mental Health report as a recommendation to review Personality Disorder provision in Luton

 **'I sometimes feel like no one is listening and no one is helping me get better'**

# Methodology

For this report, limited methodology was used. All individuals contacted Healthwatch Luton independently. We are uncertain why five people with Personality Disorders supported in the community setting would contact Healthwatch, but some have informed us they were signposted to us, some googled our details independently, and some heard of us via GP surgery.

We have signposted each individual back to their care coordinator in the ELFT CMHT (Community Mental Health Team).

Each individual returned to HWL after struggling to contact their care coordinator, or refusing to contact their care coordinator.

For each individual we gained consent to speak on their behalf with ELFT - and contact their care coordinator or CMHT team lead.

We informed ELFT of the increase in theme of people with Personality Disorders in Luton contacting us, and feeling unsupported. We also informed the ELFT commissioners of this increase in feedback around these conditions.

We met with LCCG (Clinical Commissioning Group) Safeguarding lead and the MASH (multi-agency safeguarding manager) to discuss the theme of people in Luton with Personality Disorders, and the increase in safeguarding concerns not taken to Section 42 Enquiry, raised by HWL or other providers.

We have continued to support these individuals via signposting them back to the relevant support organisation or provider leading in their care.

 **'I feel so lost and thought I would get more support'**

# Overall Findings

These overall findings are the themes depicted from 2018-2020 feedback provided to HWL by these individuals:

1. General theme of feeling unsupported in the community setting with their condition; leading to individuals feeling 'confused', disengaged and 'unsupported'.
2. View of people with PD not engaging with the MH provider; and yet engaging with other organisations at a prolific level in some instances. Theme of people with PD being discharged from ELFT in the CMHT due to lack of engagement, when individuals with PD are engaging with other providers. ELFT not 'holding' people with PD and other providers having to extend their remit for individuals with PD.
3. Theme of safeguarding's raised for those with PD in the community; where individuals raise concern with organisations to a level around their safety or safety of others; and lack of action planning, response or support provided if not taken to section 42 enquiry from LBC safeguarding team or response from ELFT
4. Theme of uncoordinated responses from ELFT and providers supporting people with PD in the community when concerns raised; individual organisations all supporting individual people with PD separately without a joined up approach
5. Theme of people with PD in Luton feeling 'unsupported' in the community setting

# Conclusions and Recommendations

This report is a summary report on people with Personality Disorders in Luton and their themed experiences. Full accounts have been discussed with the mental health provider, commissioner and actioned via professional meetings and action plans.

Healthwatch Luton have added the feedback from people with PD in to their main Mental Health report to be investigated and themed in line with all our mental health provision across Luton. This report will have its own recommendations and will be published in March 2020 for both providers and commissioners to review.

**It would be a recommendation of this summary report to ensure a discussion takes place between ELFT and the Mental Health Commissioner at LCCG to discuss specific allocated funds, within the ELFT provision, allocated specifically for people with PD in Luton. Luton does not have a Complex Needs Service, and it would be a recommendation to have this reviewed.**



# What next

Healthwatch Luton will produce their overall report on mental health provision in Luton, with recommendations in March 2020. We will create an internal RAR (Recommendation, Action and Review) plan for the Health and Wellbeing Board, Overview and Scrutiny, Luton Clinical Commissioning Group and East London Foundation Trust to review and assess progress.

We will continue to support, within our remit, people with PD in Luton, and continue to highlight their views and experiences to the relevant CMHT's or ELFT teams to action and support.

We will continue to discuss thematic experiences of people in Luton with a mental health condition who feel unsupported.





# What does Healthwatch Luton do?

We are the independent consumer champion for health and social care in Luton

We listen to your experiences about health and social care



We provide Commissioners and Providers your feedback to help improve the services



We signpost and provide information and advice for people in Luton



We report our findings to Healthwatch England, the CQC and NHS England



We scrutinise services and make recommendations for change based on your feedback



We represent your voice for health and social care services in Luton

**Have your say**

# **upcoming things for HWL**



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