

**RDaSH Crisis Team**

**Service: Your**

**experiences shared**



## About us

Healthwatch Rotherham:

We are the independent champion for people who use health and social care services in Rotherham. We are here to make sure that those running services put people at the heart of care.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. We focus on ensuring that peoples' worries and concerns about current services are addressed and work to get services right for the future.

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## What we did:

Healthwatch Rotherham was approached by the Crisis Team Service run by RDaSH (Rotherham, Doncaster and South Humber NHS Foundation Trust) in July 2023, asking us to gather some feedback on the service. Any feedback generated would be used to shape future transformations and developments of the Crisis Service.

We created a digital survey using Smart Survey, under the guidance of the RDaSH Change and Transformation team. Due to the nature of the topic (mental health and crisis), we felt it would be more appropriate to conduct most of our engagement in-person rather than digitally so we could reach out to a more targeted audience. We ensured that a trigger warning was included at the beginning of the survey, due to the survey discussing potentially triggering topics such as mental health and crisis/emergency situations. The survey was made up of 19 questions and was anonymous, allowing participants to answer honestly. Any identifying factors have been removed from answers before being published.

We attended some in person engagements with staff members from the RDaSH Transformation team which provided some excellent discussions in terms of what local people felt about current services and how these could be improved. Some commented on the fact that they wouldn't know what phone number to call if they were in crisis and wouldn't have the mental capacity to even look this up when feeling they were in a crisis and in desperate need for help. There was a discussion about whether those needing to call the Crisis Team could call NHS 111 as everyone knows this number and this could then be triaged off to the correct service.

There was also a discussion about the availability of access to crisis support. Some felt that Drop-in centres would be a really good idea and this followed a discussion about how this could be managed by staff working in the centres so that they weren't inundated and that care was appropriate and of high quality

We shared our survey amongst stakeholders, on social media and in our newsletter. We also attended a number of in-person engagements at various services in Rotherham as well as the Rotherham Show to gather responses from people directly.

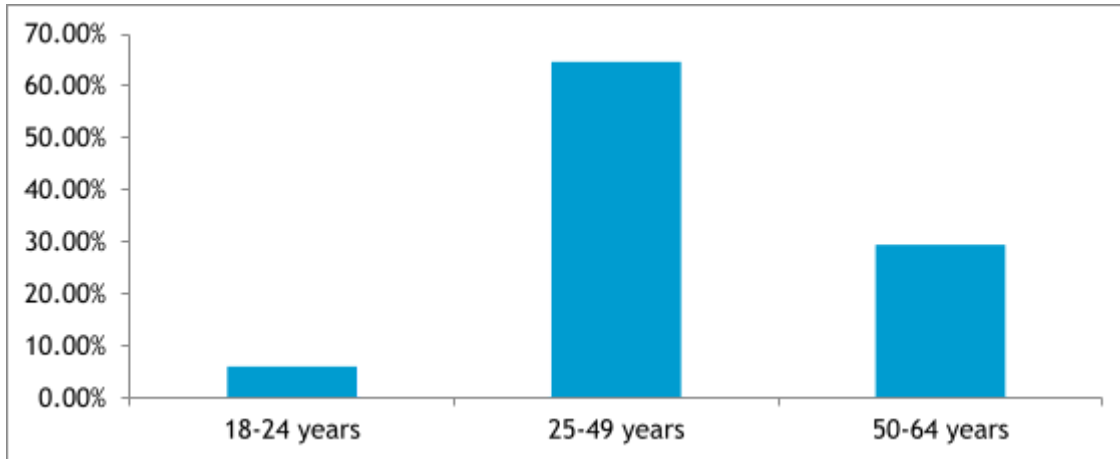
We collected 17 detailed survey responses from Rotherham residents who have accessed the Crisis Team Service for themselves or somebody else, and the findings can be found below.

All conclusions and recommendations will be passed directly onto the service, and we will give the service opportunity to provide a response, which can also be viewed below.

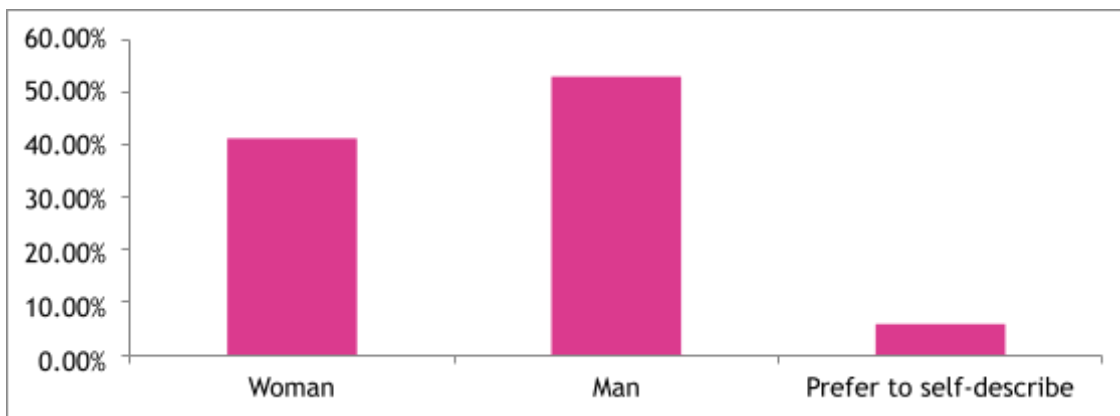
## Findings:

### Demographics:

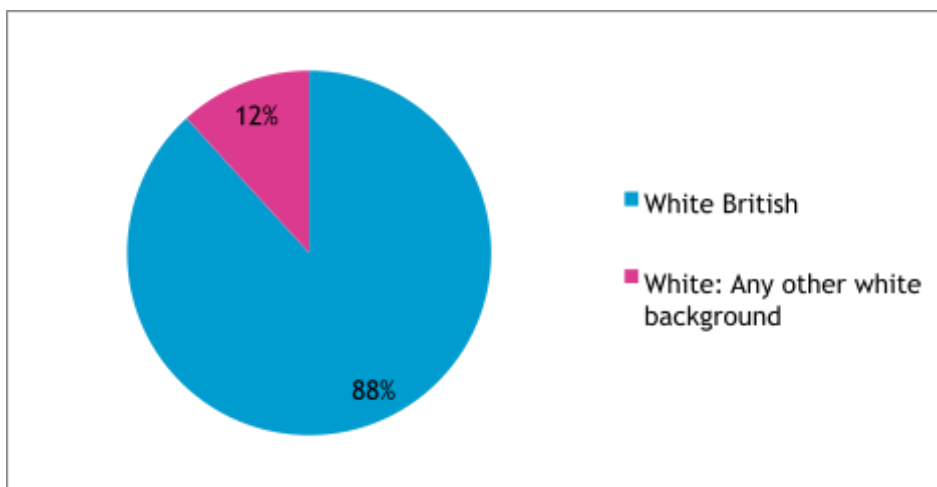
#### Age:



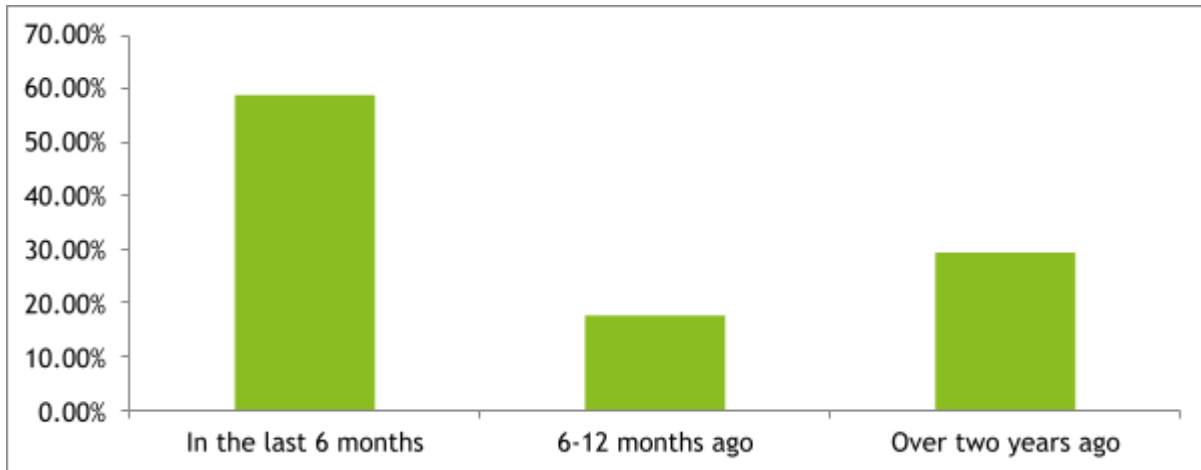
#### Gender:



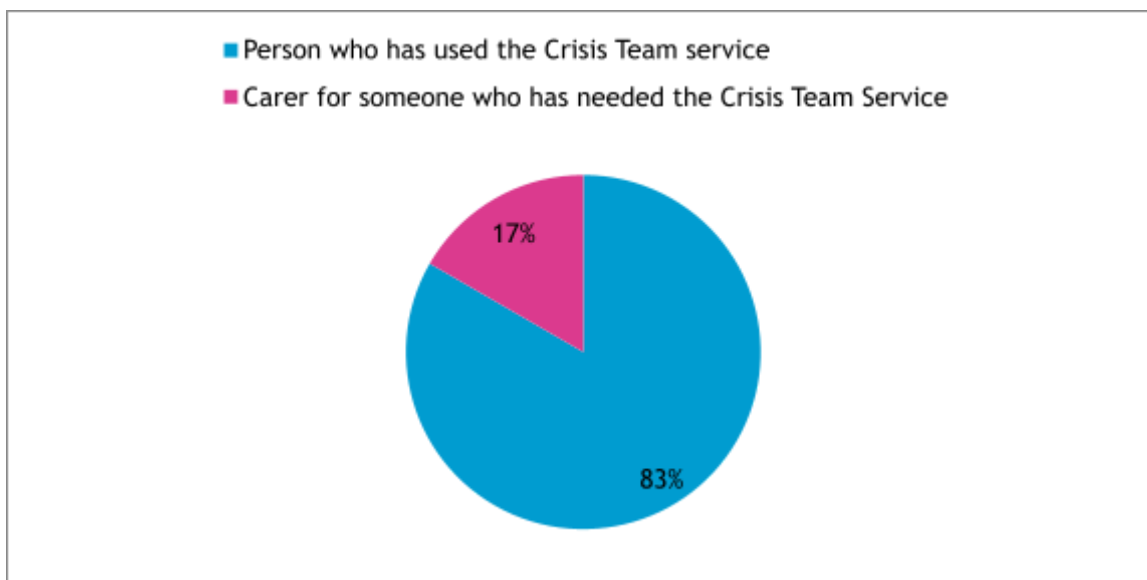
#### Ethnicity:



When was the last time you used the Rotherham Crisis Team service?



Are you completing this survey as a person who has used our services or as a carer?



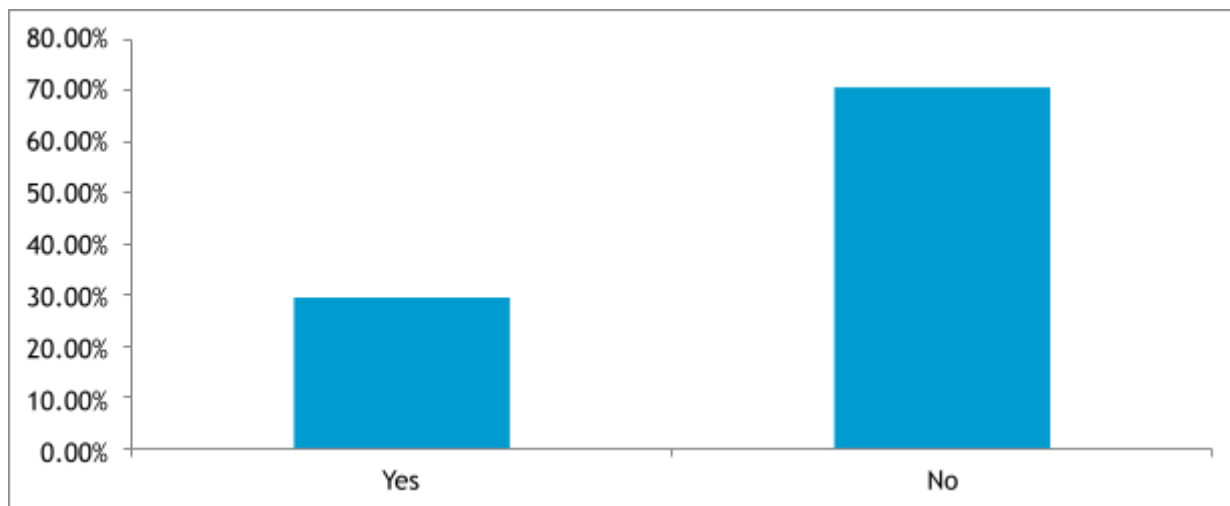
How did you find out about the RDaSH Crisis Team?

1. RDaSH website - 35.29%
2. Family/Friends - 23.53%
3. Peer Group - 11.76%
4. Other: 41.18%

- GP
- Rotherham Hospital
- Keyworker
- Community Practice Nurse

We found that people accessed the RDaSH Crisis Team in a variety of different ways, with the most common methods being through the RDaSH website and via the respondents GP.

Did you find the RDaSH Crisis Service helpful when you accessed them?



70% of the people we spoke to did not find the Crisis Service helpful when they initially tried to access them.

Positive comments:

“I was surprised to find them so helpful - better than I had expected.”

Negative Comments:

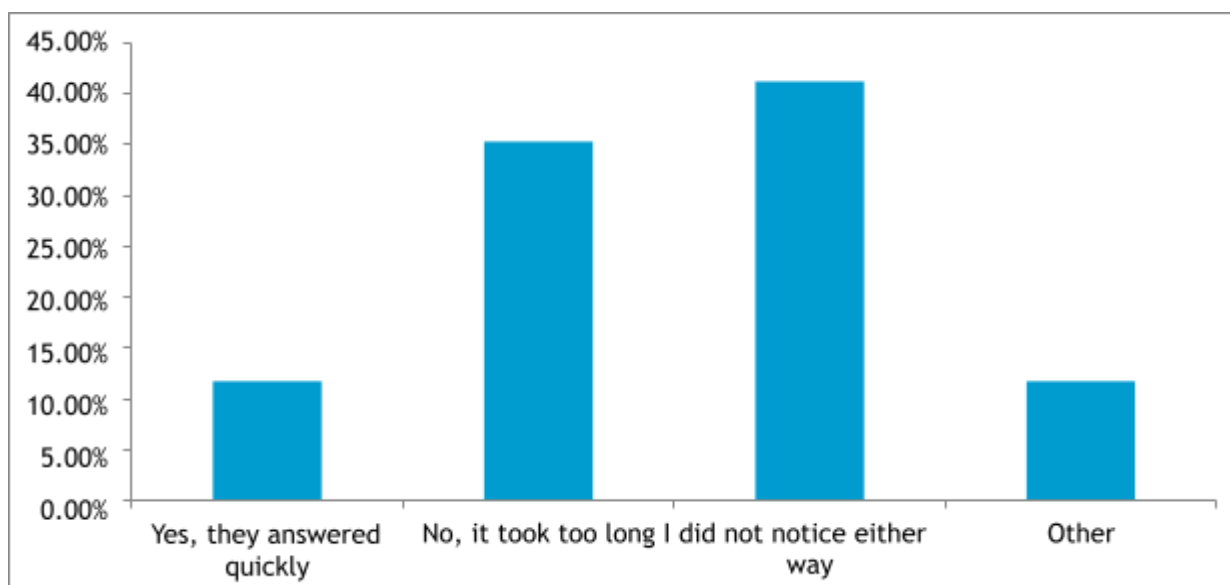
“They did not have any answers or any idea how to support me with it moving forward. So it had to from within and the support of older sibling signposting me to other services like Safe Space Rotherham and Andy’s man club for support”

“I had around 3 appointments then got removed off as they said all is okay while I wasn’t ok”

“They made my situation worse when I really needed help”

“Helped slightly but didn’t really know what to say to me or how to listen.”

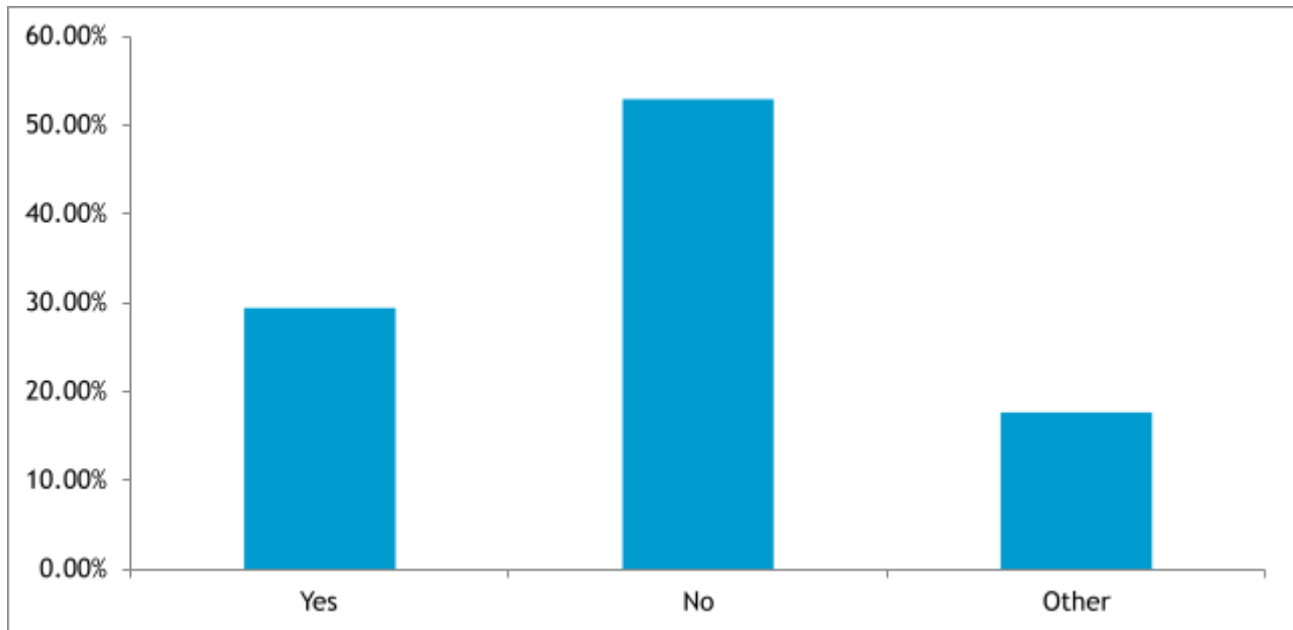
Do you feel the time it took for the Crisis Team to answer your call was satisfactory?



35% of respondents felt that the Crisis Team took too long to answer their call.

- “Yes, very efficient”
- “No, but when they called me they were really helpful”
- “I was left anxiously waiting, scared and embarrassed. I felt it was not being taken as seriously as other addictions i.e. drugs and alcohol and that I was a very low priority”

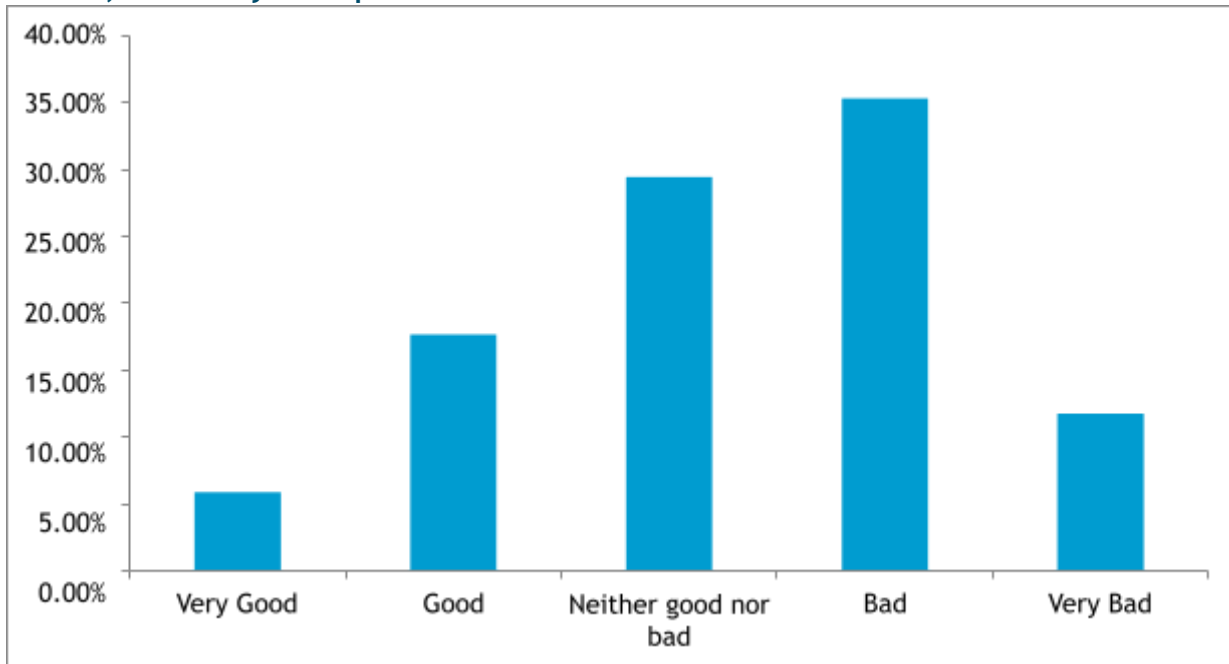
When your call was answered/you were seen by the crisis team, did you feel that staff members were caring, compassionate and understanding?



Over 50% of respondents felt that the Crisis Team were not caring, compassionate or understanding towards them and their situation.

- “They understood as I was stressed and could barely speak, they gave me time and asked me if I wanted them to call me back at a different time”
- “The crisis team member was really nice but sounded unaware of what to suggest and a little bit confused and embarrassed from how they interacted with me”
- “I wanted to use the crisis team but had no faith in the system”
- “They did not understand me and then rang the police”
- “Didn’t read my care plan”

Overall, how was your experience with the Rotherham Crisis Team service?



Almost 50% of respondents had either a 'bad' or 'very bad' experience with the Crisis Team service.

#### Positive comments:

- "They referred me for counselling which is really helping me"
- "I would recommend this service to anyone"

#### Negative comments:

- "Feel very let down and will not access the service in future if needed unless some serious changes are made"
- "They don't read care plan so I don't bother to ring them anymore"
- "The last time I reached out, the service only made things worse so I have never phoned again despite needing urgent care"
- "They need to try and calm people down before judging"

If you had a good experience with the Crisis Team, please share what made it good:

- "It helped telling someone my problems and then telling me what would help, and I love my counselling sessions. Talking to someone really helps me"
- "They got me an Early Intervention worker and they've been amazing. I couldn't cope without them"

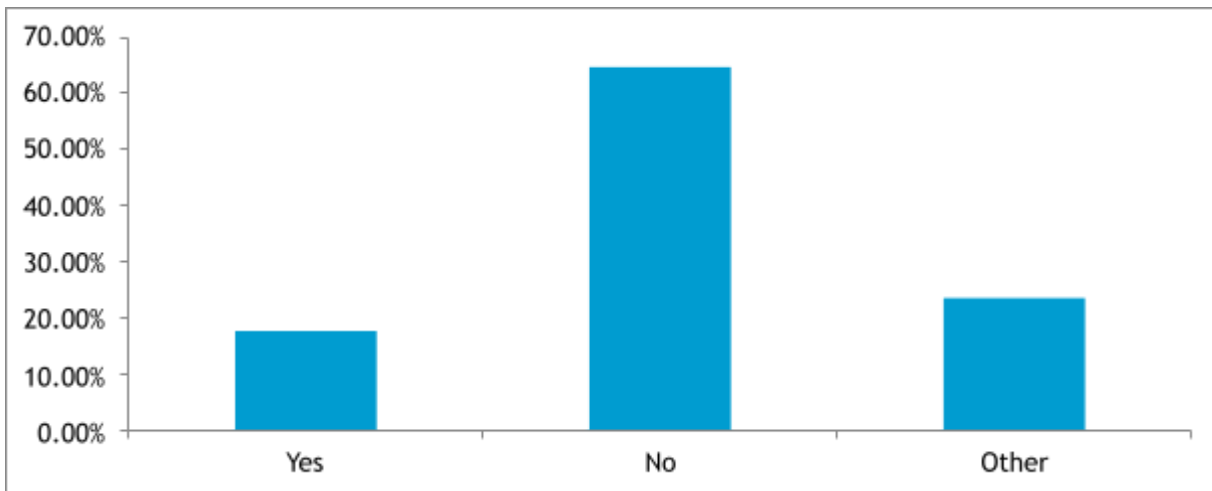


If you had a bad experience with the Crisis Team, please share what made it bad:

**“I just expected more from them. I didn't feel any better”**

- “When it finishes, I think more should be offered”
- “Confidential details reported as a safeguarding issue despite there being no chance of harm”
- “Not listening to me and then I was worse”
- “Not reading my care plan”

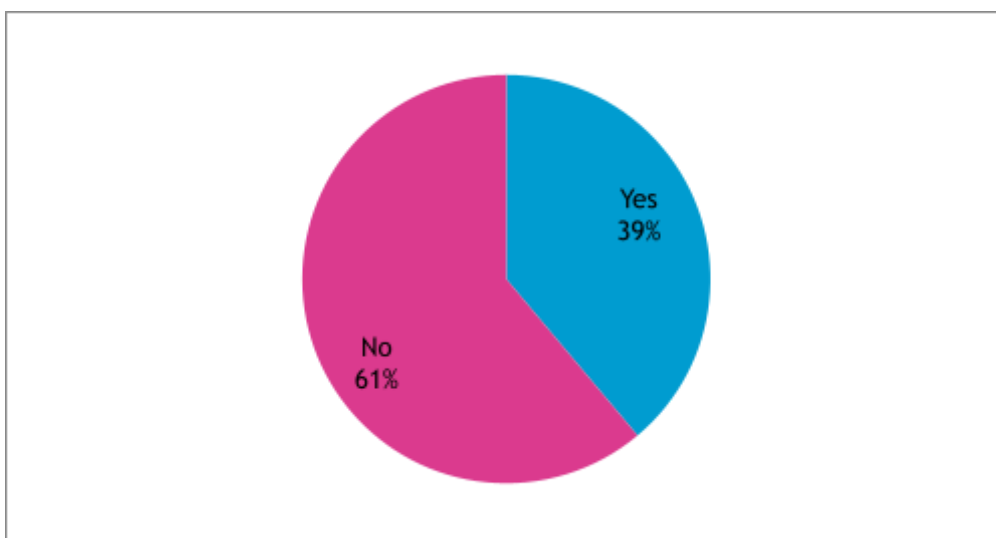
Did the RDaSH crisis team refer you onto another relevant NHS team once they had spoken to you?



- “Early Intervention Team”
- “GP”

64% of respondents were not referred onto any other relevant NHS team by the Crisis Team once their treatment with the Crisis team had ended.

Did the RDaSH crisis team provide you with information on other support services for you to access?

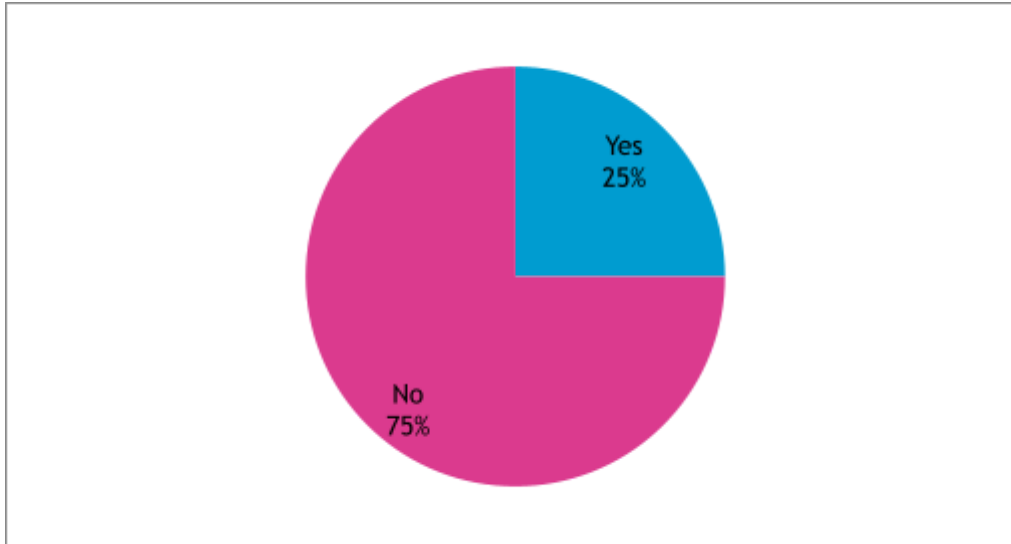


- “Only to see my GP, who are very difficult to see with a two week wait usually”

- “The Samaritans”

61% of people we spoke to who had accessed the Crisis Team service were not provided with any additional information of support services they could access outside of the Crisis Team. For those who were provided with information, it was usually just a recommendation to visit their GP. For many, obtaining a GP appointment is still difficult post pandemic, particularly an urgent one.

**Did you feel the support services they offered to you were relevant to your needs?**



**75% of people we spoke to did not feel that the support services offered by the Crisis Team were relevant or helpful to their needs.**

**Do you have any other comments about the RDaSH crisis team that may help them improve their services in the future for yourself or others?**

- “More availability to speak/see someone”
- “Read care plans. Actually listen and change tact if you have other problems like autism or ADHD”
- “Read care plans more”
- “There should be more funding to make the service even better. Drop-ins for people in a bad way could be good.”
- “Take more time with people and just listen carefully and give more sensible options to their needs.”
- “I feel that once therapy is completed, there shouldn't be a sudden stop”
- “Please give people time - need to let people calm down and then we are not judged”

## Conclusions

It is clear that whilst some people have a fantastic experience with the RDaSH Crisis Team, there are many that are not satisfied with the service they have received, particularly with after-care and support. Many felt that they were not offered appropriate aftercare to other support services including NHS services, and for those that were referred to other services, 75% felt they were not appropriate or relevant to their situation.

There were some recurring issues with staff not reading patient care plans, patients not feeling listened to and a sudden stop in care leaving people without adequate support. It is hoped that RDaSH will use this feedback, combined with their own patient feedback to improve the patient experience for those who need to access the Crisis Team service.

## Recommendations:

- Ensure people are being provided with adequate aftercare once they have finished using the Crisis Team service. If referring people to other support services, ensuring they are relevant to the person's situation and not just generic signposting
- Have an understanding of the patient to improve the patient journey, such as reading care plans and taking into consideration other conditions that may have an impact
- Ensure staff are being compassionate and understanding towards patients who are in crisis
- Ensure the phone is answered within an adequate time period to avoid delays for patients

## Responses

RDaSH responded to our report and here is their attached response:

“Healthwatch Rotherham has supported Rotherham, Doncaster, and South Humber NHS Foundation Trust in gathering the independent views of Rotherham citizens through a digital smart survey and face to face engagement. The key findings from the report reflect similar feedback received from our Trust engagement and survey responses regarding the current crisis services in the Rotherham borough. The Rotherham Crisis Team will ensure the feedback is embedded in the ongoing crisis transformation work and would like to thank Rotherham Healthwatch with their ongoing support”

## Acknowledgments

Thank you to every person that completed our survey and shared their thoughts and experiences. Your feedback will help shape the service and improve the patient experience.