



Mental Health Services in Hampshire

July 2014

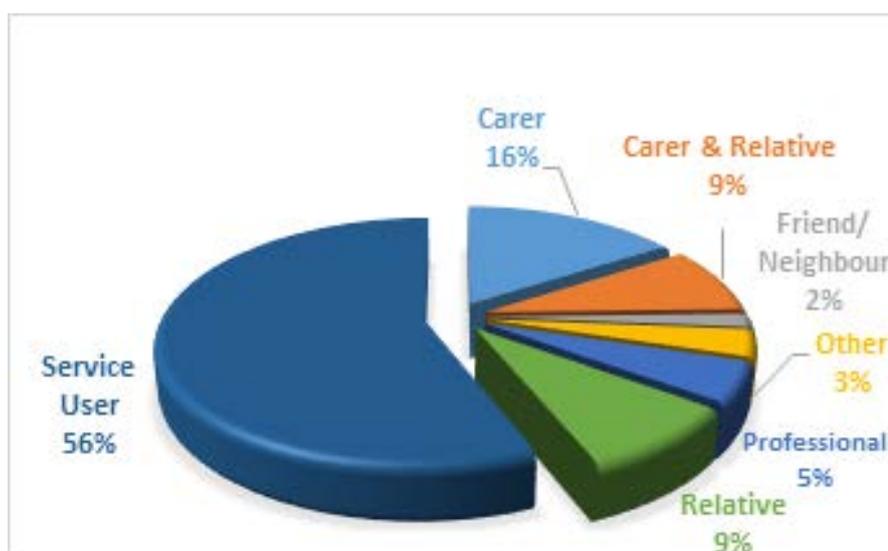
Healthwatch Hampshire are providing this report of comments received from people who use healthcare services and live in Hampshire. This report dates from April 2013 to July 2014.

Data search

A search was conducted on the Healthwatch Hampshire CRM Database for comments we have received about Mental health services including Psychiatry, Dementia, Suicide & Self harm, Learning disability & autism, Child & Adult mental health (hospital services) and the Community mental health team (CMHT).

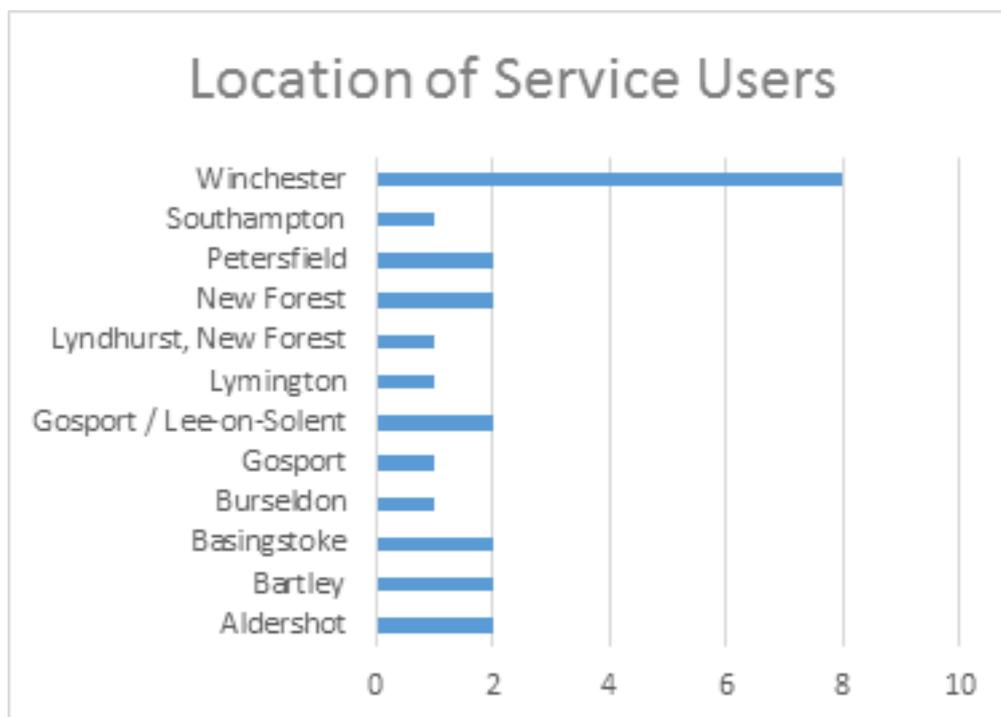
What we found

We found that over half of these comments came from people who use these services (Graph 1 below). The majority of other comments came from people who were close to the person using mental healthcare services.



Graph 1: Commentators of comments received

Over half (56%) were not from a known location, the remainder were comments about people who lived in the locations showed in Graph 2, below.



Graph 2: Location of people who used mental health care services.

Data Exclusions

Several comments were eliminated before we looked at the sentiment (positive, negative or mixed) of these comments. One comment was eliminated as it was a follow-up enquiry and had already been recorded, and one was removed as it was an enquiry based comment. We also eliminated comments that were not related to NHS

services: one comment was regarding MENCAP, two were eliminated as these cases will be fed back to adult social services rather than to the NHS. Finally, one case is unclear and waiting further information.

Sentiment

Comments given to us by people living in Hampshire for each area of mental healthcare were recorded as Positive, Negative, or Mixed sentiment. Table 3 shows the sentiment for each area of mental healthcare, and as can be seen below, of the 56 comments about mental healthcare services, only two were positive. As there are so few positive comments, this report will focus on the majority of comments which are negative.



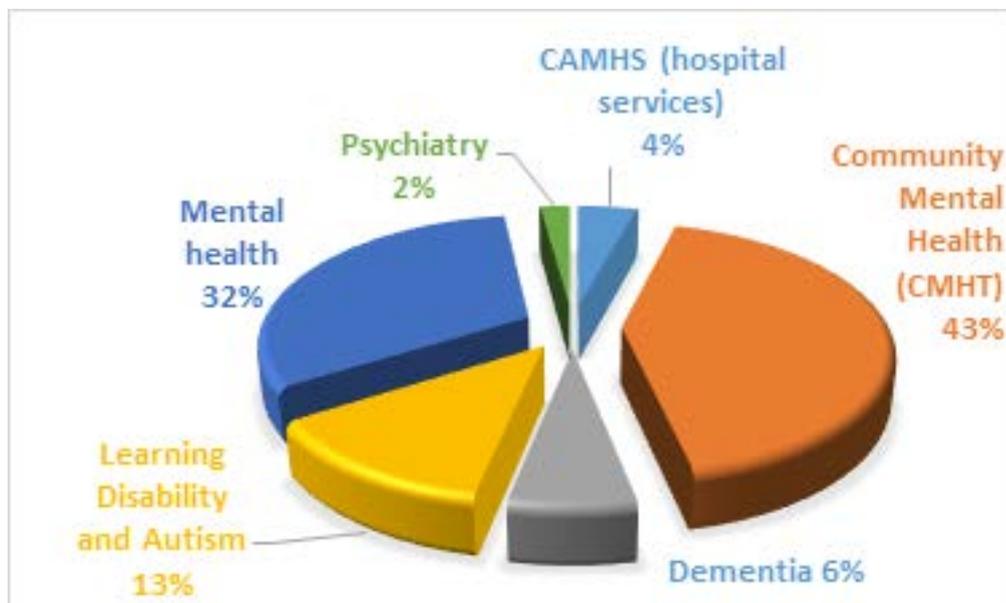
Services		Sentiment Negative	Positive
Child and adult mental health services (hospital services)	1	2	1
Community Mental Health team (CMHT)	5	20	
Dementia	1	3	
Learning Disability and Autism		6	
Mental health		15	1
Psychiatry		1	
Grand Total	7	47	2

Table 3: sentiment for each area of mental healthcare, total = 56





As Graph 4 shows, the majority of negative comments were reported about the Community Mental Health Team [CMHT].

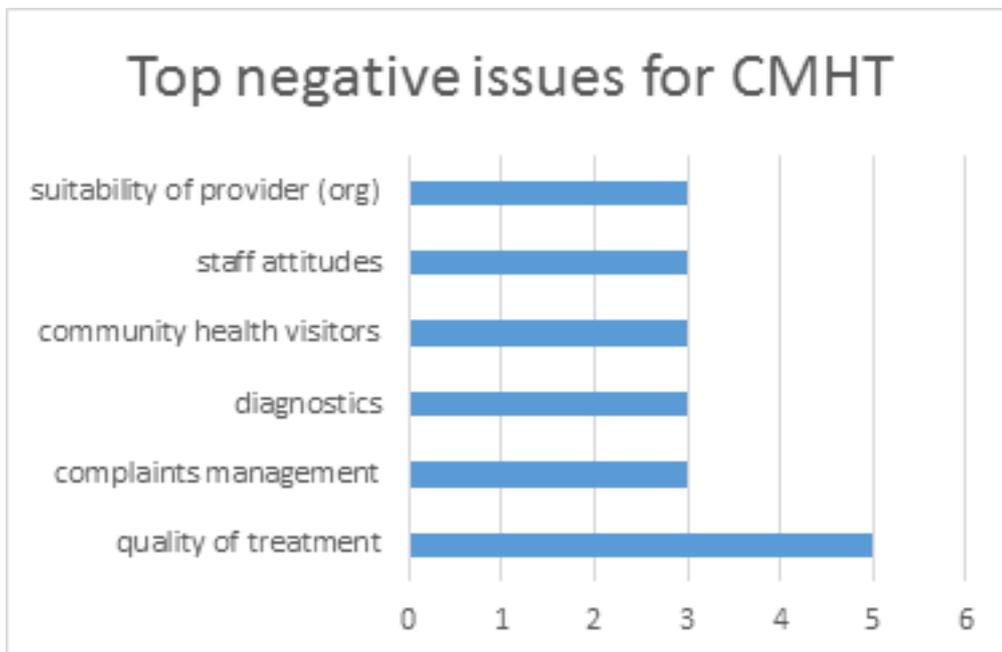


Graph 4, percentage of negative comments by areas of mental health care



Community Mental Health Team [CMHT]

Each negative comment was coded under several themes / subtopics. We report here on the top themes from 29 subtopics by the CMHT, below in Graph 5.



Graph 5, the top specific concerns raised about CMHT

As Graph 5 shows, quality of treatment is most commonly reported as a negative issue. Of concern also here, is complaints management and suitability of provider. Handling of complaints is a key theme in Healthwatch, who believes that people have the right for the concerns and views to be listened to and acted upon. Suitability of provider

is another key theme which should concern any provider of health care services. No analysis was conducted for type of provider, specific NHS Trust, or commissioner of services for mental health care services in Hampshire, but may be conducted for future reports by Healthwatch Hampshire.

NHS Advocacy

Thirteen people who contacted Healthwatch Hampshire asked for a referral to our independent NHS Advocacy Service for support in making a complaint about mental health care services. These 13 cases comprise around one fifth of the total number of NHS Advocacy cases which are currently being handled by Healthwatch Hampshire.



Complaints Management

The following comments were reported relating to making a complaint:

- Telephone calls not answered
- E-mails not answered
- Perceived breach of confidentiality with service users GP, when they had made a complaint about an individual staff member of the mental health care team
- Unsatisfactory and delayed response to a complaint made about two Doctors

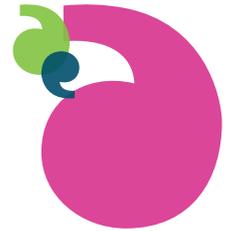
Here is what our commentators had to say, in their own words...

	<i>Negative Comments</i>
1	<i>"I have an issue with the mental health services in Basingstoke regarding relative XXX... I have cut my working hours to enable me to care for XXX as out of the blue after the CPN* leaving 3 months ago no one has been in contact. I have written to XXX in Basingstoke twice -no response. Also, phone messages left - also no response. Please advise where I can go from here?"</i>
2	<i>"They didn't really help me when I needed it. The CMHT were really slow to pick me up then when they did I moved and was discharged as out of area so I had to re-refer and now I am on the waiting list."</i>
3	<i>"I have been treated on two different referrals to CAMHS. On my first meeting XXX we discussed my self-harm XXX said to me that I may be the "type of person who does this for the rest of my life" and asked me "what would be the harm if I self-harmed for the rest of my life?" This shocked me as she should be helping me to recover not making me believe that I never can. Another time when I saw her she asked me how many times I have required hospital treatment for my self-harming and I had said that I needed to treat it myself because I was scared of the hospital. She said that I clearly couldn't be too bad as I didn't often require treatment and that I couldn't be too serious a case. This hurt... I don't feel able to trust CAMHS after this and will never get treatment through them again..."</i>
4	<i>"I was referred to Parklands hospital after trying to take my life twice in 24 hours. The treatment I got from the night staff was awful. When I arrived at Parklands I was met by the staff, after being shown to my room, I was giving the choice of taking my anti- depressant and this other tablet which I didn't know what it was, the staff said it was to relax me. I was very scared but the staff didn't seem to care, in the unit the doors are locked and the patients are not allowed out but I tried the door and it opens as someone didn't close it properly. I went down stairs to the door... before I knew it this woman (one of the staff) was walking towards me looking very angry, she grabbed me and this man forced me back to the unit by holding me and picking me up. When it was my turn to see the doctor, she was understanding and talked to me like a human- not like the night staff I spoke to."</i>
5	<i>"Having suffered with XXX on and off for several years I have found mental health care provision poor. Due to the closure of our Well Being Centre in Frimley I have to wait over six months for the group CBT to be offered to me..."</i>



Examples of comments to our HelpLine:

- This lady is a carer for her husband who has serious mental illness. Until recently his condition was maintained through medication and regular reviews and ongoing support from the CMHT and his psychiatrist. Six months ago this psychiatrist left and since then the support networks have broken down completely to the point that her husband is experiencing relapses and presenting to the CMHT in crisis on a regular basis. She feels their lack of support is making his condition worse and she cannot cope anymore. She says she cannot believe how quickly their situation has deteriorated from the stable, well-supported picture before. She is now very concerned that her husband will die as he is extremely vulnerable ...
- XXX made a complaint about the CMHT Practitioner/Social Worker at Southern Health, who swore at XXX. XXX is still very upset by this. XXX has [various health conditions] and Anger issues, and needs some support to follow up with this complaint. XXX would like support with these issue, and feels that they are doing this complaint completely on their own and struggling ...
- Caller is carer of XXX who has mental health issues and has been sectioned to a mental health unit. XXX has been there for over 3mths now and for the last two months the pay phone, which is the only direct way to have contact with XXX has been out of order. The unit appears to be in no hurry to fix it ...



Comments from our Engagement Activities...

- Service users need more access to support, time and recovery workers (STR), befrienders and psychological therapies in order to prevent relapse as at present it is left until the service user is in crisis.
- Carers feel they are co-players with professionals in the Health Care team bringing their own unique perspective and knowledge.
- Carers would like to work as a team with the professionals and so all work from the same page. Closer collaboration would empower carers to play their part more effectively and could also provide valuable insights for the professionals. The Recovery College provided by Southern Health NHS has been a really positive source of information, learning and development and feels like real team work. Professionals, service users and carers/families are involved and share experiences together and this feels like the sort of inclusive service that should be available to all who are involved in mental health.
- Information about changes in the mental health care systems, processes and provisions could be communicated more clearly to carers/family, so that they have a more informed understanding of why changes are implemented.
- Carers/family could be involved more in the care package as they are often the experts in terms of knowing their loved ones.
- Confidentiality can be used to prevent input from family and families who are often kept in the dark by service users and professionals, this feels like a vicious cycle which is frustrating for carers.





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