



Mental Health Service

Consultations Feedback

Learning from Listening 2019

**Adult Mental Health Users and Carers Survey
Adult Mental Health Services Referrers Survey
Adult Mental Health Services Guardian Survey**

The Adult Mental Health Services Social Work staff aim to provide the best possible service. We are strongly committed to meeting and improving upon our standards and quality of services.

How we rate our performance?

The most important way to determine whether we are meeting standards, is to ask the people who use the service. We do this in a number of ways including:

- postal surveys
- focus groups
- development events

We also gain valuable feedback regularly, when working with service users and their carers.

Your views are important in helping to improve the services we provide and we would like to thank all who have contributed in the following surveys:

- Adult Mental Health Users and Carers Survey***
- Adult Mental Health Services Referrers Survey***
- Adult Mental Health Services Guardian Survey***

Adult Mental Health Users and Carers Survey

The respondents were asked:

	Always	Mostly	Sometimes	Rarely/never
During your contact with the Community Mental Health Team, were you treated in a respectful and courteous manner by social work staff?	24 (83%)	3 (10%)	2 (7%)	

	Very clearly	Reasonably clearly	Clearly	Not clear at all
How clear was the purpose of the contact explained to you?	18 (62%)	5 (17%)	6 (21%)	

	Fully	Mostly	A little	Not at all
How involved have you been in planning and agreeing the services provided?	16 (55%)	8 (28%)	4 (14%)	1 (3%)
To what extent do you feel that your needs have been considered?	17 (61%)	8 (29%)	3 (11%)	

To what extent do you feel that your wishes were listened to and taken into account?	18 (64%)	7 (25%)	2 (7%)	1 (4%)
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	Major improvement	Improvement	Little Improvement	No improvement
To what extent have the services provided by Social Work improved your quality of life?	11 (38%)	11 (38%)	6 (21%)	1 (3%)

	Yes	No	Not sure	Not applicable
Would you know how to contact your social worker, mental health officer or social work team leader if you had a problem?	24 (83%)	3 (10%)	2 (7%)	
If you are a Service User, do you know how to access a copy of your Assessment and Care Plan?	9 (33%)	11 (41%)	4 (15%)	3 (11%)
If you are a Carer, were you offered a carer's assessment?	3 (11%)	4 (15%)	2 (7%)	18 (67%)

Please rate the following:	Excellent	Good	Poor	Very poor	Don't know
Ease of getting in touch with us	10 (35%)	15 (52%)	3 (10%)		1 (3%)
Friendliness of staff	13 (45%)	16 (55%)			
Knowledge of staff	14 (48%)	14 (48%)	1 (3%)		
Efficiency of the service	11 (38%)	17 (59%)	1 (3%)		
Meeting the commitments we make to you	11 (38%)	16 (55%)		1 (3%)	1 (3%)
Quality of information provided to you	7 (24%)	19 (66%)	1 (3%)	1 (3%)	1 (3%)
Our interest in your feedback	8 (29%)	16 (57%)	1 (4%)		3 (11%)

Keeping you informed about our service	8 (29%)	16 (57%)	2 (7%)		2 (7%)
The quality of the service we provided to you	12 (41%)	17 (59%)			
Please rate the following:	Excellent	Good	Poor	Very poor	Don't know
The overall service provided	11 (38%)	17 (59%)	1 (3%)		

Of those who responded to the survey:

- 66% were service users
- 31% were carers
- 3% were both

- 45% were male
- 55% were female

- 14% were aged 25-34
- 17% were aged 35-44
- 24% were aged 45-54
- 31% were aged 55-64
- 14% were aged 65 years +

Areas we can continue to improve on are:

To ensure service users and carers contribute to their assessment and support plan and receive copies of these.

To improve our communication and the quality of the information provided to you.

Adult Mental Health Services Referrers Survey

The respondents were asked:

	Very aware	Aware	Reasonably aware	Not aware at all
How aware are you of the referral process for the Social Work / Mental Health Officer Service within the Community Mental Health team?	14 (52%)	9 (33%)	3 (11%)	1 (4%)

	Yes	No	Not sure
Do you know the name Social Worker or MHO to contact should you have any enquiries regarding the service user whom you referred to the service?	23 (85%)	3 (11%)	1 (4%)

	Frequently	Regularly	Sometimes	Rarely/never
How often does the named Social Worker/Mental health Officer provide you with clear information on the progress of the referral?	8 (30%)	13 (48%)	6 (22%)	

	Always	Mostly	Sometimes	Never
Are your communications with the named Social Worker/Mental Health Officer within the Community Mental Health Team dealt with – Timeously?	19 (70%)	4 (15%)	4 (15%)	
Are your communications with the named Social Worker/Mental Health officer within the Community Mental Health Team dealt with – Professionally?	26 (96%)	1 (4%)		
Are your communications with the named Social Worker/Mental Health Officer within the Community Mental Health Team dealt with – Courteously?	26 (96%)	1 (4%)		

	Excellent	Good	Poor	Very poor
Overall, how would you rate the quality of service you received?	20 (74%)	5 (19%)	2 (7%)	

Areas we can continue to improve on are:

To monitor and improve on staff communication with referrers through supervision

Adult Mental Health Services Guardian Survey

The respondents were asked:

	Always	Mostly	Sometimes	Rarely/never
During your contact with the service were you treated in a respectful and courteous manner by social work staff?	40 (93%)	2 (5%)		1 (2%)

	Very clearly	Reasonably clearly	Clearly	Not clear at all
How clear was the purpose of the contact explained to you?	38 (88%)	4 (9%)		1 (2%)

	Yes	No	Not sure
Would you know how to contact the mental health officer or team leader if you had a problem?	38 (88%)	3 (7%)	2 (5%)

Please rate the following:	Excellent	Good	Poor	Very poor	Don't know
Ease of getting in touch with us	27 (63%)	15 (35%)		1 (2%)	
Friendliness of staff	34 (79%)	8 (19%)		1 (2%)	
Knowledge of staff	35 (81%)	7 (16%)	1 (2%)		
Efficiency of the service	28 (65%)	13 (30%)	1 (2%)	1 (2%)	
Meeting the commitments we make to you	26 (61%)	15 (35%)		2 (5%)	
Quality of information provided to you	28 (65%)	13 (30%)	1 (2%)	1 (2%)	
Our interest in your feedback	25 (58%)	13 (30%)		3 (7%)	2 (5%)
Keeping you informed about our service	24 (56%)	16 (37%)	1 (2%)	2 (5%)	
The quality of the service	29 (67%)	12 (28%)		2 (5%)	

we provided to you					
Please rate the following:	Excellent	Good	Poor	Very poor	Don't know
The overall service provided	31 (74%)	9 (21%)		2 (5%)	

Areas we can continue to improve on are:

To monitor and where relevant improve on the quality of information we provide

To improve on areas of ongoing communication with Guardians

What are we doing with the findings?

The feedback this year has highlighted that the Mental Health Service continues to maintain high levels of customer satisfaction in all areas. **97%** of users of this service rate our overall service as either excellent or good.

Our aim is always to improve our practice and we rely on feedback from people who use our Service to ensure we focus our attention properly. We invest heavily in our workforce to ensure that they are well motivated, trained and competent to deliver the services required.

Our Services are registered and inspected by the Care Inspectorate. For more information visit their website www.careinspectorate.com

Phone: 01698 897800

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

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