

Agenda Item 8

		THE HEALTH SCRUTINY COMMITTEE FOR LINCOLNSHIRE	
Boston Borough Council	East Lindsey District Council	City of Lincoln Council	Lincolnshire County Council
North Kesteven District Council	South Holland District Council	South Kesteven District Council	West Lindsey District Council

Open Report on behalf of Healthwatch Lincolnshire

Report to	Health Scrutiny Committee for Lincolnshire
Date:	17 February 2016
Subject:	Healthwatch Lincolnshire Mental Health Report (November 2015)

Summary:

This report sets out the final report from Healthwatch Lincolnshire on Mental Health Services, which was published in November 2015.

Since April 2013, Healthwatch Lincolnshire has been reviewing concerns raised by service users, patients and carers. Over the last 18 months mental health has consistently featured in the top reported themes for Lincolnshire residents and since the spring of 2014 we focussed on specific activities relating to mental health with the aim of identifying and exploring more deeply, some of the key areas of concern being highlighted.

Our report captures these key themes and in turn promotes the voice of the service user to support the awareness of mental health and the need for improvement of services. The overall findings did highlight some very good experiences of mental health services in Lincolnshire which is very encouraging. However, it also raised some areas of concern and as a result we included 25 observations, findings and suggestions.

Currently we are waiting for the outcome of the recent CQC inspection into LPFT services before any further steps can be taken.

Actions Required:

1. The Health Scrutiny Committee for Lincolnshire is invited to consider and comment on the Healthwatch Lincolnshire Mental Health report published in November 2015.
2. Following the outcome from the CQC inspection, the Health Scrutiny Committee for Lincolnshire may wish to decide to review improvements in mental health services, in relation to LPFT and the South West CCG demonstrating better outcomes for patients, users and their families.

1. Background

Our work was carried out in 3 stages from November 2014 until November 2015 with the engagement of 345 individuals feeding back their experiences and perceptions of mental health services.

Firstly, in spring 2014 a very broad piece of work was undertaken which looked at individual's views of services and support structures within mental health. We asked a small group of 23 people to complete a paper-based survey.

Secondly, we designed and distributed an in-depth structured survey. This survey looked at mental health services from the perspective of current service users and also those waiting to enter the assessment, diagnosis and treatment pathways. 126 people completed this questionnaire which was circulated to a range of groups including mental health support groups, home start centres and professionals working within the arena mental health.

Finally, during 2015 we invited 3 mental health organisations to gather the experiences and views of their service user groups. We asked that they share the results of this work as part of our Seldom Heard Voices programme. 196 people responded to this project through a series of survey and focus group activity.

In total, 345 individuals have been engaged with, and their voices form the basis of our findings.

2. Conclusion

Whilst we have identified 25 areas for improvement we can summarise these into the following areas:

- CAMHS and Transition to adult services
- Understanding and awareness of pathways and support networks
- Support and recognition (for mental health conditions)
- Training (for GP's and other frontline staff)
- Patient involvement (respecting feedback)
- General support for patients and carers
- In-patient services
- Discharge from hospital or care
- Missing persons
- Out of hours
- Self-harm
- Waiting times (and referrals)
- Perception of services
- Complaints

Following the completion and distribution of our November report, LPFT have provided responses to our findings.

3. Consultation

Not applicable

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Healthwatch Lincolnshire Service user, patient and carer views on mental health services – final report November 2015

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Sarah Fletcher, Chief Executive, Healthwatch Lincolnshire, who can be contacted on 01205 820892 or sarah.fletcher@healthwatchlincolnshire.co.uk

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