

You Said ... We Did ...

Experiences of Health and Social Care services before, during and after Mental Health Crisis.

Healthwatch Derbyshire (HWD) is an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided. Between May and July 2016 we spoke to 40 people about their experiences of mental health services in Derbyshire. Here you will find a flavour of the comments we received and what we have done with those comments.



You Said ...

Telephone support lines are valued, however the Focusline number is often engaged.

We Did ...

We passed this feedback to the commissioners and made a recommendation for them to address the access issues to Focusline.

You Said ...

People told us that they felt 'passed around' between services pre-crisis, and felt there was a lack of coordination between services.

We Did ...

We passed this feedback to the commissioners and made a recommendation for services to develop coordination of, and show real ownership of developing crisis situations.

You Said ...

People told us that they felt unaware of where to go and what to do when needing support.

We Did ...

We passed this feedback to the commissioners and recommended that services should provide clear information about where to go, and what to do in a developing crisis situation.



"We are reviewing help lines (recognising the difficulties in accessing Focusline) and want to increase mental health support to the 111 service so there is one place people can turn to and get access to the right advice and if needed help."

Clinical Commissioning Groups in Derbyshire



"We will improve the relationships between community and urgent care services so that people do not have to contact more than one service in an emerging crisis. Also, consider better links between mental health specialists and General Practitioners (GP)."

Derbyshire Healthcare NHS Foundation Trust



"We have plans to develop community resilience, self-help and other ways of preventing crisis occurring and enabling people to manage in their communities. This will include better information and sign posting on where to get help."

Clinical Commissioning Groups in Derbyshire



FREEPOST: RTEE-RGYU-EUCK, Healthwatch Derbyshire, Suite 14 Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Email: enquiries@healthwatchderbyshire.co.uk Call: 01773 880786

Web: www.healthwatchderbyshire.co.uk

You Said ...

In relation to comments around inpatient units people felt there was:

- + Distress caused by supervised toileting and showering
- + No relationship with named nurse
- + A lack of activities
- + A lack of awareness of physical health needs
- + A lack of time with staff
- + Little awareness of, or value placed, on advocacy
- + Self-harm risks in rooms at The Priory Hospital (Cheshire).

We Did ...

We passed this feedback to the providers of the inpatient units in Derbyshire and recommended that they address these issues.



“To maintain a person’s safety, we may need to provide care that can be intrusive, this is sometimes known as observations... We will ask the people who receive our inpatient services, what additional activities they would like to receive.

“Work is underway across all of the inpatient facilities to improve physical health care monitoring and physical health promotion. The named nurse role will be clear by March 2017. The named nurse should make people aware of how to access advocacy services”.

Derbyshire Healthcare NHS Foundation Trust



You Said ...

People told us that police did not always identify and respond to potential overdoses, restraint was not always explained and there was the occasional use of prison cells.

We Did ...

We passed this feedback to the commissioners and Derbyshire Constabulary and recommended that they:-

1. Address police issues to identify and respond to potential overdoses
2. Police need to explain restraint when used
3. Seek to minimise use of police cells for people in a mental health crisis.



“We are working closely with the police and have a team based out of office hours in the Police Control Room providing advice and access to mental health support.”

Clinical Commissioning Groups in Derbyshire

“The use of police cells has significantly reduced with no detentions under the Mental Health Act since February 2016 (as of October 2016).”

Derbyshire Constabulary



You Said ...

A number of people told us that they had difficulties with access to, availability of and continuity with their Community Psychiatric Nurse (CPN).

We Did ...

We passed this feedback to the service providers and recommended that they maximise access to, availability of and continuity with CPNs.



“We will look to increase the hours of the community teams so they are more accessible and can respond locally.”

Clinical Commissioning Groups Derbyshire

“We will work with commissioners to improve and deliver a weekend and seven day per week community offer in addition to the community services.”

Derbyshire Healthcare NHS Foundation Trust



HWD will review the actions taken against the recommendations in six months’ time.



For more information or to view a full copy of our Mental Health Crisis report please visit: www.healthwatchderbyshire.co.uk/2016/12/mental-health-crisis-report/

If you require this document in an alternative format, please contact us.