Service User Experience in Mental Health

Angela Newton, Director of Service User Involvement

12 May 2017
Before we get started …

- I have experienced mental distress myself
- Part of the service user movement since 1999
- Director for Service User Involvement at Together: for Mental Wellbeing
  - National mental health charity
  - Works with almost 5,000 every month
  - Service User Involvement Directorate established in 2004
• Interested in improving people’s outcomes in health and social care
• A non-departmental public body accountable to Department of Health
• Operationally independent
• Independent committees develop their guidance and recommendations
NICE Quality Standard on Service User Experience in Mental Health

• Published in December 2011
• Defines best practice and the level of service that you **should expect** to receive from NHS mental health services
• Intended to be used alongside current policy and guidance documents
• Series of quality statements, measures and national indicators
The Guideline Development Group

- Mixed group of people
- Inclusive of the views of service users and carers
  - Dr Diana Rose (chair)
  - Mr Adam Black
  - Ms Victoria Green
  - Ms Mary Nettle
  - Mr Leroy Simpson
  - Mr Clive Travis
  - Mr Peter Woodams
NICE Quality Statements

1. People using mental health services, and their families or carers, feel optimistic that care will be effective.

2. People using mental health services, and their families or carers, feel they are treated with empathy, dignity and respect.

3. People using mental health services are actively involved in shared decision-making and supported in self-management.
4. People using community mental health services are normally supported by staff from a single, multidisciplinary community team, familiar to them and with whom they have a continuous relationship.

5. People using mental health services feel confident that the views of service users are used to monitor and improve the performance of services.

6. People can access mental health services when they need them.
7. People using mental health services understand the assessment process, their diagnosis and treatment options, and receive emotional support for any sensitive issues.

8. People using mental health services jointly develop a care plan with mental health and social care professionals, and are given a copy with an agreed date to review it.

9. People using mental health services who may be at risk of crisis are offered a crisis plan.
10. People accessing crisis support have a comprehensive assessment, undertaken by a professional competent in crisis working.

11. People in hospital for mental health care, including service users formally detained under the Mental Health Act, are routinely involved in shared decision-making.

12. People in hospital for mental health care have daily one-to-one contact with mental healthcare professionals known to the service user and regularly see other members of the multidisciplinary mental healthcare team.
13. People in hospital for mental health care can access meaningful and culturally appropriate activities 7 days a week, not restricted to 9am to 5pm.

14. People in hospital for mental health care are confident that control and restraint, and compulsory treatment including rapid tranquillisation, will be used competently, safely and only as a last resort with minimum force.

15. People using mental health services feel less stigmatised in the community and NHS, including within mental health services.
How do we know if they’ve made a difference?!

NHS Community Mental Health Survey

NHS Inpatient Survey

Relevant research and publications

Local NHS data sources

Listen to service users and service user groups

www.together-uk.org
Service user snapshot – early 2000’s

Effectiveness of care

Empathy, dignity and respect

Service user involvement

Inpatient services

Crisis support and crisis plans

Access to services

Shared decision-making and self management

Stigma and discrimination

www.together-uk.org
The national data

Substantial concerns remain about the quality of care some people using community mental health services receive

- 31% had an overall good experience of care but 29% are reporting a poorer experience of care
- 73% always felt treated with dignity and respect
- 6% did not feel as involved in agreeing their care as they wanted to be
- 20% didn’t get the help they needed when contacting crisis service
- 65% of people completed the survey themselves

2015 NHS Community Mental Health Survey
The national data

The experience of patients who have mental health conditions was poorer than for patients with no mental health conditions:

- People were not as involved in decisions around care and treatment as they wanted to be
- People did not receive enough information about their care and treatment
- People did not get enough emotional support from staff during their stay
- People did not get enough support from health or social care professionals to help them recover and manage their condition

2015 NHS Inpatient Survey
What are service users telling us now?

Effectiveness of care

Empathy, dignity and respect

Service user involvement

Inpatient services

Crisis support and crisis plans

Access to services

Shared decision-making and self management

Stigma and discrimination
Some food for thought …

Are the standards

✓ realistic enough?
✓ ambitious enough?
✓ still current?
✓ well regarded?
✓ adhered to in your Trust?
Service user involvement and leadership

✓ How does your NHS Trust support service user involvement and leadership?
✓ Is it valued and supported at a senior level?
✓ Are service users trained and supported to raise awareness of the standards?
✓ Are service users trained and supported to monitor adherence to the standards?
✓ Does your Trust use the 4PI standards for service user involvement?
So, what does it all mean?

- NICE standards are important but don’t stand alone
- The experiences of mental health service users must continue to be improved
- Service user involvement and leadership is central to the development, delivery and evaluation of mental health services
Thank you

Angela Newton
Director of Service User Involvement
E: angela-newton@together-uk.org
T: 07739 506 583
W: www.together-uk.org