



## HEALTH AND WELLBEING BOARD: 22 MARCH 2018

### REPORT OF HEALTHWATCH LEICESTERSHIRE

#### QUICK POLL: I MATTER - BRADGATE MENTAL HEALTH UNIT

##### Purpose of report

1. The purpose of this report is to present the findings of Healthwatch Leicestershire's (HWL) quick poll survey that saw HWL listen to patient experiences of the Bradgate Mental Health Unit (BMHU).

##### Link to the Local Health and Care System

2. HWL has a statutory seat on the Health and Wellbeing Board where it is able to present evidence-based insights and findings reflecting patients and the public views of health and social care services.

##### Recommendation

3. The Health and Wellbeing Board is asked to note the findings and to urge health and social care partners to consider actions associated to the report recommendations to improve services, systems and processes outlined in the findings report.

##### Policy Framework and Previous Decisions

4. The County Council, following the Health and Social Care Act 2012, is required to directly commission a local Healthwatch. The local Healthwatch in turn has a set of statutory activities to undertake, such as gathering local views and making these known to providers and commissioners and monitoring and scrutinising the quality of provision of local services.

##### Background

5. Management at the Bradgate Unit welcomed the opportunity for HWL to collect the views of carers, service users and those that have already been discharged. The study provides a snapshot of what is going well and what can be improved at the BMHU, so that service users, carers, parents and staff have a better all-round experience. There were 42 individual responses to the questionnaire.

##### Emerging findings

###### **Our Information**

6. HWL was told that information should be relevant, targeted and provide the service user, carer or parent with a sense of what the support landscape looks like. We

found that 48% of respondents were unhappy with the quality of information provided to them at the Unit.

#### **Clear channels of communication**

7. In recent years, there has been a significant amount of media attention on the BMHU as well as poor CQC inspection results. This has left service users, carers and family members sceptical of the care they may receive on the Unit. Although a third of respondents were happy with the professionalism of the staff, the qualitative responses told a story of inconsistency.

#### **The Involvement Centre**

8. Service users and family members responded positively to the Involvement Centre and the role it played in improving their mental health and wellbeing. We believe that having a program that engages and encourages service users to interact socially is a step in the right direction.

#### **Improve the capacity of support offered in the community**

9. Service users and family members told us that support in the community was unclear and that greater clarification was needed to better support them.

### **Report recommendations**

10. To improve the quality of information given by the Unit including the information given to discharged patients.
11. A pledge of care is clearly relayed to the service user, carers and family members setting out what service users can expect and what carers and family members can expect from the service. This communication should be clear and concise.
12. The opening times for the Involvement Centre are reviewed and possibly extended to include some evenings and weekends, promoting these changes with service users and their families.
13. The Trust works in partnership with other stakeholders to co-produce and effectively communicate what community support services are available for discharged service users.

### **Officer to Contact**

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### **Relevant Impact Assessments**

#### **Equality and Human Rights Implications**

14. Healthwatch Leicestershire is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.

15. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.

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