

Support for mental health and wellbeing - A Carers Perspective

Healthwatch Worcestershire - Who are we?

We are your local **independent** consumer champion - giving the public, patients and users of health and social care services in Worcestershire a voice.

What we do:

- Find out what you think about health and social services
- Make sure that you have a real say in how health and social care services are run
- Help you to hold services to account

How we do it:

- Gather views of the people who use services
- Visit services to talk to people and look and see how things are done
- Tell people where to go to find out about services
- Suggest how services can be improved - from a patient or service users point of view

For more information about Healthwatch Worcestershire and to read our Annual Report please visit www.healthwatchworcestershire.co.uk or contact us on 01386 550 264.

About the Survey

Thank you for choosing to complete our survey into carers experiences of support for mental health and wellbeing. This survey has been designed to be completed by people who care for someone who has experienced care for their mental health and wellbeing over the last 2 years. We want you to tell us about your experiences of the services and how they might be improved.

We appreciate the time you have taken to answer these questions and would like to take the opportunity to let you know that the information you share with us is an important part of Healthwatch Worcestershire building a picture of where services work well and where they do not.

Completing the survey

This survey consists of questions that ask you about a specific mental health crisis as well as your experience as a carer of other mental health services. Please feel free to leave blank any questions that you do not wish to answer.

All the questions we ask are voluntary and you can choose whether you wish to submit information anonymously.

Handling your personal information

The data we collect about you will be processed in accordance with the Data Protection Act 1998 and our Data Security Policy. We only record the information we require to do our job and we review information we record to ensure we still need it. You have a right to request a copy of the information we hold about you.

Support Options

If answering these questions causes you to feel distressed then you may find it useful to contact one of the following organisations that specialises in providing support:

Worcestershire Association of Carers

Helpline: 0300 012 4272

Website: www.carersworcs.org.uk

Section 1 - Quality of Care and Support

1. Which of the statements below best describes the situation of the person you care for?

Currently using mental health services

Has used mental health services but now discharged

Has tried to access mental health services but couldn't get the help they felt they needed

Other (Please explain)

2. Who do you care for?

Family member How are you related? _____

Friend

Other (Please explain)

3. What information has been given to you to support you as a carer? (Mark all that apply)

Information about the condition/illness of the person you care for	<input type="checkbox"/>	Information about support for carers	<input type="checkbox"/>
Information about coping skills for the condition and how to access activities and support to do this for the person you care for	<input type="checkbox"/>	How to access help in a crisis	<input type="checkbox"/>
A crisis telephone number	<input type="checkbox"/>	Other (please state)	<input type="checkbox"/>
None	<input type="checkbox"/>		

4. What information would you find helpful that you have not been given?

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5. Do you receive any support as a carer? (For example, support groups, telephone helpline)

Yes

If yes, please tell us what it is and who provides the support

No

If no, why?

I haven't been offered any

I don't know where to go/who to contact

I don't want/need any

I used to but it did not meet my needs

My friends and family support me

Other (please state)

Section 2 - Access to help during a crisis

We know that when a crisis event occurs a person and their carer may come into contact with a number of different health, social care, voluntary sector services or other organisations, like the police. The following questions are aimed at understanding how you first came into contact with these services and what happened after that. We would also like to ask about the quality of care that the person you care for received.

When answering the questions it would be helpful if you could tell us about one mental health crisis event. If you would like to tell us about more than one crisis experience please request another copy of the survey.

6. Have you supported the person you care for during a crisis?

Yes Go to question 7 (page 7)

No Go to question 14 (page 11)

7. Please read through the statements below and choose the one that describes how you first came into contact with care services or the police during the crisis.

I telephoned/went to a GP surgery or a NHS Walk-in centre with the person I care for, or a GP visited us in another location

I took the person I care for to Accident and Emergency

I called the police and the police took the person I care for from their home or a public place

I called an ambulance

I contacted a service that specialised in mental health or crisis care

I phoned a telephone helpline and/or used a website that provided information on what to do during a mental health crisis

If you do not feel that any of these options describe your experience please do not tick any boxes and move on to Question 8.

8. If you felt that none of the options above describe your experience, please use the box below to describe how you came into contact with services during the event that you are telling us about.

9. When did the person you care for experience the crisis? (Mark all applicable)

Monday to Friday

Saturday to Sunday

During the day (between 8am and 6pm)

During the night (between 6pm and 8am)

Can't remember/don't know

10. How long did it take for the person you care for to get the help they needed?

Up to 1 hour

12 - 24 hours

1 - 2 hours

24 - 48 hours

2 - 4 hours

48+ hours

4 - 8 hours

They didn't get any help

8 - 12 hours

Can't remember

Where did the help come from? (E.g. a member of a Crisis Team, Ambulance, Police)

11. We know that there are a wide range of services that might provide help, care and support during a mental health crisis. This question outlines some services that you and the person you care for may have come into contact with. We would like you to tick any of the services that you as a carer experienced during the crisis event you are telling us about. For the services that you came into contact with please could you answer each of the 'I felt' boxes with either **if you agree** or **if you disagree**. If you do not feel in a position to answer any of the questions then please leave them blank.

As a carer I felt...				
Service	Please tick if you came into contact with this service	...they listened to me and responded to my concerns as a carer	...I was given advice and support that was right for the situation	...I was given help in a timely way
GP				
Community Mental Health Team				
An Accident and Emergency department/ Minor Injury Unit				
Mental Health hospital				
NHS 111 phone line				
An NHS Ambulance				
Social Services				
The police				
Other (please state)				

12. What do you feel was most important to you as a carer during the crisis?

13. In your opinion, do you feel that anything more could have been done to prevent the person you care for from reaching a crisis point in the first place? (We are interested in what services might have done differently that might have helped to prevent a crisis from occurring. This might be a service or information that was not available when they/you needed it)

Yes

No

Please explain

14. If the person you care for experienced a crisis in the future do you think you would know what to do?

Yes

No

Not sure

If not, what would help you?

15. How confident do you feel that the person you care for would receive a timely and helpful response from their local services?

Very

To some extent

Not at all

Don't know

Thank you for sharing your experiences with us.

We will be collecting responses from people until 13th October 2015.

The responses we receive will be used to inform our report on mental health services in Worcestershire.

If you would like to receive a copy of the final report or would like to register with us to receive bulletins and more information about our work please complete the details on page 13.

About you

We would like to ask some questions about you. Your answers will help us to understand whether there are differences in the experiences and outcomes of people who access mental health services.

When we use information from this questionnaire we will ensure that individual people are not able to be identified in what we produce.

The following questions are optional. You can answer as many, or as few, of these questions as you like - if you do not wish to answer please leave blank.

Name:	
Email:	
Address:	
Age:	
Do you consider yourself to have a disability:	
What gender are you:	
What is your ethnicity:	
I would like to receive a copy of the final report?	
I would like to register for information?	

Returning the survey

By Email to info@healthwatchworcestershire.co.uk

By Freepost to:

Freeport RTEE-GKAT-SRLA
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persnore
Worcestershire
WR10 1PT