

MENTAL HEALTH SERVICE REVIEW – ONLINE/POSTAL SURVEY

An online survey was published on the Council's 'Have Your Say' web page on 20th June 2018. The first question asked the respondent to indicate whether they are a carer of an individual with a mental health condition, or eligible to use the services in The Stockport Mental Health Alliance. They were then routed to the appropriate survey. There was also the option of selecting 'other' and commenting on the consultation in a free-text box.

A paper copy of the survey for carers was sent by post on 13th July to 223 carers who had either used Mind's Carers Support Service in the last 3 years or who had enquired about using the service over this period. The paper version of the survey for the Stockport Mental Health Alliance services was sent out by post on 13th July to 649 individuals who are eligible to use these services. This included both those who had been discharged from secondary services in the previous 12 months, (110) and those who had used a service in The Stockport Mental Health Alliance in the previous 12 months (539). It was not possible to cross-reference the individuals who had been discharged from secondary services in the last 12 months with those who had used a service in the Stockport Mental Health Alliance due to restrictions on data sharing. Accompanying notes explaining the services and the purpose of the consultation were sent with both surveys.

229 individuals responded to the Mental Health Service Review survey (190 by post and 39 online). 75% (170) of respondents identify as an individual who is eligible to, or has used a service from The Stockport Mental Health Alliance, 24% (55) identify as carer of an individual who has a mental health condition or experiences emotional distress, and 1% (3) individuals do not identify into either of these categories and selected 'other'.

CARERS SUPPORT SERVICE

62% of carers (34) said that they have accessed the carers support service in the last 3 years. 38% (21) have not accessed the service in the last 3 years.

CARERS WHO HAVE NOT USED THE CARERS SUPPORT SERVICE IN THE LAST 3 YEARS

The 21 carers who indicated that they had not used the Carers Support Service in the last 3 years were asked if they were aware of the service before they completed the survey. Of those that answered, 71% (15 people) said they were not aware of the service and 29% (6 people) were aware.

The 6 individuals who stated that they were aware of the Carers Support Service before the survey, were routed to a question asking them why they did not access the service. The respondents were able to choose more than one option. The following reasons were given:

I did access the service but it was over 3 years ago	2	28.6%
I did not know I was eligible for the service	0	0.0%
I did not feel I needed the support of the service	1	14.3%
I did not feel confident in attending the sessions	0	0.0%
The times of support did not fit with my schedule	0	0.0%
The service did not meet my needs	1	14.3%
I accessed another service for support	1	14.3%
I did not consider myself to be a carer	0	0.0%
Other	2	28.6%

All of the respondents who had not used the Carers Support Service in the last 3 years were asked if they would consider using the Carers Support Service in the future. The answers were equally split between 48% (10 people) who said that they would and 48% (10 people) said that did not know. 4% (1 person) said they would not consider using the service in the future.

There was a follow up question asking why they would not consider using the Carers Support Service in the future. This was an open-ended question. The respondent answered this question, saying that the service was inaccessible.

CARERS WHO HAVE USED THE CARERS SUPPORT SERVICE IN THE LAST 3 YEARS

The 34 respondents who indicated that they had used the service in the last 3 years were routed to a question that asked them how they first became aware of the Carers Support Service. A majority of 56% (19) said it was through a professional (Nurse, Social Worker etc.). Subsequent answers were; a friend 20% (7), internet search 6% (2) and other (15%). 3% did not know or were not sure. Of those who said 'other', answers given included a carers group, a school, and a charity shop.

57% of respondents (20) said they had referred themselves to the service, whilst 43% (15) said a professional had referred them.

A total of 74% of respondents (26) agree that the staff from the Carers Support Service responded to them in a reasonable time period, with 54% (19) agreeing strongly and 20% (7) tending to agree. 11% of respondents (4) strongly disagree with this statement and a further 11% neither agree nor disagree. 3% said they do not know or are not sure.

A majority of 63% of respondents (20) said that they had used the carers support service for more than 12 months. 25% (8) had used it for 0-3 months, 9% (3) had used it for 4-6 months and 3% of respondents had used it for 10-12 months. Nobody had used it for 7-9 months

Next, respondents were asked how far they agreed or disagreed with each part of the service meeting their needs. The results are shown in the table below:

	Strongly agree	Tend to agree	Neither agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't know	I did not use this
Carers Assessment	32.4%	20.6%	2.9%	8.8%	8.8%	2.9%	23.5%
Counselling/CBT	21.9%	3.1%	6.3%	3.1%	15.6%	3.1%	46.9%
One-to-one Support	47.1%	11.8%	17.6%	2.9%	5.9%	0.0%	14.7%
Groups/Drop-Ins	23.5%	20.6%	8.8%	5.9%	5.9%	2.9%	0.0%
Peer Support	12.1%	15.2%	15.2%	3.0%	3.0%	9.1%	42.4%
Self-Development Workshops	15.2%	9.1%	6.1%	6.1%	9.1%	3.0%	51.5%
Building Social Networks	12.1%	9.1%	21.2%	9.1%	3.0%	3.0%	42.4%
Information and Advice	41.2%	26.5%	8.8%	0.0%	5.9%	2.9%	14.7%
Advocacy	18.8%	9.4%	15.6%	0.0%	6.3%	6.3%	43.8%
Practical Support	15.2%	21.2%	12.1%	3.0%	6.1%	12.1%	30.3%
Employment Support	3.0%	3.0%	6.1%	3.0%	9.1%	3.0%	72.7%
Volunteering Opportunities	12.1%	3.0%	3.0%	3.0%	3.0%	3.0%	72.7%

The table shows that people are least likely to have used Employment Support with 72.7% (24) not used and Volunteering Opportunities also with 72.7% (24) not having used.

Respondents mostly agree that the following services met their needs; Information and Advice Service (67.7%- 21 people), the Carers Assessment (53%-18 people) and the One-to-one Support (58.9%- 20 people). The services that received the highest rates of respondents disagreeing that they met their needs were Counselling/CBT (18.7%) and Practical Support (18.2%).

Respondents were asked how far they agree or disagree with a range of statements about the carers support service. They are detailed in the table below:

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't Know/Not Sure
The service has helped me feel more confident in my role as a carer	37.1%	28.6%	5.7%	5.7%	14.3%	8.6%
The service has helped me to cope in my role as a carer	40.0%	22.9%	11.4%	22.9%	20.0%	5.7%
The service has helped me to meet other carers	31.4%	20.0%	11.4%	0.0%	20.0%	17.1%
The service is a good source of information and advice	45.7%	25.7%	8.6%	2.9%	8.6%	8.6%
The service has helped me to gain/retain employment	7.4%	0.0%	14.8%	0.0%	22.2%	55.6%
I would recommend this service to a friend	50.0%	23.5%	5.9%	0.0%	11.8%	8.8%

63% (23) strongly agree or tend to agree that the service has helped them to cope in their role as a carer whilst 20% (7), strongly disagree or tend to disagree with this statement. 71.4% (25) believe that the service is a good source of information and advice and 73.5% (25) of respondents said that they would recommend the service to a friend.

IS THERE ANYTHING THAT CAN BE DONE TO IMPROVE THE SUPPORT YOU RECEIVE AS A CARER OF AN ADULT WITH A MENTAL HEALTH PROBLEM?

This was the last question of the survey for both those carers who have used the Carers Support Service in the last 3 years and those who have not. 78% of survey respondents (43) answered this question. A key theme that arose from this open-ended question was the need for adequate mental health services for their loved ones:

‘The best support for us as carers for more than 20 years is more support for the sufferers by one-to-one active engagement with the individual concerned’.

Several suggestions around this included: more experienced, trained staff to provide one-to-one support and who can be contacted when they are needed, more access to CBT, more services for those with learning disabilities, and investing more money into services for their loved one so they don't reach crisis point.

With regard to improvements to the Carers Support Service, a few respondents said that improvements were not needed and that the service was helpful. A small number of respondents said they did not get the advice and help they needed from the Carers Support Service. Many respondents offered suggestions of improvements to the information provided by the Carers Service, with one person stating that knowledge of, and access to the service was 'hit and miss'. Other respondents also suggested that they require more information about the services they are entitled to, the rights they have as carers, and the services their loved ones are entitled to. A wish for more support was also apparent, with some carers requesting respite services and support in attending appointments and talking to health professionals. One respondent suggested leaflets should be available in different languages for those whose first language is not English. There was also the suggestion to hold group support sessions and at different times so people who work can attend. One respondent put forward the idea of 'role exchange awareness' to enable carers to better understand their loved one's illness and cope with their expectations of their loved one's recovery.

THE STOCKPORT MENTAL HEALTH ALLIANCE

Of the 170 respondents who indicated they had used, or are eligible to use a service in the Mental Health Alliance, 92% (157) said that they had used a service from the Mental Health Alliance in the last 12 months. 8% (14) indicated that they had not used a service in the Mental Health Alliance in the last 12 months.

INDIVIDUALS WHO HAVE NOT USED A SERVICE IN THE STOCKPORT MENTAL HEALTH ALLIANCE

The 14 individuals who said they were eligible, but had not used a service in the Mental Health Alliance were asked whether they were aware of the services in the Mental Health Alliance. Of these 14, 50% (7) said that were aware of the services, 43% (6) said they were not aware, and 7% (1) did not answer this question.

These respondents were also asked whether they would consider using the services in the Mental Health Alliance in the future if they felt they required support. 65% (9) said they would consider using this service, 7% (1) said they would not, 21% (3) said they were not sure and 7% (1) did not answer this question.

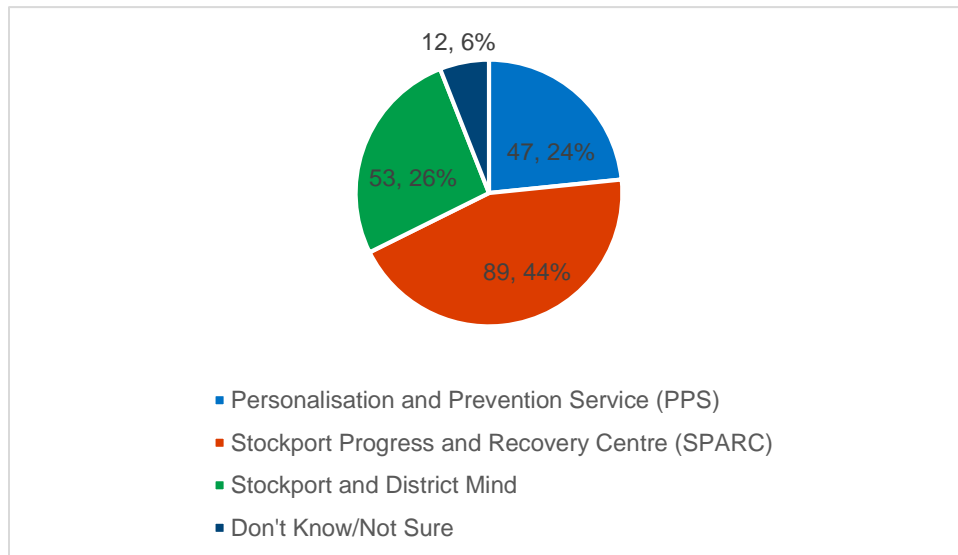
Those that said they would not consider using any of the services in the Stockport Mental Health Alliance in the future were then asked an open-ended question why they would not consider using the services. No respondents answered this question.

The respondents who had not used any of the services in The Mental Health Alliance in the past year but indicated that they were aware of the service were asked why they did not use the any of the services. 10 individuals answered this question, 4 did not. The responses are detailed in the table below:

I did access the service but it was over 1 years ago	4	40%
I did not know I was eligible for the service	1	10%
I did not feel I required any further support	0	0.0%
I did not feel confident in seeking support	2	20%
I accessed support elsewhere	1	10%
The timings of support offered did not fit my with my schedule	0	0%
The support offered did not meet my needs	1	10%
Other	1	10%

INDIVIDUALS WHO HAVE USED A SERVICE IN THE STOCKPORT MENTAL HEALTH ALLIANCE IN THE LAST YEAR

Respondents were asked which service(s) they had used:



The chart shows that the majority of respondents had used the SPARC service 44% (89). Next was the Stockport and District Mind Service 26% (53), the PPS service 24% (47) and 6% of respondents did not know or were not sure (12).

When asked how they first found out about the service. 30% (45) of respondents said it was through their Community Psychiatric Nurse, 23% (35) cited their Support Worker and 18% (27) said they found out from their Social Worker. 29% (44) of respondents said 'other'. 'Other' responses included nurse, GP, family member or other services.

When it came to referrals, the majority of respondents 63% (98) were informed about the service and a professional contacted the service on their behalf. 27% (42) were informed about the service and they contacted the service themselves.

Respondents were asked how far they agreed or disagreed that the service(s) offered them support in a reasonable amount of time from when they first contacted them. The results are shown in the table below.

Strongly Agree	94	59.9%
Tend to Agree	43	27.4%
Neither Agree nor Disagree	7	4.5%
Tend to Disagree	4	2.5%
Strongly Disagree	6	3.8%
Don't Know/Not Sure	3	1.9%

The table shows that 87.3% (137) respondents agree that they received support in a reasonable amount of time.

The majority of respondents 78% (117) said that they received support for more than 12 months. 13.3% (20) said that they accessed it for 0-3 months, 7.3% (11) accessed it for 4-6 months, 0.7% (1) accessed it for 7-9 months and 0.7% (1) accessed it for 10-12 months.

When respondents were asked whether they had been referred to the service more than once, 57% (89) said that they had not and 43% (67) said that they had. Of those, the majority 64% (42) said that they had accessed it twice and 20% (13) had accessed it more than 4 times.

Participants were asked how far they agreed or disagreed that various aspects of the services met their needs. The results are detailed in the table below:

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	I did not use this
Activity Groups	39.9%	16.9%	9.5%	1.4%	2.7%	29.7%
Advocacy	29.9%	13.4%	12.6%	1.6%	5.5%	37.0%
Building Social Networks	26.9%	18.7%	17.2%	3.0%	5.2%	29.1%
Counselling/CBT	24.6%	19.6%	9.4%	6.5%	3.6%	36.2%
Employment Support	8.2%	14.2%	13.4%	3.7%	4.5%	56.0%
Information and Advice	48.6%	28.8%	6.2%	3.4%	2.7%	10.3%
One-to-one Support	45.5%	23.4%	9.0%	3.4%	4.1%	14.5%
Outing/Trips	34.5%	14.8%	10.6%	0.7%	3.5%	35.9%
Peer Support	32.8%	22.7%	8.6%	4.7%	3.9%	27.3%
Practical Support	44.4%	24.4%	10.4%	2.2%	3.7%	14.8%
Self-Development Workshops	15.4%	15.4%	12.5%	5.1%	2.9%	48.5%
Support Groups/Drop-Ins	45.4%	24.8%	4.3%	1.4%	6.4%	17.7%
Volunteering Opportunities	16.0%	9.2 %	14.5%	3.8%	3.8%	52.7%

The table shows that participants are most likely to agree that the Information and Advice service met their needs with 77.4% (113) of respondents agreeing. 70.2% (99) agree that the support groups and drop-ins met their needs, 68.9% (100) said one-to-one support and 68.8% (93) said the practical support met their needs.

53% (82) of respondents said that the service they accessed had not supported them to access other community groups or organisations. 47% (72) said it had supported them to do this.

Respondents were asked how far they agreed or disagreed with a range of statements about the services they accessed. The results are detailed in the table below.

	Strongly Agree	Tend to Agree	Neither Agree nor Disagree	Tend to Disagree	Strongly Disagree	Don't Know/Not Sure
The service has helped me in my recovery process	53.6%	26.8%	8.5%	4.6%	4.6%	2.0%
The service has helped me to develop coping techniques	35.8%	33.1%	12.6%	6.0%	4.6%	7.9%
The service has helped me to gain/retain employment	7.1%	7.8%	31.9%	6.4%	17.0%	29.8%
The service is a good source of information and advice	48.7%	32.9%	9.2%	2.6%	3.9%	2.6%
I would recommend this service to someone in a similar position	62.1%	24.2%	5.2%	2.0%	3.9%	2.6%

The results show that 80% (123) agreed that the service has helped them in their recovery process with 53.6% (82) of them strongly agreeing. 68.9% (104) agreed that the service had helped them to develop coping techniques. When asked whether the service had helped them to gain or retain employment most respondents said that they neither agreed nor disagreed 31.9% (45) or that they did not know 29.8% (42). 81.6% (134) agreed that the service is a good source of information and advice and 86.3% (132) said that they would recommend the service to someone in a similar position.

IS THERE ANYTHING THAT CAN BE DONE TO IMPROVE THE SERVICES IN THE STOCKPORT MENTAL HEALTH ALLIANCE?

28%, (38) of those who answered this question either said no improvements were needed to the services or they used the space to describe how the services have supported them with their mental health condition.

'I think it's an excellent service that SPARC provides and there's always someone there to help you when you need it'

'Stockport Mind was kind and caring and a big help to me and my family'

'PPS has helped me in all aspects of my life'.

A large number of suggestions were in relation to greater levels of funding or expansion of services; suggestions included more one-to-one support; more outings; art, drama and music therapy; recommencing the dual-diagnosis group; and transportation to assist service users in attending services and to use on outings.

Several respondents suggested that there needed to be more awareness of the services in the Mental Health Alliance among GPs, with some stating that they would have benefited from the support a lot earlier than they were able to access it.

A number of respondents requested that opening times be extended and some said that the disability centre was not private enough. Other suggestions included involving SPARC members more in the charity, set up a centre in another location, deaf awareness and a text support service.

The rest of the responses were around not being offered all of the support that is available within The Stockport Mental Health Alliance, needing more help at A&E and losing the support of a social worker.