

healthwatch

Liverpool

Mersey Care NHS Foundation Trust

Life Rooms, Baird House and Talk Liverpool

Listening Event Report

September 2017

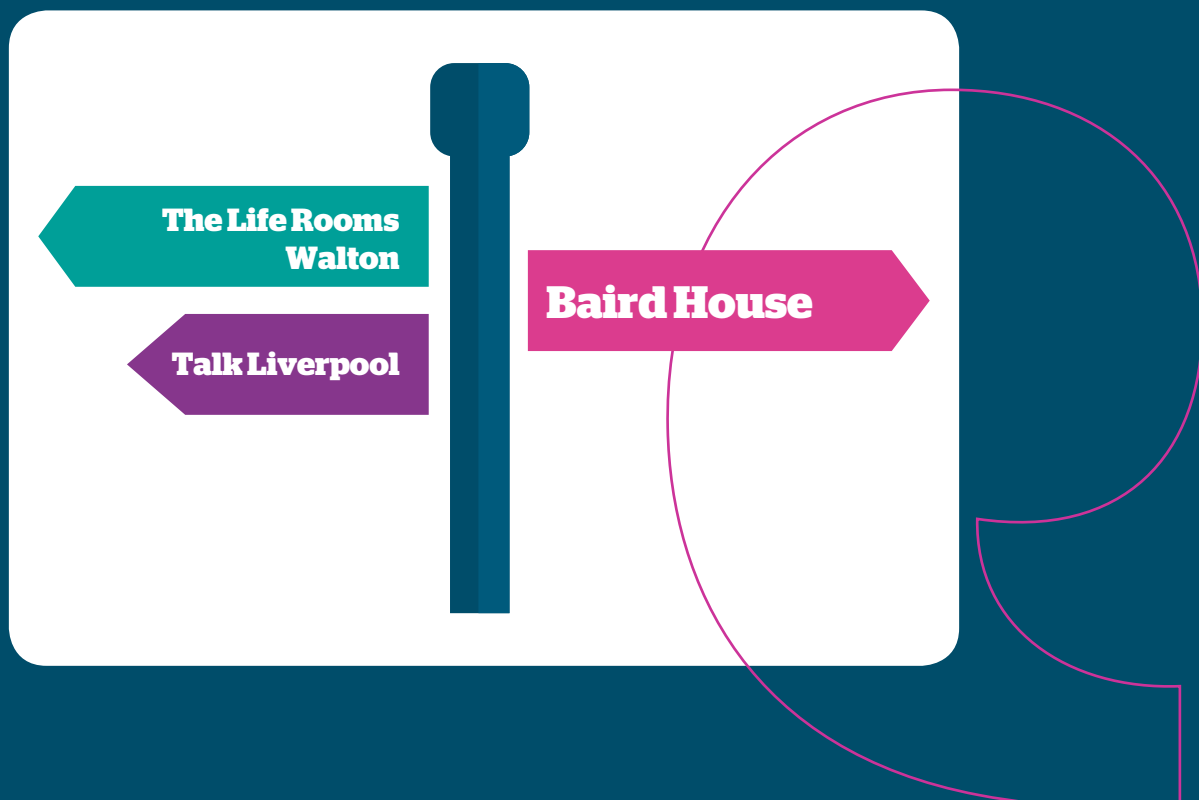


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Introduction

In September 2017 Healthwatch Liverpool visited 3 local Mersey Care NHS Foundation Trust services to gather service user and visitor feedback: the Life Rooms in Walton on 12 September, Baird House in Wavertree on 14 September and Talk Liverpool in Liverpool city centre on 26 September

- The Life Rooms in Walton provides a community meeting space with a cafe and library on-site. Mersey Care's Recovery College courses and Pathways Advisors are available to provide support, and events organised, like the careers fair that was held on the day Healthwatch visited.
- There are several Mersey Care services based at Baird House that support people experiencing mental ill health, including Community Mental Health Teams (CMHT), the Early Intervention Team, and the Homeless Outreach Team.
- Talk Liverpool provides a variety of talking therapies at different sites across Liverpool, both in groups and on a one-to-one basis. Healthwatch visited a city centre site to speak to people using the services there.

We spoke to people using these services, asking everyone the same questions that had been jointly agreed with Mersey Care. Questions included:

- What do you think is good about the service
- What would you like to see improved
- How easy do you find it to contact services
- Have you used Mersey Care services (here) before?
- If yes, how long?
- Have you used other Mersey Care services in the past year?
- If yes, which ones, and what did you think of those services?
- How well does the service meet your needs in terms of equality

Some further questions about people themselves were also included for equality monitoring purposes. No one was asked for their names or address details (please see Appendix I for the full questionnaire used on the day).

We would like to thank the people who were willing to speak to us at all three sites, and the Mersey Care staff who helped to facilitate the visits.

Analysis of the Feedback

As Baird House, Talk Liverpool and the Life Rooms provide different services, this report has been broken down by service. What follows is a short overview of the feedback for each service, highlighting what was mentioned most often, with some comments to illustrate what people told us.

Healthwatch Liverpool staff and volunteers spoke to 56 people overall; 16 patients or service users at Baird House, 20 patients or service users at Talk Liverpool, and 10 patients or service users and 10 visitors at Life Rooms. The feedback gives some suggestions of where people thought Mersey Care got things right, and where improvements could be made. All feedback has been shared with Mersey Care and commissioners (who plan and buy the services) and is available on request. Please note that details that could have identified individuals have been removed.

37 people we spoke to came from Liverpool, and 1 each from Sefton, Knowsley and Preston. For 16 people this information was not recorded.



Section A

Mersey Care NHS Foundation Trust Baird House

Building 16, Liverpool Innovation Park, Edge Lane, Liverpool, L7 9NJ

Healthwatch Liverpool Listening Event

14 September 2017



What did people say about Baird House?

We spoke with 16 people at Baird House. Here is a short overview of what people said:

What people liked

Most positive comments were made about the staff, mentioned by 9 people:

"They're very friendly, very professional, and when you're poorly they seem to care"

"The staff are caring and understanding (.....). The psychiatrist is good, we go back years so they know my case history"

3 people who had come to get their medication mentioned the service was fairly quick:

"Usually you don't have to wait long to get your injection"

"It's easy to get my meds"

People gave further positive individual comments about a variety of topics, including the service provided, the sense of continuity by seeing the same staff, and the building:

"They do a good job"

"The continuity, I get to see the same person"

"Once inside the building it's great"

What people said could be improved

5 people mentioned that Baird House was hard to find and/ or to get to, especially when using public transport, but also once on-site. Comments included:

"It's very difficult to find this place, at first I went in every building"

"I have to get 2 buses. I have to go into town and then get the 7. Then I have to walk from the bus stop. It's too far out of the way. It has taken one and a quarter hours to get here"

2 people said they would like more appointments:

"More attention, maybe more appointments. I only see the consultant once every 6 months, I would like to see the consultant more"

There were further individual suggestions for improvements about a range of things, including providing more crisis beds, to have the same member of staff give the injections, and the inside of the Baird House building:

"There aren't enough crisis beds, the crisis team tell you to go away even though the police and the ambulance will have been. It's gotten worse since the Tories done cutbacks"

"It'd be nice to have one person doing the clinic on a regular basis, with some it hurts more than with others"

"Baird House now looks like a prison"

How easy do you find it to contact Baird House?

In response to this question, 12 people said it was easy to contact Baird House. 8 people said it was easy to contact Baird House by phone. One person said it was easy in day time, while another said it was not easy to get through on the phone:

"It is easy to get through on the phone and they are helpful".

"I've got the phone number, it's easy"

Other individual comments mentioned that it was easy to "just turn up and see somebody", while another person said that it was easy for them by car, but if they had not had a car "I wouldn't have a clue how to get there".

Have you used services here before, and if yes, for how long?

9 people said they had used services at Baird House before, 5 said they had not, and for 2 people we did not get a response. Those who had used services at Baird House before said they had been using them from once to 14 years.

Have you used other Mersey Care services in the past year?

5 people said they had used other Mersey Care services, while 8 said they had not. Of the 5 people who said they had used other services one had not been to a Mersey Care service, but a counsellor at university. 2 people had used Mersey Care services at Broadoak, 1 at Arundel House, 1 at Moss House, and 1 person mentioned they had stayed at Windsor House, but that it had been more than a year before.

Feedback about those Mersey Care services included:

"Broadoak, it was OK, everything was OK"

"Moss House, I didn't like it much, was seeing different psychiatrists. Here at Baird I've built up a rapport"

"Arundel House, that was good (...) It was easier to get to than Baird House"

Any further comments?

When asked if they wanted to make any further comments, 10 people chose to do so. 3 people mentioned the location of Baird House, including:

"Just the location is a problem"

2 people had additional positive feedback about the staff:

"The psychiatrists are nice. The staff are always friendly"

Other individual comments included fears that financial cuts might change services, and a comment about a change in how often the person saw the Community Psychiatric Nurse (CPN):

"I only saw my CPN 8 or 9 months ago, it used to be every 2 weeks, but they said 'you can get your depot yourself', but I get anxious going here, I come in a taxi".

How well does the service meet your needs in terms of equality?

11 people gave a positive response to this question, 1 person said they were not sure, and for 4 people no answer was recorded.

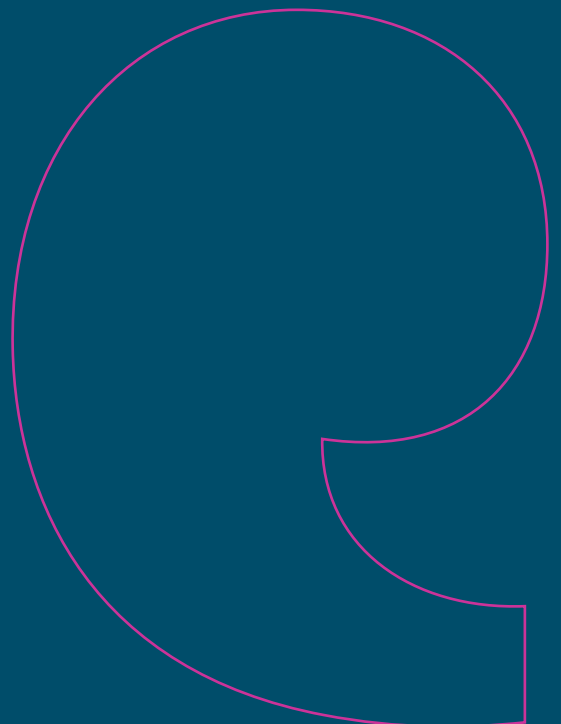
Section B

Mersey Care NHS Foundation Trust The Life Rooms Walton

Evered Ave, Liverpool, L9 2AF

Healthwatch Liverpool Listening Event

12 September 2017



What did people say about the Life Rooms?

We spoke to 20 people at Walton Life Rooms. Here is a short overview of what people said:

What people liked:

10 people said that there were helpful, nice staff and other people at Life Rooms:

"It is a safe step for reintegration. The pathway advisors are so helpful. Non-clinical staff deal well with people. The staff are lovely and helpful".

"Everyone is welcoming and friendly. The receptionists are great".

10 people also commented that it was a friendly, welcoming, inclusive and safe environment:

"I enjoy us being able to have a coffee and socialise, bonding in a safe space, lifts the weight of your shoulders. Great social inclusion"

3 people mentioned the information available:

"Plenty of information via screens and leaflets"

2 people mentioned that they felt there was no stigma attached to going to the Life Rooms:

"There is no stigma here as service users blend in with non-service users".

What people said could be improved:

3 people said that the provision of information, promotion and/or communication could be improved:

"The centre isn't very good at sending out information. I tried to sign up a few times before they put me on the list. They have been a bit slow with addressing this"

2 people mentioned a lack of signposting or referral to the Life Room:

"It can be hit and miss with clinicians signposting in to here".

There was a variety of other individual comments, including about extending the opening times, and the lack of availability of similar services in other areas:

"There's a gap when the centre is closed on weekends, between Friday and Monday. It's such a good resource, for it to be closed at the weekend. Even shorter opening hours at the weekend would be helpful, e.g. so you can use the photocopier (....) Also the centre closes at 4.30pm, would be good if it could be open in the evenings particularly if you already have a job"

"There should be more in Bootle and Kirkby. Poorer areas need it, more local services"

How easy do you find it to contact services?

13 people said it was fine and/or easy to get in touch with Life Rooms, including some people who said it was easy as they lived nearby:

"It's very easy, we can just ring or pop in"

"It's easy, you're given contact numbers and can speak to pathway advisors".

Have you used services here before, and if yes, for how long?

16 people said they had used services at Life Rooms before, 3 said they had not, and for 1 person no answer was recorded.

Those who had been before said they had used Life Rooms from 1 week to since it opened in May 2016.

Have you used other Mersey Care services in the past year?

12 people said they had not used other Mersey Care services, and for 3 people no answer was recorded. 4 people said they had used other Mersey Care services, including Talk Liverpool, Stoddart House and then Clockview, Fazakerley Hub, and another person using Clockview and the Crisis Team.

Comments about these services included:

"Clock View helped to deal with problems. The Crisis Team: great for support".

"I see a psychiatrist at the Fazakerley Hub. They are very stretched, not due to lack of effort on their part. There's only one consultant psychiatrist (....) the service is rubbish compared to how it was before (....) It has gone too far the other way, we get left on our own".

Any further comments?

15 people chose to leave further, largely positive, comments. This included 4 comments about the staff, 3 about the service, and 2 people mentioning there should be similar services in other areas:

"I just think it is fantastic, and it would be great to see one in South Liverpool too"

"It's airy, light, you get a good feeling off of people. There's hope here. Life Rooms is very good. Mersey Care needs improvement!"

One comment mentioned it should be better promoted:

"Promotion better, GPs need to know as mine didn't. My GP sent me to Stoddart House but this may have been better".

How well does the service meet your needs in terms of equality?

15 people said services at the Life Rooms met their needs around equality. For 5 people no response was recorded. When asked what could be improved at the service however, one person had this to say:

"Listening loop needs improving. On the course it's difficult to hear. Improve the loop system! Embarrassing"

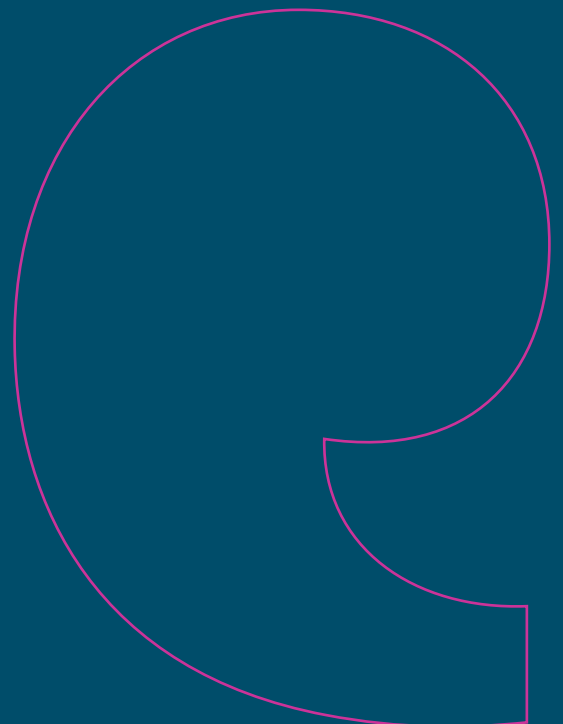
Section C

Mersey Care NHS Foundation Trust Talk Liverpool (City Centre Site)

151 Dale Street, Liverpool, L2 2AH

Healthwatch Liverpool Listening Event

26 September 2017



What did people say about Talk Liverpool?

We spoke to 20 people at Talk Liverpool. Here is a summary of what people had to say:

What people liked

12 people fed back that the service was helpful to them or benefitted them:

"It is good to come and have an outlet for my thoughts and problems"

"It's great for me, it's helped me out of the worst patch of my life"

5 people said that staff were helpful and/ or flexible:

"The therapist is really lovely, helpful"

4 people said that they did not have to wait long for an appointment:

"I went to the GP, and it was 2 weeks and now I'm to be seen"

Further comments included appointment flexibility and receiving text reminders:

"It's very organised, I like the text message appointment reminder"

"My therapist has worked things around my work to get it sorted"

What could be improved:

8 people mentioned that the wait for their appointment could be improved:

"I was told the wait would be 4-6 weeks, it was nearly 12 weeks"

"Waiting times. It took 7 or 8 months from referral to seeing somebody but when I did see them they were good but it was too late"

"Quicker appointments. I waited 2 months. 2 to 4 weeks would have been better".

3 people said they would like to have more appointments:

"More sessions, you only get 6"

A variety of other individual comments were received, including about the GP referral process, keeping people on the waiting list informed, and that there should be more funding for the service:

"The referral process from the GP. I waited for a long time to get the appointment, I've been waiting since November 2016, that was down to the GP"

"Tell people that they're still on the waiting list, to re-assure them that they've not been forgotten"

"More funding so there is more of it, i.e. more sessions available. More funding to reduce waiting times"

"I was told the wait would be 4-6 weeks, going to change - I would like more information".

How easy do you find it to contact services?

6 people said it was easy to contact Talk Liverpool:

"Perfectly easy. We have a phone number and get text messages".

3 people had positive comments about receiving text reminders:

"The text reminders are helpful"

Have you used services here before, and if yes, for how long?

12 people said they had been to Talk Liverpool before, 6 said they had not used the service before, and for 2 people no answer was recorded.

People's appointments were scheduled differently, and the length of time they had been using Talk Liverpool varied; some were attending their first appointment, while others had used the service in previous years.

Have you used other Mersey Care services in the past year?

11 people said they had not used other Mersey Care services, for 6 people there is no answer recorded, and 3 people said they had used another Mersey Care service, although 2 of those had not been provided by Mersey Care (the Umbrella Centre and Inclusion Matters, which was the IAPT service that preceded Mersey Care's Talk Liverpool).

One person had used Mersey Care services:

"Rathbone Hospital and at Clock View the Mental Health Assessment - they were helpful as they got me to the right place in the end"

Any further comments?

3 people chose to make a further comment about Talk Liverpool, including 2 positive ones:

"I'm glad it's here"

"They're pleasant, and always make sure that you're seeing the same person"

Another person questioned what the service had offered at first:

"I did find it a bit strange that I was first offered a group, my impression was that I first had to do that programme. It may not be that good for someone with more social anxiety"

How well does the service meet your needs in terms of equality?

9 people gave a positive response about the service meeting their needs in terms of equality. 1 person said it didn't come up, and for 9 people no response was recorded. 1 person however said:

“Yes I’m treated equally, but difficult to discuss race issues”

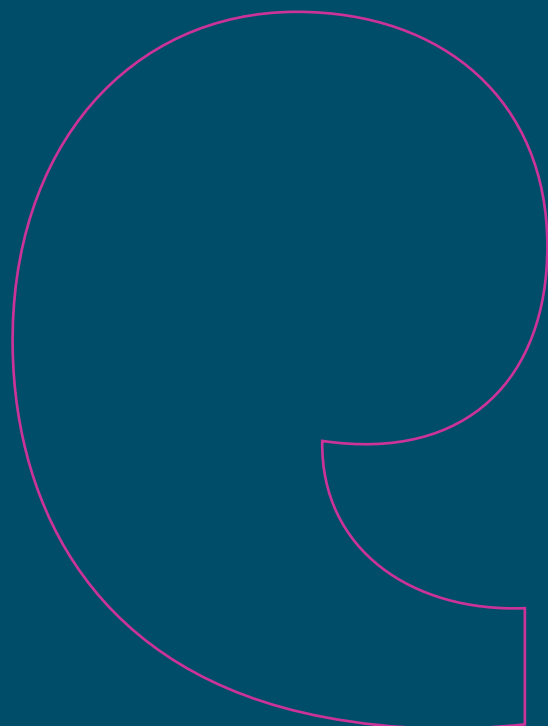
In addition to the answers received from people using the services, we also spoke to an interpreter who explained that people who needed interpreters had been given longer appointment slots in the past, which ensured that they had a similar amount of time to those who don't need interpreters to cover assessments and sessions.

However, this had been changed fairly recently, and now anyone needing an interpreter was given the same length appointment slot as someone who doesn't need an interpreter.

As this may have an unfavourable impact on anyone who needs an interpreter and is seeking talking therapies, we have asked Mersey Care what the rationale behind this decision had been.

Section D

Overall Ratings and Conclusion



Overall Ratings

Everyone was asked to give an overall 'star' rating from 1-5 for the service:

Overall (42 ratings). Average rating of 4.3.



Baird House (11 ratings): 4.1



Talk Liverpool (13 ratings): 4.4



The Life Rooms, Walton (18 ratings): 4.4



Conclusion

We were pleased to receive mostly positive feedback for all 3 Mersey Care services that we visited. The largest category of positive comments at Baird House and the Life Rooms was about the staff, while at Talk Liverpool the service itself being helpful and/or beneficial to the people we spoke to was mentioned most.

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However, when asked what could be improved there were also some issues raised during the visits, including the location of Baird House, waiting times for appointments at Talk Liverpool, and the promotion of services and provision of information at the Life Rooms, which a few people mentioned could be improved.

Nearly everyone we spoke to said that they found the services easy to contact. Most people had been to the services they were attending before, and a minority had used other Mersey Care services in the past year. Again, feedback about those services was mostly positive.

Most people felt that the services met their needs in terms of equality; however, a couple of comments were made that could lead to improvements. Additionally, the appointment slots allocated for people who need interpreters at Talk Liverpool should be looked in to.

We aim to carry out an annual Listening Event at each Liverpool trust. We look forward to our continuing work with Mersey care in 2018.

APPENDIX I - Listening Event Questionnaire

Mersey Care NHS Trust Listening Event 12 September 2017



1. Are you: a Patient ☐ a Visitor ☐ Staff ☐ other

2. First part of your postcode (eg L8, L22, L36)

3. Which Mersey Care service is your feedback about?

4. What do you think is good about the service?

5. What would you like to see improved?

6. How easy do you find it to contact services?

7a. Have you used Mersey Care services before? Yes ☐ No ☐

7b. If yes, how long have you been using Mersey Care services here?

Please turn over

8a. Have you used other Mersey Care services in the past year? Yes ☐ No ☐

8b. If you have used other Mersey Care services, which ones did you use, and what did you think of those services?

9. Please rate the service here overall:

Poor ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 Outstanding

10. Any other comments

Some details about you. We don't ask for your name, so any information you give is anonymous.

Age Prefer not to say ☐

Do you consider yourself to have a disability? Yes ☐ No ☐ Prefer not to say ☐

Do you consider yourself to have a religion or belief? Yes ☐ No ☐ Prefer not to say ☐

If yes, which religion or belief?

Which best describes your situation?

Full-time work ☐ Part-time work ☐ In education ☐ Retired ☐

Unemployed ☐ Unable to work ☐ Carer ☐ Prefer not to say ☐

How would you describe your race or ethnicity? Prefer not to say ☐

How would you describe your sexual orientation?

Heterosexual ☐ Lesbian ☐ Gay ☐ Bisexual ☐ Prefer not to say ☐

Which of the following describes how you think of yourself?

Woman ☐ Man ☐ In another way (please state) Prefer not to say ☐

Is your gender identity the same as that you were given at birth? Yes ☐ No ☐ Prefer not to say ☐

How well does the service meet your needs in terms of equality?

Thank you for taking part in this survey!

APPENDIX II - Equality and Diversity data:

We asked everyone we spoke to some questions regarding equality and diversity. Eleven respondents provided partial or no information, including the 2 members of staff Healthwatch spoke to, who did not complete the E&D part of the questionnaire.

Age

16 - 24	3
25 - 49	15
50 - 64	20
65 - 79	3
80+	0
Prefer not to say / not stated	15

Do you consider yourself to have a Disability?

Yes	18
No	22
Prefer not to say / not stated	16

Do you have a Religion or belief?

Yes	26
No	12
Prefer not to say / not stated	18

If yes, which?

Baptist	1
Catholic	6
Charismatic Christian	1
Christian	9
Church of England	4
Methodist	1
Open to all	1
Protestant	1
Spiritual	1
Prefer not to say/ not stated	1

Which best describes your Situation?

Carer	3
Full-time work	7
Part-time work	3
Retired	4
Unable to work	10
Full time education	3
Unemployed	13
Self-employed	0
Other	0
Prefer not to say/ not stated	13

How would you describe your Sexual Orientation?

Heterosexual	35
Lesbian	1
Gay	0
Bisexual	3
Prefer not to say/ not stated	17

How would you describe your Race / Ethnicity?

Black Asian	1
British	2
Dual Heritage	1
English	1
Mixed race	2
White	1
White British	29
White Caucasian	1
White European	1
Prefer not to say/ not stated	17

Which of the following describes how you think of yourself?

Woman	18
Man	24
Prefer not to say/ not stated	14

Is your gender identity the same as that you were given at birth?

Yes	42
No	0
Prefer not to say/ not stated	14