



Mental Health Project Report 2023-2024. Walking in their shoes.

healthwatch

About us

Healthwatch Wigan & Leigh is your local health and social care champion

Healthwatch Wigan & Leigh is your local health and social care champion. From Appley Bridge to Astley, and all areas in between, our mission is to ensure that your voice is heard by the NHS and Council leaders, as well as other decision makers, who use your feedback to make improvements in the care you receive.

We are proud to offer the following services:

Information and Advice: We provide easy-to-understand information and guidance about local services, helping you access the resources you need.

Complaint Advocacy: If you ever have concerns about NHS care, we offer a free and independent advocacy service. Our team will support you in making a complaint and ensure your voice is heard

Why we did the project

- Publicity in the media around patients having a negative experience. This was highlighted by the airing of the Panorama programme showing the poor care experienced by inpatients at Edenfield. As a result GMMH was placed in special measures by the CQC and are being supported by the NHSE/I on an improvement plan
- In April 2023 GMMH replaced Northwest Boroughs NHS Foundation Trust as the provider of mental health services in the borough. Therefore, is a relatively new provider

How did we do it

61 Engagement Sessions

- Ward Focus Groups 10 Visits
- Community Services 14 Visits
- Atherleigh Park Reception 31 Visits
- Supported Accommodation 3 Visits
- Independent Hospitals 3 Visits
- 130 residents, carers and relatives chose to share their experiences with us

Findings

- Care Plans
- Inconsistencies of patients being involved in discharge planning
- Gaps in the discharge process
- Patients didn't know about the referrals to the Independent Mental health Advocate (IMHA), delays in referrals to IMHA
- Safety on the wards due to incidents of patient conflicts and fighting
- Significant concerns about the presence of drugs being brought onto the wards and illegally selling drugs on the premises.
- Changes in the review process, advocating for smaller review panels. They find it intimidating facing six people, also lack of advocacy support.
- Significant concerns re agency staff on the wards around behavior and communication
- Observing agency staff spending time on their phones, engaging activities such as gambling.

Findings

- Staff members were perceived inattentive, many noting that staff stayed in the offices rather than engaging with patients.
- Patients said there was an overall lack of communication and felt their voices were not being heard
- Lack of activities on the ward
- Lack of or no visits at all from the Recovery Team
- Patients rarely asked to provide feedback on their experiences
- Privacy and dignity whilst using the showers and on the 136 suite

Findings

- Patients acknowledged the potential pressure on staff delivering the service.
- Patients constantly praised the staff within the mental health services highlighting kindness, attentiveness and willingness to listen to concerns.
 - Including Consultants, Dr
 - Depo Clinic
 - Community therapies
 - Home Based Treatment Team
 - ADHS Services
 - Later Life Memory Services
- Overall, the positive feedback reflects the commitment of healthcare professionals to providing high quality care and support to patients and families within Mental Health Services.

Recommendations

- Review the existing tools to gather feedback
- To review the current care plan process
- Improve communication between health and social care providers and patients/carers regarding discharge
- Patients are offered a referral to the independent mental health advocate(IMHA). Including staff awareness about the availability and importance of the IMHA.
- Review the safety of patients on the ward, particularly around patient conflicts and fighting and the presence of drugs/drug selling on the ward
- Consider the redesign of patient reviews.
- Better oversight of training of agency staff to make sure they adhere to professional standards and provide safe good quality care and support patients.
- Improved staff/patient interactions, include increased presence and engagement from staff

Recommendations

- Audit the recovery teams organised/planned visits to patients.
- Co-produce with patients the coordinated schedule of activities on the wards
- Privacy and dignity. Staff to explain to individuals how they might be observed taking showers or being taken to the 136 suite and what the suite is like explaining the facilities
- To work with providers to establish patient champions to ensure patients carers and the public voices are heard and can give continuous feedback from all mental health services.

Thank you

- Project wouldn't have been possible without the support of GMMH and partners across the borough
- Patients carers and relatives who took time to share their stories with us. Which we recognise that many accounts the patients shared with us were distressing for them also how privileged we were to hear those personal stories.
- All the staff who made us so welcome. From domestics, chaplains, nursing teams, psychologists, Dr/Consultants and the Senior Leadership Team. The staff in supported accommodation and independents hospitals.
- Healthwatch Wigan and Leigh staff/volunteers who worked on the project



“Get to know who I am not just my diagnosis”



For more information

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