

Audit Report

The Day Resource Centre Service User Questionnaire

People of Working Age Mental Health Services

2009 to 2010

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Resource Centre.**

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Appendices:

Appendix A. The Day Services, Service User Questionnaire

1.0 Summary

- 1.1 The Day Resource Service User evaluation has been completed annually to ask our Service users about their experience at the centre. In previous years we have sent out a questionnaire to all Service Users for their comments and suggestions.
- 1.2 This year the Trust brought together all of the Day Services to generate one generic questionnaire: Ashanti, Roshni, EMPOWA, Barford Avenue, Diverse cultures and ACE.
- 1.3 A draft version of the questionnaire was piloted with DRC Service Users and IMPACT for comments and suggestion. Amendments were made following comments from the pilot study and the opinions of the Services User and IMPACT. These were incorporated into the questionnaire.
- 1.4 The raw data was interpreted from a new survey results data Base called "Select Survey ASP Advanced" to manage the response rate for all eight of the Day Services. The results were produced in quantitative graphs and tables as well as qualitative descriptions for the Service User's comments. The final version of the questionnaire can be found in Appendix A.

2.0 KEY FINDINGS

The Major Key findings from the completion of this year's survey shows the continued success of the service provision here at the DRC and Service User satisfaction with the service they receive. 92% of the respondents felt that attending activities and the therapeutic interventions were both beneficial and helpful in areas such as: Mental health improvement, confidence, motivation and managing more independently.

Section one "About Yourself"

2.1 Eighty two Service Users completed this years Service User evaluation. 44% were male and 56% female. The Age range was from under 20yrs to 65+yrs. 2% of the respondent were under 25yrs, 9% were under 35ys,33% were under 45yrs,38% were under 55yrs,13% were under 65yrs and 5% were 65+yrs.

2.2 From the 82 respondents 76 answered their employment status: 1% were in full time employment, 5% were in part time employment,78% were unemployed and 16% were in voluntary work.

2.3 From the 82 respondents 76 answered their sexual orientation:17% did not wish to disclose, 12% stated persons of the same sex,68% stated persons of the opposite sex and 3% stated persons of both the same and opposite sex.

2.4 All respondents commented on their ethnic group: 74% were white British, 6% were any other, 2% were white and black Caribbean, 2% were Indian, 2% were Chinese, 1% were white and black Asian, 1% were Pakistani and 1% were Bangladeshi.

Section two “Your experience of treatment”

2.5 At the Day Resource Centre we do not have a consultant working directly as part of our team. We work with any Consultant that is associated with a specific Service User and communicate as required.

2.6 Not all 82 respondents answer this section. Total responses were less. For the four questions with a yes response ranging from 65% to 84 %. (See results section table).

Section three “Your experience of completing your Care plan” (Called action plan at the Day Resource Centre)

2.7 In section three of the questionnaire Service Users highlighted their specific experiences of completing and planning their programme here at the Day Resource Centre. From the 76 Service users 82% knew the name of their Linkworker and from 81 who answered the question regarding contact, 79% knew exactly how to contact their named Linkworker for appointments and enquiries.

2.8 From the results it is evident that the Service Users felt empowered and very much involved in the planning of their therapeutic programme, Advanced Statement or WRAP plans here at the Day resource Centre.

2.9 57% of Service Users stated that they had received an individual copy of their care plan. (See this reports Action plan point 1)

2.10 From the 72 responses 69% had stated that they had not received information on PALS even though it is included in our welcome pack 56% said that they had not received our welcome pack. The Pals information is visually represented in posters and leaflets in the centre in reception. (See in this report’s Action plan point 4, 5,6 and point 7).

Section four “Your experience of your care plan review”

2.11 21% of Service User felt that they had not had time to prepare for their review 48% said that they had not had Action plan review yet. (See this reports action plan point 2.)

2.12 Results concerning the question before your last review were you advised that you could bring a significant other has been raised on action plan (point 3)

2.13 61% of the service user felt encouraged that the support from the Day resource Centre was working for them (Note 26% had replied that they had not had a review yet and from a total of 77 out of possible 82 respondents)

2.14 86% felt that they were listened too (From the 69 out of the possible 82 total)

Section 5 “Your experience of the staff at the Day Resource centre”

2.15 Specific responses to the team here at the DRC scored percentages ranging from 82% to 99% for their feelings of being treated with dignity and respect and finding the staff approachable, welcoming, helpful and sensitive to both cultural and religious needs. Some of the Service User’s specific comments relating to the team at the Day Resource Centre can be found in the results section.

Section 6 “Your specific Day service setting”

2.16 The first six questions were generic for all eight Day services and the last seven were specific questions that were asked from the Day Resource Centre. These were generated from last year’s action plan and specific indicated items that our service wanted to address.

2.17 The first three questions were questions relating to knowing how to make a complaint, whether it had been responded too and whether Service users were satisfied. (These have been addressed in this reports action plan point 4,5,and 6)

2.18 The next two questions relate to evening and weekend opening which have been addressed in both the results and discussion section of this report (and action plan point 9).

2.19 73 of the 82 respondents were undertaking Talking Therapies at the Day Resource Centre. The majority undertaking: Group Psychotherapy and counselling or psychotherapy 1:1 (See pie chart in the results section for breakdown of talking therapies).

2.20 82% of respondents from the 67 who answered thought that Single Session Drop In Therapy should be available.(Cameron 2007). (See Action plan point 8).

2.21 Service Users were asked about Mentor or Buddy system and 59% of the 76 who responded answered yes. (See Action plan point 9).

3.0 EVIDENCE BASE

- 3.1** A Good Choice for Mental Health. – Institute for Public Policy Research. J.Rankin (2005).
- 3.2** The Day Resource Centre Service User Evaluation (2008).
- 3.3** Developments And Trends In Mental Health Policy—Institute for Public Policy Research. J. Rankin (2004).
- 3.4** How Will My Newly Redesigned Day Service Help Me? A booklet for people using mental health day services, National Institute For Mental Health In England (2008).
- 3.5** Future Perfect: Mental Health Service Users set out a vision for the 21st Century (2005).
- 3.6** From Segregation To Inclusion: Commissioning Guidance on day services for people with mental health problems. – The department of health (2006).
- 3.7** The Future of Mental Health: A Vision for 2015. --The Sainsbury Centre for Mental health.
- 3.8** Mental Health and Social Inclusion.—Institute for Public policy Research. J Rankin (2005).
- 3.9** Outcome indicators framework for Mental Health Day Service, Care Services Improvement Partnership, National Social Inclusion Programme.
- 3.10** The NHS Plan. –The Department of Health (2000).
- 3.11** NIMHE Guiding Statement on Recovery. –National Institute for Mental Health In England (2005).
- 3.12** Joint Strategic Direction Statement: Mental Health Services for Bedford and Luton (2000 to 2005).
- 3.13** Single session and walk-in psychotherapy: A descriptive account of the literature. C.L.Cameron (2007) Counselling and Psychotherapy Research December 2007; 7 (4).

4.0 Aim

- 4.1 The aim of this year's Service User Evaluation was to continue the work started with the Service Users and our Annual Service User Evaluation.
- 4.2 The Questionnaire was re-developed to incorporate the Social inclusion framework. Helping the commissionaires and Day Service providers in the BLPT Trust to monitor, evaluate and measure the effectiveness of our service provision.
- 4.3 Our aim is to encourage Service User Participation, to implement change in our future service provision from their experience of attending and participating at the Day Resource Centre.
- 4.4 To evaluate Service User satisfaction our service with a view of improving areas where indicated from the results.
- 4.5 Our 2009 version includes current legislation, suggested developments and recommendations for the future of Day Services from User comments and our implemented action plans from previous findings in 2008 survey.

5.0 Objectives

- 5.1 To continue to promote social inclusion, ensuring the effectiveness of and positive impact for a redesigned service provision here at the Day Resource Centre.
- 5.2 To recognise current legislations and policies for Service User's and key principles for refocusing Day Services.
- 5.3 To engage Service Users in the process of monitoring and contributing to their experience at the Day Resource Centre.
- 5.4 To highlight the importance of User-Centrality as a unifying focus for practice at the Day Resource Centre.
- 5.6 To acknowledge Service User's influence in decisions made and how the roles they play promotes positive change in practice.
- 5.7 To set realistic targets for continued improvements to the service provided at the Day Resource Centre, with both short term and long term action plans.
- 5.8 To raise awareness to the team at the Day Resource Centre and other services of Service User feedback on areas for improvement and good practice.
- 5.8 To share best practice and disseminate findings throughout People of Working age Mental Health Services and throughout the TRUST.
- 5.9 To obtain comparison material to monitor the level of change identified from the 2008 Action plan and Service User's comments and see if these were obtained in 2009.

6.0 Methodology

- 6.1 Representatives from each of the Day services within the Trust were invited to join a sub group to bring the project together. Amendments and new questions were agreed and these have been incorporated into the evaluation questionnaire. These were to promote the role of social inclusion, work and gaining skills in line with current policy and legislation (DH, 2006 and DH, 2006b).
- 6.2 The questionnaire was then piloted with Service Users of the Day Resource centre and IMPACT for comments and amendments that needed to be made.
- 6.3 The final version was then sent to all our Service Users with a pre paid envelop for its return, with a closing date of th30th April.
- 6.4 The completed questionnaires were then transferred to a separate team using “**SelectSurvey ASP Advanced**” audit tool for analysis.
- 6.5 The tabulated results were then sent back to each Day Service area for independent evaluation and to generate individual reports representing each of the Day services.
- 6.6 The results and findings were discussed with the team and Service Users at the Day Resource Centre in order to generate an action plan for 2010.
- 6.7 Copies of the report were made available for Service Users to read and Displayed at the Day Resource Centre.
- 6.8 The report was also posted on the Day Resource Centre Website and Trust today.

7.0 Results

7.1 Your experience and treatment

Question	Total respondents	% yes	% no	% N/A
Do you see a Consultant Psychiatrist	79	78%	22%	
If you did see a Consultant psychiatrist were you able to talk to him or her about your diagnosis	73	84%	16%	
Were you given information on emergency out of our contact	78	65%	35%	
Did you receive all the information you need about medication	72	79%	21%	

7.2 Your experience of completing your Care Plan, Action plan or support programme in your specific Day service setting

Question	Total respondents	% yes	% no	% N/A
Do you know the name of the person who coordinated your care plan	76	82%	18%	
Do you know how to contact this person	81	79%	21%	
Did you feel involved in deciding what should be in your most recent care plan	77	77%	23%	
Were you given a copy of your most recent care plan	74	57%	38%	5% declined
Were you provided with an interpreter if you need one	72	7%	11%	82%
Was confidentiality explained to you	78	76%	24%	
Were you given information about the Patient Advice and Liaison service	72	31%	69%	
	Total respondents			N/A
Did you feel able to develop a plan with the team that supports you with what you would like to happen if you become very ill again	66	Advance statement 22%	WRAP 17%	60%

7.3 Your experience of your care plan, action plan support programme review

Question	Total respondents	% yes	% no	% N/A
Were you given the opportunity to prepare for you last review	78	53%	21%	27%
Before your last review were you advised that you could bring a significant other with you	77	38%	39%	23%
At your last review did you feel you were encouraged to say whether you had felt that the support from the Day service was working for you	77	61%	13%	26%
Do you feel listened to	69	86%	14%	

7.4 Have you noticed any improvement with yourself in the following areas since you attended the service? Emotional and physical information:

Multiple choice options	Total respondents	% yes	% no	% N/A
Confidence	71	66%	27%	7%
Motivation	68	68%	27%	3%
Mental Health	70	60%	27%	13%
Alcohol/drug use	65	14%	18%	68%
Physical health	63	43%	44%	13%
Managing more independently	67	58%	30%	12%
Personal relationships	68	41%	43%	16%
Improved social life	67	42%	49%	9%

7.6 Have you noticed any improvement with yourself in the following areas since you attended the service? Social Inclusion information:

Multiple choice options	Total respondents	% yes	% no	% N/A
Learnt new skills	66	47%	38%	47%
Accessing community resources	62	44%	47%	10%
Access to training	63	24%	49%	27%
Access to employment (paid /voluntary)	66	29%	38%	33%
Continued in employment	64	12%	34%	53%

7.7 Your experience of the Staff at the Day Resource Centre:

Question	Total respondents	% yes	% no	% N/A
Were the Staff sensitive to your cultural needs	72	92%	8%	
Were the staff sensitive to your religious needs	39	85%	15%	
Did you feel that you were treated with dignity and respect	78	97%	3%	
Did you feel the attitude of the staff was friendly	39	85%%	15%	
Did you feel the attitude of the staff was helpful	69	99%	1%	
Did you find the staff approachable	64	95%	5%	
Did you find the staff welcoming	65	98%	2%	

7.8 Your experience of the environment:

Question	Total respondents	% yes	% no	% N/A
Did you find the unit environment clean		94%		
Did you find the unit environment tidy		95%		
Do you think single session drop In sessions should be made available at the Day Resource Centre		82%		
Do you feel that attending the Day Resource Centre and participating in your activities and or your therapeutic interventions are beneficial and helpful		92%		

7.9 If the service had been made available in the evening, what type of activities would you have participated in?

N.B: From the raw data we can not identify service locality specific to the Day Resource Centre as the method of presenting the results from Select Survey ASP combined all responses from all eight Day Services.

Service User responses from all eight Day Services:

1. Sports activities, badminton, football
2. Chat, socialise with friends, tea, etc
3. Going out / Socialising
4. Socialising / going out
5. Home visits, casual outing, socialising
6. Music / Socialising
7. Going Out / Socialising
8. If I was well, I would like to use the service in the evening
9. Going to: Cinema, restaurant, pub, walks
10. badminton, restaurant, cinema
11. Housework programmes teaching people how to cook, clean, and iron and then afterwards go out. Relationship advice, counselling. Reading, Health programme because some people would like to loose weight.
12. Yoga - more IT courses - Group Social Activities. General discussion groups - Karaoke evenings - occasional (regular) concessional cinema trips and bowling visits.
13. Socialising, drawing, computers, art, reading. I often find evenings difficult. I go to other agency's but none of them offer evening support that much.
14. Bingo, flower arrangement, sewing cooking, table tennis, playing cards, anything really that is going so I can join in to get out of my flat.
15. Computer work
16. Pool Swimming
17. Social Events i.e. games like pool
18. Creative writing study, IT, Social Contact
19. Art, Mind, Computers
20. Socialising
21. Talking with staff and service users. Drink & Food Keeping busy
22. Pool, table tennis, badminton, read newspapers, books, watch videos/TV.
23. Tai Chi
24. Indoor games, quiz
25. Qualification based volunteer work
26. Go to ACE computer course
27. Sports
28. Pool Table Tennis Darts
29. Computer work

30. Pool, Quizzes
31. I go to pool and other activities
32. Indoor games, scrabble, quiz. Evenings out to clubs, theatre. Making models, Tues night. Tea/Chocolate evenings, film, European cinema.
33. The same as present
34. Any
35. IT services, producing a CV, job applications
36. Arts & crafts, social
37. If started back @ work and couldn't make day time. - Courses, counselling
38. Evenings are much better for me. My partner works every evening except Monday. Yoga, a singing group, a confidence course that was available afternoon or evening - I can't do mornings. Learning to sing would be good for confidence. If there were not enough staff available for evenings, I wouldn't mind helping out one evening a week with something.
39. Music
group discussion. Use my literacy
40. If what is on offer is consistent with my needs then yes. Transport is a problem however due to lack of buses. Also I would be less tolerant of late buses in evenings and service is unreliable in my area too often. I would prefer to have a reliable bike as evening bus services have been cut.
41. Counselling, assertiveness
42. Craft, social groups
43. Socialising - games quizzes
44. Games night - pool - board games - quizzes'. Social gatherings. Courses - learn new skills.
45. Any type of art groups, swimming
46. More time for textile work and learning some new songs that I have chosen for the music group for the guitars to practice a bit more, then I can sing with the group and guitars accompany me, and the other members of the group.
47. Going out for meals, guitar playing, activities similar to the ones you provide during the day.
48. Developing confidence. Going place.
49. Quizzes, drop-in, cookery, games
50. Socialising outside the centre. Socialising inside the centre i.e. music nights, quiz nights, dancing etc talks on benefits, housing etc.
51. Counselling when needed. Being able to speak to someone instead of phone numbers such as Samaritan which is all the "Crisis" team provided.
52. Social meal, cinema
53. I don't know for what you're talking about. Mine health or mine metal health problem is not gone.
54. Computer games, sport exercise, film, TV & DVD evenings, chess, cards, monopoly, trivial pursuit & other board games, music (singing sessions)
55. English & maths, art, writing poems of fiction. Try computers again.
56. card making, cross stitch, gym
57. Computer courses, needlework
58. In the spring/summer walks organised. In the winter - board games, cards, scrabble, dominoes, jigsaw puzzles, and easy crafts - basics, easy. Card making/crafts you find in pound land that are simple, cheap but you achieve something take your mind off your troubles.
59. Would consider anything
60. Group activities
61. Cinema Club
62. Confessions box, friend making

63. One of the art/craft classes. Social Group e.g. Women's Group
64. Drop-In.
65. Craft, social evenings
66. Drama, art & craft
67. Go for meal or to pub.
68. For others social group - go out to cinema, pub, etc. (Too far away to travel late at night, would be too expensive with taxi's.)
69. Psychotherapy group
70. Movies, music, computer
71. Woodwork
72. Cooking, knitting
73. Just to be given a 'safe' environment to socialise without stigma.
74. Art & Craft
75. A social group, talking together over tea/coffee, watching a video/DVD in a group one evening a week. Trip to Kempston swimming pool for those service users who live in Kempston/Bedford. Having a meal (cooked & prepared by service users on a one evening a week basis.
76. Discussing the same and similar issues that I have in common within a small group e.g. Domestic Violence (surviving) depression.
77. Don't know
78. Socialise (cup of tea), music class, art class
79. Outreach groups, so people who work can still attend groups.
80. Out for a drink / meal. Cinema, general chats.
81. Evening social group maybe once every fortnight, where we could discuss issues for outings, friendships, and maybe have a casual games evening!
82. Depends what is available
83. Motivational skills
84. Support groups. Art and craft activities. Health/fitness groups, alternative therapies (and/or advise on).
85. Preparing & organising a meal together at Barford Avenue one night a week. Social get together in the evening. Trip to the cinema. Affordable meal at a restaurant/care once a month or every 2 months. If possible two day trips per year?
86. Music, refreshments, meeting others
87. Support in accessing social/cultural activities.
88. Not heard back from Mencap and Renaissance project. Don't have any credit on my phone and have had been going back and forth to hospital for my son.
89. Sports activities badminton
90. Music guitar tuition, jamming sessions
91. Music writing workshops or, and "cup of tea" social interaction. Must consider people living alone * Please consider clients as facilitators? *If stressful - former clients, those with empathy, flexibility to account for individual needs.
92. I need support with lifts.
93. Work in a voluntary capacity. Learn about employment and learn about voluntary work.
94. Football

7.9 If the service had been made available at the weekend, what type of activities would you have participated in?

N.B: 1) From the raw data we can not identify service locality specific to the Day Resource Centre as the method of presenting the results

from Select Survey ASP combined all responses from all eight Day Services.

2) From the raw data there are duplicated responses from the question regarding the evening. It is not possible distinguish between data input error or a separate answer.

Service User responses from all eight Day Services:

1. Socialising, badminton, some sought of fitness regime
2. Table tennis
3. Relaxation / exercise
4. Fun activities, party, trip
5. Cooking, going places, watching films
6. Going out on trips / Socialising
7. Going out, socialising
8. Going out / socialise
9. Cinema / Socialising
10. Cinema / Socialising / Day trips
11. As responded, if the weekend, if I was well enough, I would use the service provided.
12. As Above
13. badminton, restaurant, cinema
14. Talking about things instead about watching TV
15. Trips/Outings to local places of general/historical interest i.e. Milton Keynes, Bedford River, Wrest Park, Dunstable Downs etc. Incl London Oxford Street, Museums, Weekend breaks with/without carer i.e. seaside, countryside, health farms etc.
16. As above
17. playing card games or board games maybe cooking a meal for a group of people, to eat, painting, being able to be with people, as weekend's can be very lonely. I would take part in things whatever they were to do for us.
18. Pool Swimming
19. ?
20. If I was well enough then I may consider myself going. Would I let spend a lot time only if I was well enough.
21. Pool, table tennis, badminton, read newspapers, books, watch videos/TV.
22. Playing card games or board games, maybe cooking a meal for a group of people to eat, painting, being able to be with people, as weekends can be very lonely. I would take part in things whatever they were to do for us.
23. Sports
24. Pool
25. Playing snooker, playing the guitar and other activities.
26. Sat only. Museum visit, art, natural, science. Kew Gardens, Hampton Court, Hyde Park / St James's, Heathrow Terminal 5, Heathrow City/West Drayton Gatwick, S Chanel tunnel, Camden Market, Zeebrugge on the Jetfoil. Brussels, Cologne, Prague, Peckham Rye.
27. Any
28. IT services, making friends, getting advice, job club
29. As above
30. Same as above or a drop-in. I think probably a lot of people would benefit from something in the evening, especially if they are by themselves. Also, something that would help people to relax in the evening, so it would help them to sleep better.
31. I would like to do more felt making. I would also like to do more leisure activities like going to the shops, cinema, eating out and bowling.

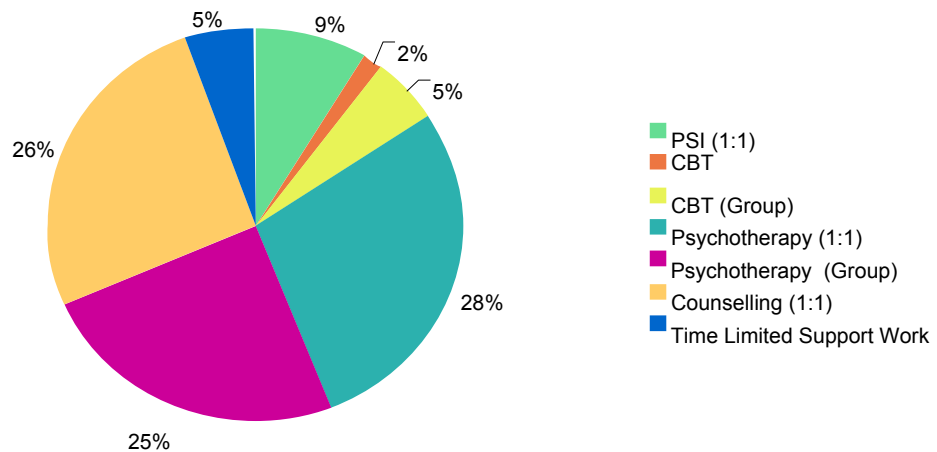
32. Socialise with other service users
33. Photography with creative computing but more one to one support if involved with creative computing.
34. Craft, photography
35. Craft, social groups
36. See above.
37. Games night - pool - board games - quizzes. Social gatherings.
38. Jumble sales / nearly new sales in the summer outside, open day. I missed it last year, as we don't have one. Can go to the seaside then on a day trip. Maybe a walk around priory marina and a picnic. Bring your own packed lunch along. Not every weekend 1/4 so staff get time at home after working all the week.
39. Outings, activities similar to the day. Come people who work & need help might find it useful to attend evenings or weekend activities.
40. Developing confidence. Going place.
41. Same as above
42. Trips to the interesting places
43. I feel a lot of service users living alone would benefit from interaction from other service users as weekends can be a lonely time. i.e. walks, socialising, general get together's.
44. Any activity would be good rather than sitting at home alone.
45. Walks, swimming.
46. I don't know for what you're talking about. I most of the day stay in mine address because mine mental problem.
47. Same as above.
48. Would consider anything
49. Group activities
50. Day trip to Alton Towers
51. Anything they ask me to
52. To be someone else, have a talk
53. Lasses. Social Group e.g. Women's Group
54. Drop-In.
55. Social events, craft, walking
56. Drama, art & craft
57. Maybe go sopping - day trips & meal
58. For others, social events group maybe daytrips, maybe an exercise morning group.
59. Movies
60. Art & craft, gentle exercise
61. A day trip would be appreciated. Perhaps once/twice a year (by coach). Lunch/dinner in an affordable, restaurant/cafe once every month or two?
62. Art
63. Not Sure
64. Chat & coffee
65. Don't know
66. Gardening
67. Social Groups, outings, meeting new friends, discussion groups. But I would have transport problems getting to the centre as I live in Biggleswade.
68. Out for a drink / meal. Cinema, general chats.
69. I like my weekend to be personal as I do have a varied weekend from time to time.
70. I like my weekends to be personal as I do have a varied weekend from time to time.
71. Depends what is available
72. As above, outings
73. Social get together over tea/coffee on a Saturday afternoon, early evening

- 74. See above
- 75. As above
- 76. Socialising, badminton some sought of fitness regime.
- 77. table tennis
- 78. Relaxation/exercise
- 79. Meeting up with people to go shopping, walks.
- 80. As above. Bottom line is: - The more the choice, the better clients to determine pace and range of activities. Staff properly supported.
- 81. Working in a voluntary environment - learning about paid work generally.
- 82. football
- 83. football

7.10 “Were you offered Talking Therapies at the Day Resource Centre, if so which”?

A pie chart representing the type of “Talking Therapies” Service Users attend at the Day Resource Centre taken from the 57 respondents to this question.

Talking Therapies attended at the Day Resource Centre



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Question	Total respondents	% yes	% no	% N/A
Were you give a copy of the Day Resource welcome pack	80	56%	44%	
Do you think a single drop in session should be available at the Day Resource Centre	67	82%	18%	
Would you like to receive the opportunity of a mentor or buddy system where you could meet other Service Users with similar experiences to you	76	59%	41%	
How were you supported whilst you	23	100%		

were in the process of being sign posted (all respondents stated their link worker)				
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7.12 Service User comments from the “Please feel free to add any additional comments that would help us improve the service you receive”

N.B: These are specific responses from Day Resource Service Users this data was analysed separately.

1. Suggestion: Instead of separate posters - leaflets about day trips, activities, etc - a monthly *newsletter? Need only be 1A4 sheet. It could be placed at reception, lobby, so patients could just take one as leaving the building (+ read later, at home perhaps, when you are able to absorb more information) - Would also be helpful to have a staff list of names (need only be first names), photos and role at the DRC. Such as companies use. I have had staff refer to other staff members in conversation + I have no ideal who they are or what their role is. This list/display may also encourage patients to ask for help to participate in activities, for example, computing or relaxation type classes

* (This has been addressed in action plan point 11).

2. “I am looking to be referred for ways of learning new skills”.

3. “I’m new in DRC and I’m still with my mental problems and with tablets. What I have in the past I still have in present nothing is change in my mental health but is change the medication and is up to 20ml every 24 hours. I’m still half of normal”.

4. “I believe evenings/weekends and Bank Holiday openings of the D.R.C. would help many people as these times especially Christmas/New Year and Easter can be lonely and upsetting times for many people with mental and emotional problems”.

5. “My link worker has always been there for me if I have a bad day and need to talk, or if I’m upset about something”.

6. “D.R.C. has helped me so much I have started to live again”.

7. “I thank all the staff at the DRC for all there care and support. They have helped me so much. Thank you all very much”.

8.”An excellent, supporting service. God bless you all and thank you very much.”

9. "Staff at the DRC are welcoming & friendly. I have been given the support and help I needed and I can see my health and situation beginning to change for the better. It makes a huge difference".

8.0 Discussion and Recommendations

8.1 The Day Resource Centre has completed this Service User evaluation annually since 2000. In previous years we have been able to develop and improve our service and action the findings in accordance to the results found from our Service User's comments.

8.2 From this years survey we have been able to extract areas in which we continue to sustain an exceptional level of professional practice. Service user satisfaction continues to be apparent in the provision of care and therapeutic support here at the Day Resource Centre.

8.3 As in previous years we have valued the contribution of all Our Service Users that have taken the time to complete the questionnaire. Service Users comments allow for a unifying process of influence and decision making here at the Day Resource Centre.

8.4 As in previous experiences of completing this piece of work we have generated an Action Plan for 2010. This includes realistic short and long term

goals that are to be addressed to promote positive inclusion in the development of change in the service provision at the Day resource centre.

8.5 The process of completing this report has taken longer for this year's version than in previous years. The consensus was to join all eight Day Services together and pool the results together using the Select Survey ASP. The reasoning was to provide one collective source of data entry and then the results being distributed to each individual Day Service for specific evaluation and interpretation and not evaluated at source.

8.6 In part this was achieved and each Day Service distributed their individual questionnaire to their Service Users. The Completed questionnaires were then inputted by an independent source at Charter House and not by any of the members from the Sub group or representatives from any of the eight Day care Services.

8.7 The collation of data was merged at the time of statistical analysis. An amalgamation of data occurred at this point, from the results in sections one through to 5 and in part section 6 on the received questionnaires.

8.8 The analysis programme then dissected the multiple choice questions and produced separate responses in the form of new questions as several parts of the answer. This resulted in an increase of question results compared to the original number of questions found on the questionnaire.

8.9 The results then became complex when the raw data was returned back to the Day Resource Centre. Interpretation and matching of corresponding questions to their specific answers required extensive cross referencing.

8.10 In Previous years it has been possible at the Day Resource Centre to include both the questionnaire and the raw data in the same report as they matched a question to its appropriate analysed answer.

8.11 When trying to correlate the statistics two further complexities arose and statistical errors for scoring manifested when percentages had been generated from the total response rate of 82 and not to specific question response which had to be rectified. It has also been possible to compare and contrast previous year results with the findings in the current years report and comment upon the percentage increase or decline reading all the data with ease. This is essential for comparison of whether a standard had been maintained, improved or declined. Specifically those standards which had been highlighted and incorporated from the 2008 survey Action Plan.

8.12 Interpretation of specific Day Resource Centre comments has been only available with part of section six results which Survey Select ASP kept separate from the main body of the questionnaire's results from all eight Day Services.

8.13 This report can only clearly represent nine comments and feedback suggestions from our Service Users from the total eighty two that completed the Day Resource Centre questionnaire. In the Previous year this number was forty two for our Service User's who added additional further comments at the end of the questionnaire.

8.14 The Service User answers referring to evening and weekend activities have been included in this report. They are from all eight Day Services Responses. The specific Day Resource Centre comments about our service have been amalgamate with all the other Service User comments about their specific service at the source of data analysis. The only way to evaluate and interpret such data is to look at it collectively as a whole.

8.15 Across the board of the eight Day Care services it is possible to identify collectively what all eight BLPT Day services Service Users would like to see in Day Care Services. However there are duplicated answers for the comments made relating to evening or weekend activities. It is uncertain whether the question was answered the same by the individual or whether this is an administrative error of duplication due to the exact wording letter by letter evident upon reading.

8.16 For the purpose of this report the tables below are a summary of the collective answers given to both questions. It is from generating the answers in tables that this report can compare the findings to the Day Resource and try to evaluative suggestions compared to what activities exist on the current time table.

8.17 The Day Resource Centre does not currently run any evening or weekend activities or groups. We did attempt to run an Anxiety management course with the choice of an evening or weekend option. We wrote to all of the clients for their Preference, the response was for a Morning group.

8.18 Identification of what specifically the Day Resource Centre Service User's would like at the evenings or weekends is not specific from the data collection from this current survey. Alternative means to address will have to take place. A solution would be to re ask both questions again on the 2010 survey and to add to this reports action plan (See action plan point 10).

8.19 Those activities already being undertaken during the day at the Day Resource Centre form the suggested list have been highlighted in Grey. Those activities not on the suggestions but already on the Day Resource day time table have been include in Blue. Those suggestions remaining will be reviewed between The Day Resource Centre and the Service Users for need and viability (Action plan point 10))

Service User suggestions for evening and weekends from all eight Day service setting:

Key DRC Timetable includes: Grey highlights
DRC other activities on timetable: **Typed Blue**

Arts And Crafts
Life Skills Courses
Knitting
Woodwork
Drawing
Flower arranging
Sewing
Card Making
Drawing
Art
Textiles
Needle point
Cross Stitches
Photography
Pottery
Collage & painting
Photography

Alternative therapy
Yoga
Tai Chi
Relaxation
Complementary Therapy
Massage,
Reflexology
Reiki
Indian Head Massage

8.20 At The Day Resource Centre we acknowledge that our Service Users are asking for more service provision in the centre. We feel that is equally important to access mainstream educational and vocational activities in the community,

Social Inclusion
Cinema
Restaurants
Pub
Clubs
Theatre
Out Reach
European film
Friend making group
Cultural activities
Tea coffee and chat
Days Out
socialising
Days Out
T.V and DVD
Supporting you
Women's community support
Ladies Out and About
Men's Group
Day trips

Out and about
Monthly Service User Meetings
Enthusiastic group
Eagle Art Gallery Exhibition

Talking Therapies
Discussion group with others in similar situations (See Action Plan point 9)
Creative writing
Drop in Services (See Action Plan point 8)
Drama group
Psychotherapy
Women's Group
Counselling
PSI
Group Psychotherapy and 1:1
Assertiveness
Stress management
Anxiety management
Mindfulness
Voice hearers
Art Psychotherapy
Open Art Therapy
Social Drama

Educational/Training
Computers
English
Maths
C.V. Job Application
Qualifications
Certificates
Volunteer work
Healthy living losing weight
Reading
Café Project Volunteers
Support and access to mainstream education

Music
Guitar lessons
Singing Music group
Karaoke

Miscellaneous
Jumble Sales
Chocolate Evening
Confessions Box
Home visits
Gardening

Games
Bingo
Quizzes
Darts
Board games
Cards

9.0 Action plan

DEVELOPMENT NEED/ AREA OF IMPROVEMENT	PROPOSED ACTION PLANED	BY WHOM	DATE TO BE IMPLEMENTED
1. Were you given a copy of your most recent care/action plan?	Audit of service Users notes	Kirsty Tyers and Dave Morely.	March 2010
2. Were you given the opportunity to prepare for your last review?	To Incorporate into standard letter	Kirsty Tyers and Sue Lopes.	February 2010
3. Before your last review were you advised that you could bring a carer/significant other with you?	To Incorporate into standard letter	Kirsty Tyers and Sue Lopes.	February 2010
4. Did you know how to comment, complain or make a compliment about the service?	Take to Service User meeting as a rolling agenda item	Yvonne Mountcastle and Billy Nugent.	February 2010
5. If you made a complaint or comment has this been responded to?	Take to Service User meeting as a rolling agenda item	Yvonne Mountcastle and Billy Nugent	February 2010
6. Were you given information about the Patient Advice and Liaison service (PALS) who give on the spot help for people with mental health or learning disability problems?	Take to Service User meeting as a rolling agenda item	Yvonne Mountcastle and Billy Nugent	February 2010
7. Were you given a copy of the Day Resource Centre welcome and information pack?	Audit of service Users notes	Kirsty Tyers and Dave Morely.	March 2010
8. Do you think single drop in sessions should be	At the moment we do not have the capacity to		

made available at the Day Resource Centre?	offer a separate drop in surgery. We endeavour to be available as linkworkers, for anyone in crisis or needing immediate support. If the linkworker is unavailable then another member of the team will be available.		
9. Would you like to receive the opportunity of a mentor or buddy system, where you could meet other service users with similar experiences to you?	Take to the Service User meeting for an agenda item.	Kirsty Tyers, Yvonne Mountcastle and Billy Nugent.	March 2010
10. If this service had been available at the evening or weekend what type of activities would you like to participate in?	At this moment we do not have the capacity to manage this service. Question to be re-addressed in 2010 questionnaire.		April 2010
11. The Day Resource Centre Newsletter	Take to the Service User meeting for an agenda item.	Kirsty Tyers and Yvonne Mountcastle.	March 2010
12. Distribution of this Service User Evaluation 2009	Day Resource Centre Web site Trust Today Service Users	Kirsty Tyers and John wiper.	February 2010

Day Services, Service User Questionnaire

It is of great importance to us that we provide our service users with the best possible services. In order to help us achieve this, we would be

very grateful if you would spend a few minutes completing this questionnaire.

Please complete this questionnaire by ticking the boxes that are appropriate to you and the service you have received from January 2009. There is additional space on the last page to make any comments or suggestions.

Section 1 : About yourself

Q1. Please indicate your gender

Male

Female

Q2. Please indicate your age group

Under 20 21 – 25 26 – 35 36 – 45

46 – 55 56 – 65 65+

Q3. Please indicate your employment status

Full time employment Part time employment

Unemployed Voluntary Work

Q.4 What is your sexual orientation ?

I do not wish to disclose my sexual orientation

Persons of the same sex

Persons of the opposite sex

Persons of the same and opposite sex

Q5. Please indicate your ethnic group (please choose one only)?

White British.....

White Irish

Any other White background.....

White and Black Caribbean.....

White and Black African.....

White and Black Asian

Any other Mixed background

Indian

Pakistani

Bangladeshi

Any other Asian background.....

Caribbean.....

African

Any other Black background

Chinese

Any other ethnic group

Do not wish to disclose

Section 2 : Your experience of your treatment

Q6. Do you see a Consultant Psychiatrist?

Yes

No

Q7. If you did see a Consultant Psychiatrist were you able to talk to him/her about your diagnosis?

Yes

No

NA

Q8. Were you given information on emergency 'out of hours' contact?

Yes

No

Q9. Did you receive all the information you needed about medication?

Yes

No

NA

Section 3: Your experience of completing your Care plan, Action Plan or Support Programme in your specific Day service setting

Q10. Do you know the name of the person who coordinated your Care plan, Action Plan or Support programme?

Yes

No

Q11 Do you know how to contact this person?

Yes

No

Q12. Did you feel involved in deciding what should be in your most recent Care/Action plan or Support Programme?

Yes

No

Q13. Did you develop a plan with the team that supports you with what you would like to happen if you became very ill again (this is called an Advance Statement or a WRAP plan)?

Advance Statement

WRAP plan

NA

Q14. Were you given a copy of your most recent Care/Action plan or Support Programme?

Yes

No.

I was offered a copy but declined

Q15. Were you provided with an interpreter if you needed one?

Yes

No

NA

Q16. Has confidentiality been explained to you?

Yes

No

Q17. Were you given information about the Patient Advice and Liaison Service (PALS) who give on the spot help for people with mental health or learning disability problems.

Yes

No

Section 4: Your experience of your “ Care plan, Action Plan or “ Support Programme” Review.

Q18. Were you given the opportunity to prepare for your last review?

Yes

No

I have not had a review yet

Q19. Before your last review were you advised that you could bring a carer/significant other with you?

Yes

No

I have not had a review yet

Q20. At your last review did you feel you were encouraged to say whether you felt the support from the Day Service was working for you?

- Yes
 No
 I have not had a review yet

Q21. Did you feel listened to?

- Yes
 No

Q22. Have you noticed any improvement with yourself in the following areas since attending the service? *(Please tick all that apply)*

	Yes	No	
<i>Not applicable</i>			
Confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mental Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Alcohol/Drug use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing more independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Personal relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improved social life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Learnt new skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessing community resources/facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to training opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to employment opportunities (paid/voluntary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Continued in employment (paid/voluntary)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5: Your experience of the staff at your specific Day Service setting

Q23. Were the staff sensitive to your cultural needs?

- Yes
 No

Q24. Were the staff sensitive to your religious needs?

- Yes
 No
 NA

Q25. Did you feel that you were treated with dignity and respect?

- Yes
 No

Q26. Did you feel the attitude of the staff was?

	Yes	No
<i>Friendly</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Helpful</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Approachable</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Welcoming</i>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. If you used the Advocacy Service, were you satisfied with the help they provided?

- Yes
No
NA

Section 6: Your experience of your specific Day Service environment

Q28. Did you find the unit environment was?

	Yes	No	NA as I am visited at
<i>home</i>			
<i>Clean</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Tidy</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Welcoming</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Comfortable</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Temperature OK</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Smells Nice</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Suitable refreshments</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q29. Did you know how to comment, complain or make a compliment about the service?

- Yes
No

Q30. If you made a complaint or comment, has this been responded to?

- Yes
No

Q31. If you received a response about your complaint, were you satisfied with it?

- Yes
No

Q32. Would you have used this service in the evenings if it had been available?

Yes
No

If the Service had been available in the evenings what type of activities would you have liked to participate in? *(Please indicate in the box below)*

Q33 . Would you have used this service at the weekends if it had been available?

Yes
No

If the Service had been available at the weekends what type of activities would you have liked to participate in? *(Please indicate in the box below)*

Q34. Were you given a copy of the Day Resource Centre welcome Information pack ?

Yes No

Q35. Were you offered talking therapies at the Day resource centre?

Yes No N/A

Q36. If so which ?

PSI (1:1)	<input type="checkbox"/>	CBT(1:1)	<input type="checkbox"/>	CBT(group)	<input type="checkbox"/>
Psychotherapy (1:1)	<input type="checkbox"/>	Psychotherapy (GROUP)	<input type="checkbox"/>		
Counselling (1:1)	<input type="checkbox"/>			Time limited	
support work	<input type="checkbox"/>				

Q37. Do you think a Single Drop in Session should be available at the Day Resource centre ?

YES NO

Q38. Would you like to receive the opportunity of a mentor or buddy system, where you could meet other service users with similar experiences to you?
YES NO

Q39. How were you supported whilst you were in the process of being sign posted/ referred on to another service?
DRC Linkworker The Group other please specify not applicable

Q40. Do you feel that attending the DRC and participating in your activities and / or your therapeutic interventions are beneficial and helpful?
Yes No

Please feel free to add any additional comments that would help us to improve the service you receive (Please continue on a separate page if you need more space)