



Irene Rooney

Service Evaluation 2010



Introduction

Hello and thank you for taking the time to read our second evaluation of health in Mind by people who use our services. We have made a couple of changes to the first evaluation to reflect the replies we received, but generally we are able to compare the results with last year.

We sent out about 500 surveys again and received 209 back. This is a slight increase on last year. We are very pleased that so many people wanted to tell us how they feel about Health in Mind. We have passed on all of your comments to the managers of each service and they will work to make changes where necessary and keep things the same where they are working well.

Over all the response was very positive, there were many comments and suggestions that say that although people like the way we work, there are improvements to be made. We hope that by working together we can improve the services we provide.

This year we created more ways for people to be involved in the running of the organisation and the services they receive. This had mixed success, the monthly service user forum started well and then attendance tailed off, so in the new year we will be having more focussed meetings on specific topics that interest you. We set aside two places on the board of directors for people who use our services. One of those places is filled and we are still seeking other people to join the board. We have also tried to improve the numbers of people involved in recruiting new staff and will continue to do so. People who use our services are also involved in the planning, delivering and reporting. If you would like to be more involved then please contact the manager of your service or Ben Hall, ben@health-in-mind.org.uk, 0131 225 8508.



Which Service do you have contact with?

We had 209 surveys returned; some people attend more than one service so the figures here add up to 231 and not 209.

Almost all services are represented, with most gaining slightly more responses than last year. 3 people choose not to say which service they had contact with.

- 77 people from Orchard Centre Services
- 30 people from SEHLI / Altogether Better
- 19 people from Re:discover / Befriending
- 24 people from Beyond Trauma Support Services
- 5 people from Beyond Trauma Counselling Services
- 21 people from Men in Mind
- 37 people from Support Accommodation and Respite Services
- 11 people from the Information Resource Centre
- 5 people from edspace or Midspace
- 1 from Bridging The Gap

Volunteering

57% of people had received a service from a Health in Mind volunteers. There are currently about 270 volunteers spread across 33 different roles within the organisation. People choose to volunteer for many reasons, some for experience, some to build up their confidence and some because they want to offer some help to others. Their help is invaluable to us, If you would like to volunteer in one of the many roles then please contact your support worker or look on our website www.health-in-mind.org.uk and click on the link on the home page.



Is there anything that you don't like or that you think needs improving?

126 people left a response to this question. 61 of them said that there was nothing that they would change. There was a full range of ideas and suggestions given. The full list was given to each manager, but below are some of the key comments that represent what people said.

"More counselling and psychotherapy in Polish, there is a great need for this amongst Polish immigrants, more 1:1 support"

"More sports activities, more outside activities"

"An answer machine for the weekend or after hours"

"I get all the help that I need, I love having them, they listen to me at all times"

"More support at a counselling level"

"I would like to see more groups available on the ground floor"

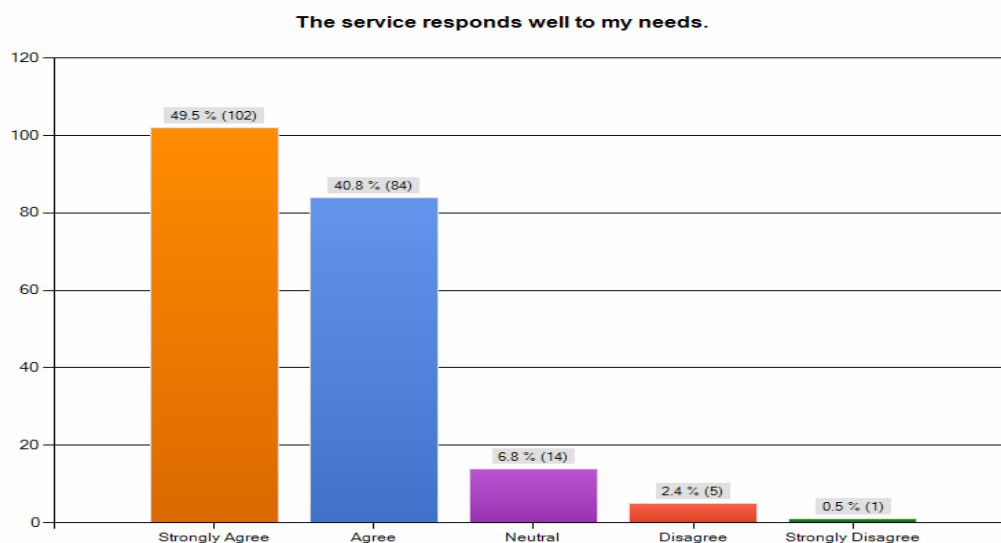
"Sometimes it is very busy in the drop in room, I would like another room available so small groups can chat"

"I would like more feedback and more communication"

"The problem at the moment is the lack of communication, which leads to the feeling of being ignored. There is a need for different interesting walks"

"Nothing, everything is lovely and enjoyable that I do at the centre"

The Service responds well to my needs.



206 people answered this question. 6 people felt that the service was not responsive to their needs and 186 (or 91%) people said that it was. This is a slight improvement on last year, up from 88%.

Your comments

“On my first visit I felt very optimistic about using the service again. Everything we asked for was available and staff were happy to help and very approachable.”

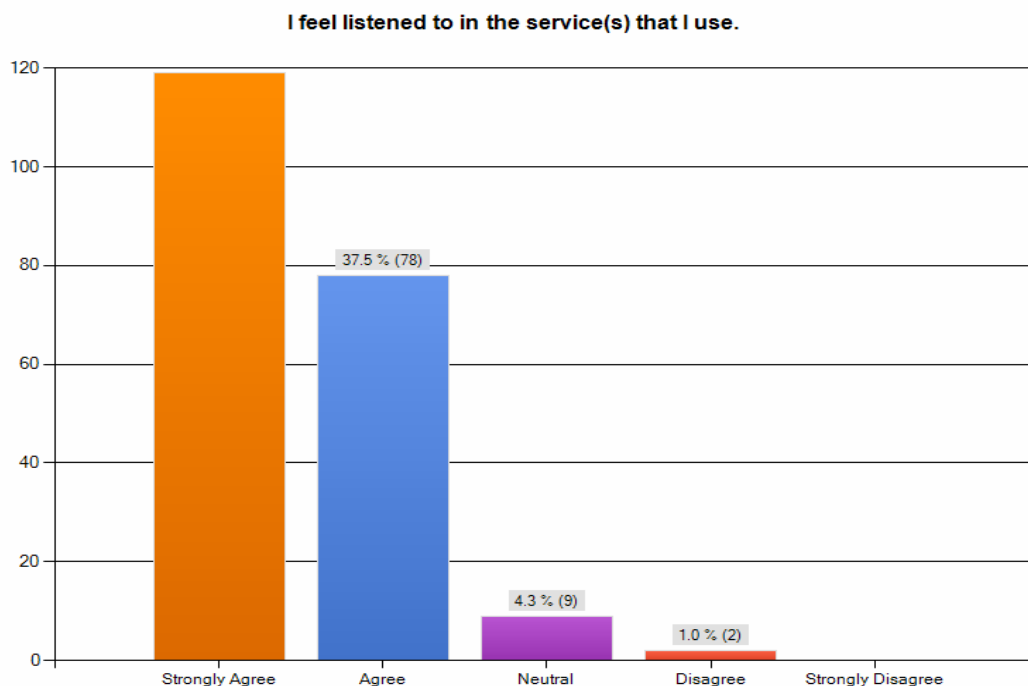
“Great support whilst I was in hospital (REH) and because of that I feel much better since I have been discharged”

“I think that Men in Mind is a a really good project, they don’t know how to solve my specific problem but I was given a lot of hope I needed at the time”

Conclusions

It is good that so many people consider that we are responsive to their needs. For the 20 people who are neutral or who do not, we will listen to what is said here, and in the forum, and adapt the services where possible.

I feel listened to in the service I use.



208 people answered this question. 2 people disagreed, and 197 (94%) agreed. There was no direct question to compare it to from last years evaluation.

Your comments

“My concerns are being addressed at the moment”

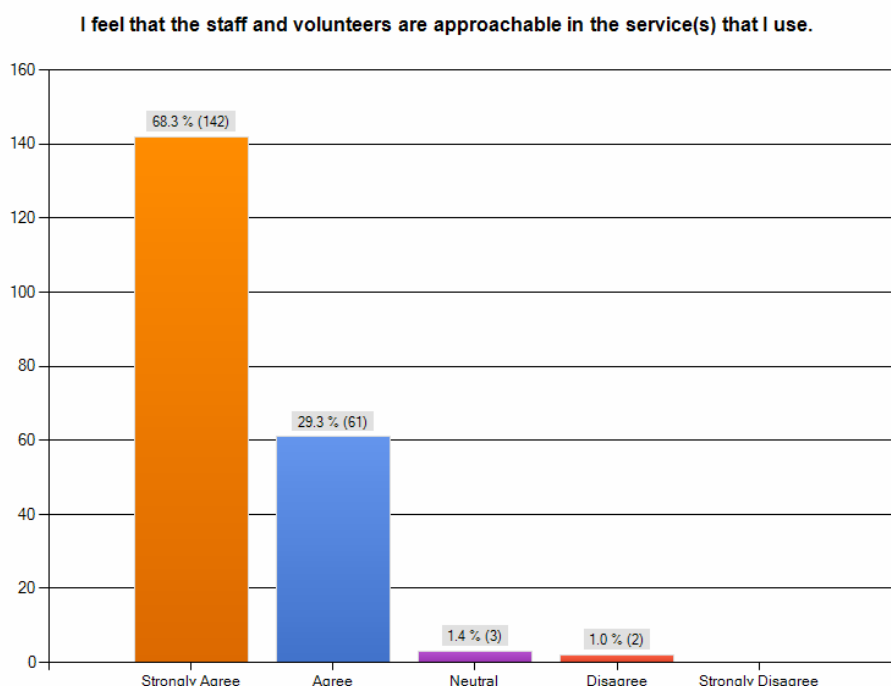
“As a CPN I use your services for information and support/ treatment for patients. I have found services to be professional, reliable and of a high standard”

“I always thought the service here was caring and very welcoming”

Conclusions

Having a good relationship between staff, volunteers and the people who use our services is vital to aiding people’s recovery. We can never be complacent and if you think there is something we can do better please speak to your service manager.

I feel that staff and volunteers are approachable in the service(s) that I use.



208 people answered this question. Two people disagreed with this and over 97% of people felt that staff and volunteers were approachable.

Your Comments

“I think Kevin does such a fantastic job. He is so helpful and understanding and friendly and efficient.”

“I always feel the service here is caring, thorough and very welcoming.”

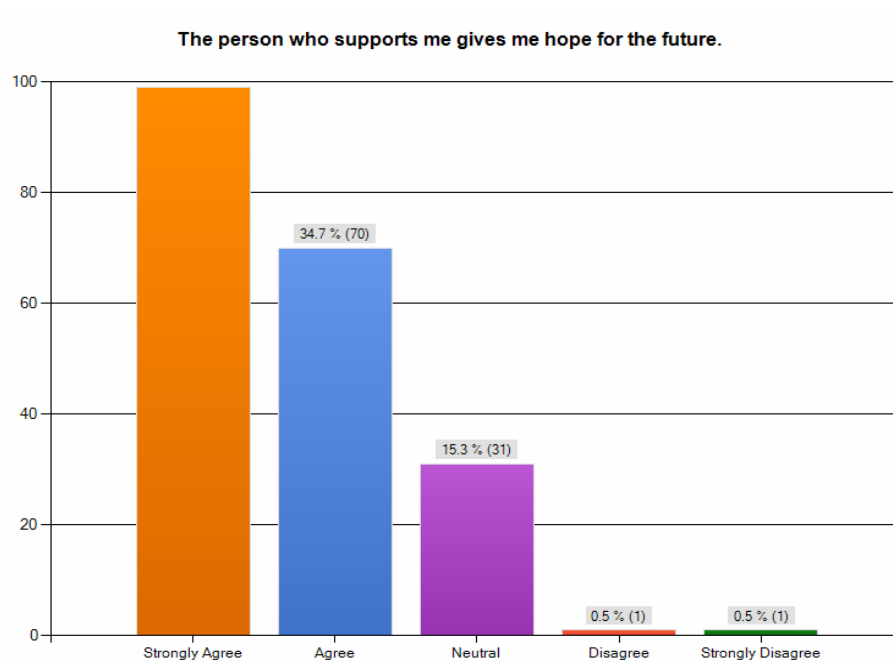
“I’ve really enjoyed the outings I have been on”

Conclusions

To have so many people saying that the staff and volunteers are approachable is gratifying. We hope that the 2 people who disagreed are able to tell us why they did, so that we can try to improve things for them.

If you feel you could have improved relationships with those supporting you, please do share your concerns with your worker or with your service manager. Alternatively, you could contact our Chief Executive, Gwenn McCreath, or our Deputy Chief Executives, Theo Dijkman or Joan Johnson, directly.

The person who supports me, gives me hope for the future.



202 people completed this question, 2 people disagreed with the statement, 160 people felt that their support worker gave them hope, and 31 people were neutral.

Your Comments

"I get all the help I need, I would not change them for the world, I love having them, they listen to me at all times"

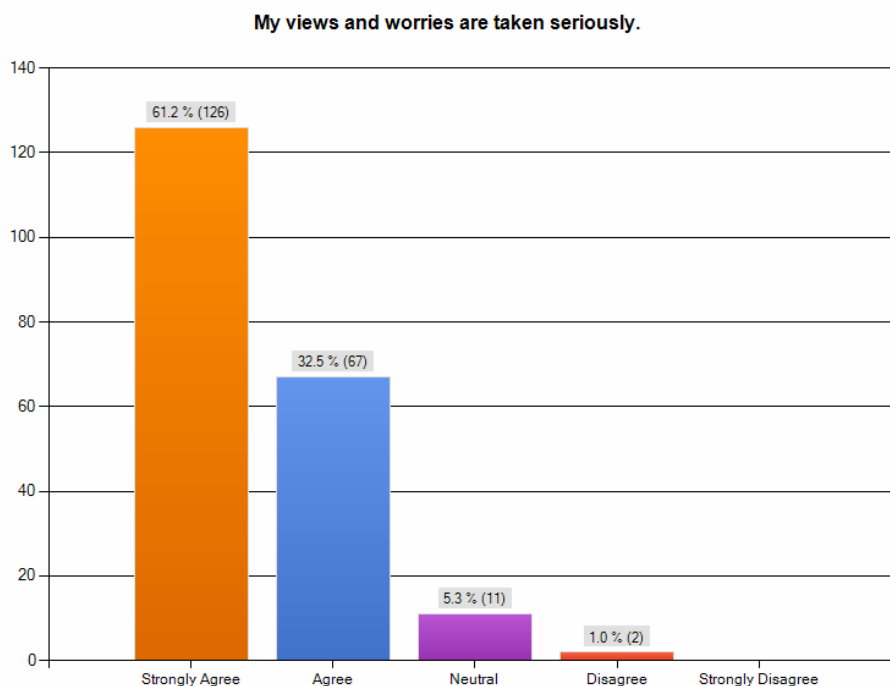
"I don't like it when my support worker is changed"

"I like the staff at The Orchard Centre and am looking forward to the Christmas dance"

Conclusions

Hope is what gets us through the hard times and sometimes when we have lost hope our friends and supporters can carry it for us. We hope that we can change things with the 2 people who disagreed with this statement. For the 31 people who were neutral about this we will work to improve. Please let us know what would help you.

My views and worries are taken seriously.



206 people answered this question, 1% of people said that they disagreed and 93% said they agreed with the statement.

Your Comments

“I would like to see a web page to put the DVD on”

“More groups and outings”

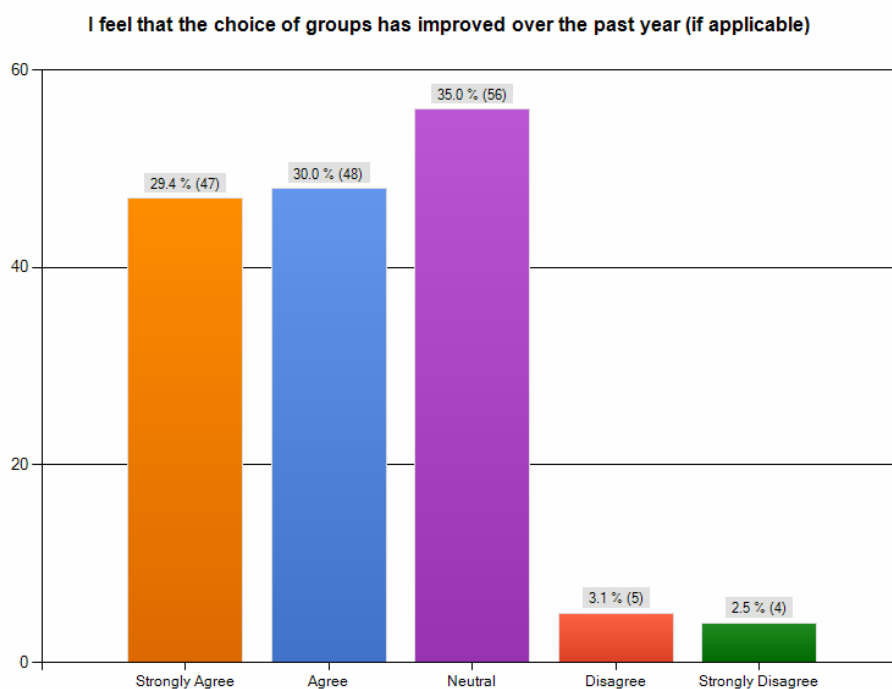
“Would like more feedback and communication”

Conclusions

We will never be able to get everything right all of the time, but we will always try to. We will also work to listen to any concerns or complaints that you have and do our best to change or explain our actions so you are happy with the service.

If you do have any concerns please speak to the manager of your service or you could contact our Chief Executive, Gwenn McCreath, or our Deputy Chief Executives, Theo Dijkman or Joan Johnson, directly on 0131 228 8508.

I feel that the choice of groups has improved over the past year (if applicable).



160 people answered this question. 9 people disagreed, 95 agreed that there were more groups and 56 people were neutral.

Your Comments

“Glad knit and Stitch is back being run by staff”

“I think that there should be more things to do as some things get cancelled”

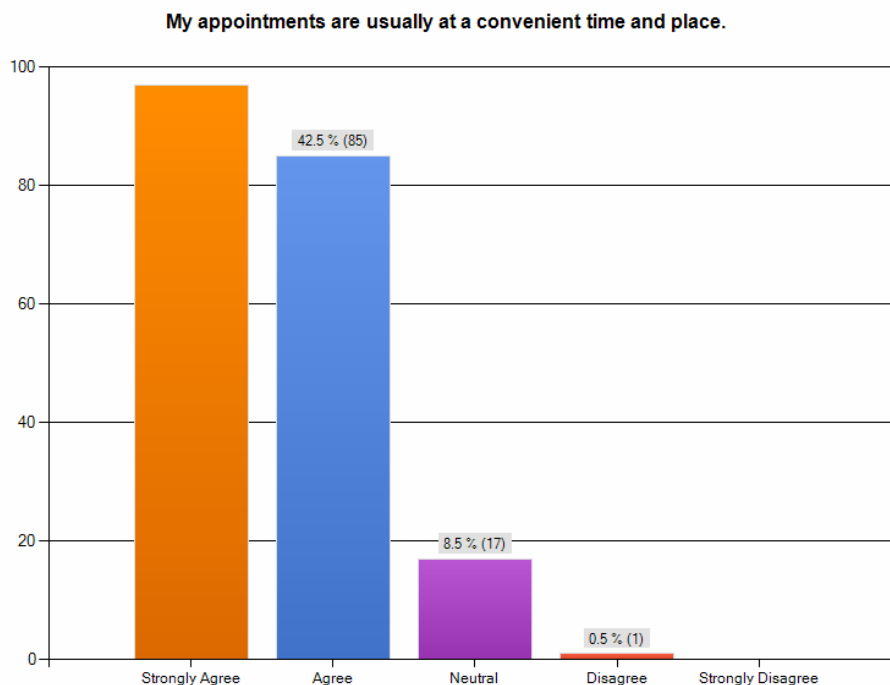
“Love the service, the therapies, reflexology, and aromatherapy are wonderful”

Conclusions

This question was asked because last year there were a number of comments asking for more variety on groups. Not everybody uses groups but some of those who do would clearly like there to be more. We will look for more funding to allow more groups and more variety of groups to be run. If you have any requests for particular groups please speak to your support worker or your service manager.

My appointments are usually at a convenient time and place.

200 people answered this question. Only 1 person disagreed with the



statement and 182 people agreed with it.

Your Comments

“I am extremely happy with the support I receive from Lisa, her guidance and support have been excellent and caring”

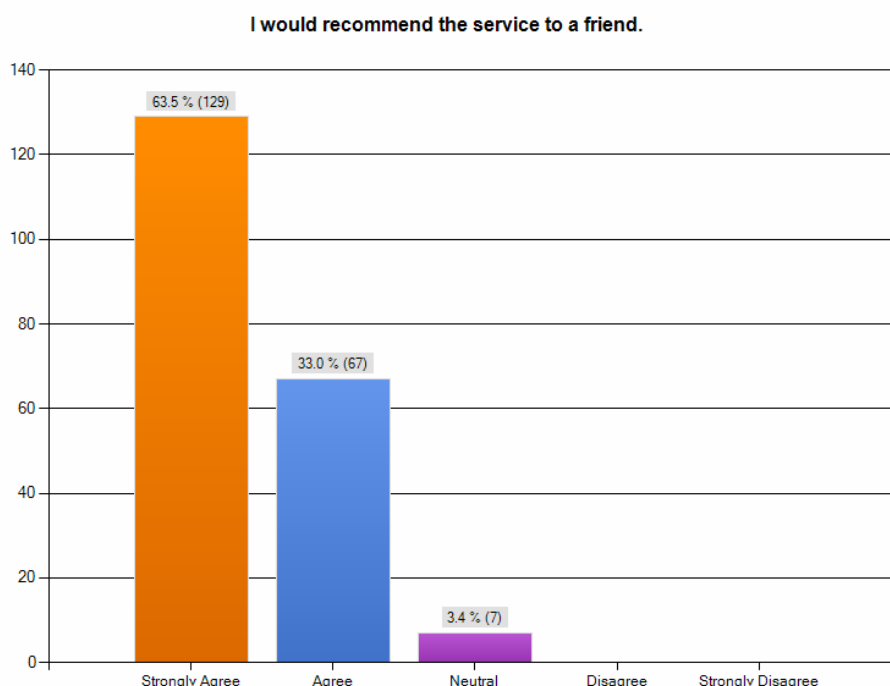
“It is a relaxed atmosphere”

“Very good support from Chris”

Conclusions

This is a new question this year, we wanted to see if we were being responsive to people’s needs. 17 people were neutral and we would like those people to be better served in the future. We are pleased that 182 people thought that we delivered their service when they wanted it. If you would like to change when your service is delivered please speak to your service manager who will try to accommodate your needs or explain why it is not possible.

I would recommend the service to a friend.



203 people answered this question. 96.5% said that they agreed with the statement and nobody disagreed.

Your Comments

“All the staff at The Orchard Centre are very caring, helpful and reassuring”

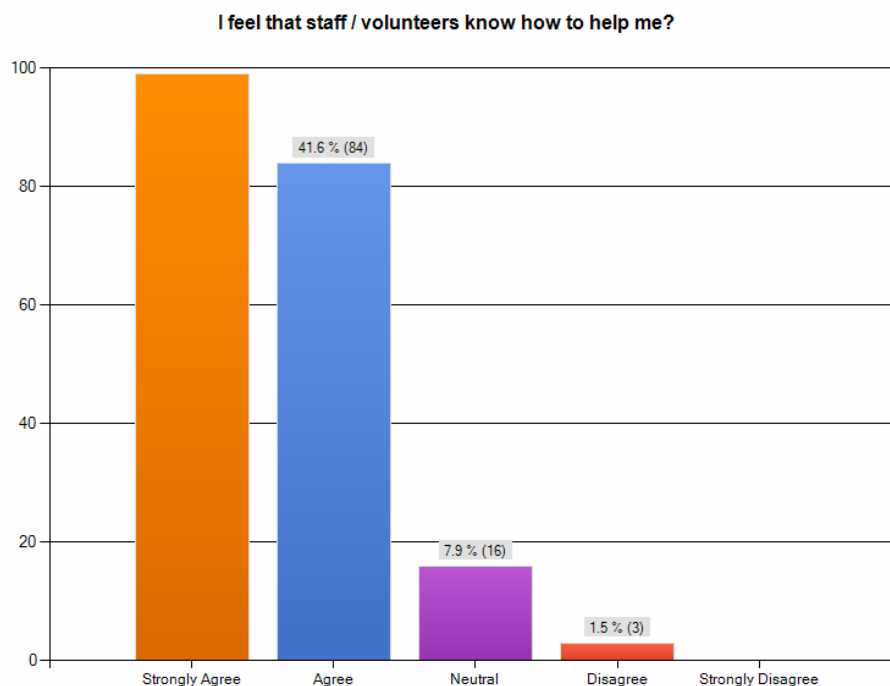
“A word of thanks to you all”

“Very helpful support whilst I have been suffering mental problems. I feel that I am on the path to recovery whilst being supported by Men in Mind staff”

Conclusions

Feeling that you are able to recommend the service to a friend is a sure sign that you like, and value the service you receive. We are very pleased that even those people who had strong suggestions about how we can improve felt that there was enough positive about the service that they would recommend us.

I feel that staff and volunteers know how to help me.

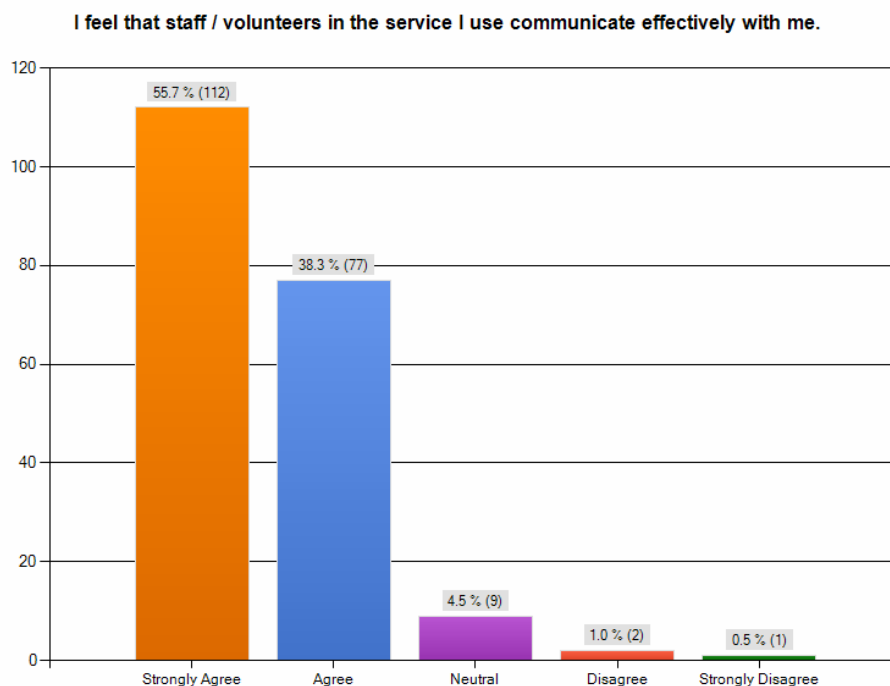


202 people answered this question. 3 people disagreed and 183 people agreed that staff and volunteers knew how to help them.

Conclusions

The training we provide for staff and volunteers is constantly reviewed to see how it could be done better, and this will continue. It is important to recruit the right staff and volunteers in the first place and we are reviewing how we can involve people who use our services better to improve this. If you would like to be more involved please contact Wendy Bates on 0131 225 8508 or wendy.bates@health-in-mind.org.uk.

I feel that staff and volunteers in the service I use communicate effectively with me.



201 people answered this question, 3 people felt that staff and volunteers did not communicate effectively and 189 people felt that they did.

Your Comments

“Staff need to be more aware of needs and communicate more”

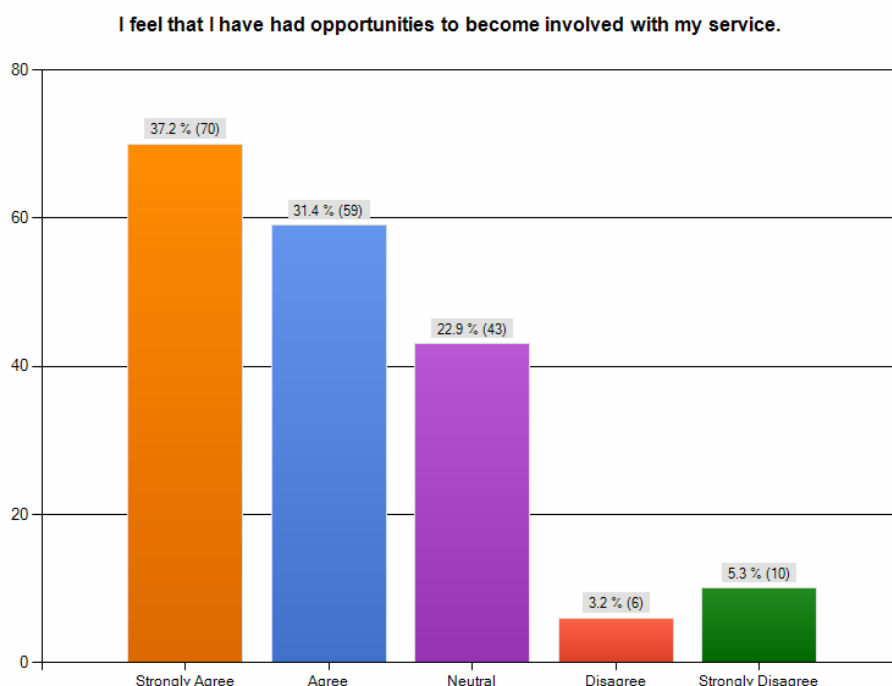
The volunteers are great because being able to go places is great and they are so friendly”

“I have company and a reason to go out. She makes me happy and very positive”

Conclusions

An overwhelming majority of people say that communication is good, however in a significant number of the comments, people ask for better communication. We will continue to strive to get better at keeping people informed and explaining what we do. If you have ideas about what we can do better please come to your own service forum, or the service user forum which is held each month.

I feel that I have had opportunities to become involved in my service.



188 people answered this question. 16 people feel that they have not had enough opportunity to get involved, 43 people were neutral, and 129 people thought that they had opportunities to get involved.

Your Comments

“More consultation in funding and management decisions”

“I would like to become involved in interviews”

“I would maybe like to become a volunteer when I am feeling able”

Conclusions

Health in Mind believes that the people who use their services are best placed to give advice on how they should be run. Each service has different ways to get involved from volunteering, sitting on steering groups to interviewing members of staff. There is also a monthly service user forum, held in either Shandwick Place or The Orchard Centre. The Board of Directors also supports people who use the services to sit as directors. If you are interested in any of these please contact your service manager or Ben Hall on 0131 225 8508 or ben@health-in-mind.org.uk



Health in Mind Services

More details of all Health in Mind services can be found online at

www.health-in-mind.org.uk

Tel. 0131 225 8508

email contactus@health-in-mind.org.uk

Altogether Better / SEHLI

Altogether Better supports families to make new relationships and strengthen their connections with family, friends, neighbours and the community. It runs services in the communities of Burdiehouse, Southhouse, Gracemount, Liberton, Gilmerton, Moredun and the Inch.

Contact the Altogether Better Team for further details on 0131 664 0555
Service Manager – Hugo Whitaker

Befriending

Our popular befriending programme helps people to take the first steps towards meeting new people, rediscovering old hobbies and developing new interests and connections.

This one year programme is currently available to anyone feeling isolated due to experiencing mental ill health and living in Edinburgh, Midlothian or the Borders. It is also available to parents and carers in South Edinburgh through our Altogether Better Befriending Service.

Service manager – Wendy Bates

Bridging The Gap

Bridging the Gap is a peer support project in which a volunteer uses their own experiences to support another person on their recovery journey.

Through encouraging and supporting the sharing of knowledge and experiences between two people at different stages of recovery, each of them will move along their own unique path towards managing and improving their mental wellbeing.

Service manager – Wendy Bates

Counselling Services

Telephone Counselling

- This offers free, confidential telephone counselling for male survivors of childhood sexual abuse. To arrange an appointment, **call free 08088 020406**

Specialist

- Our Trauma Services counsellors are trained specifically to support adult survivors of childhood sexual abuse.

Generic

- Currently available in Craigmillar, this service is available to any adult feeling distressed and in need of emotional support.

Private

- If you do not want to wait for referral, you can choose to pay for counselling to reduce the waiting time.

Service manager – Theo Dijkman



Equally Connected

Equally Connected Edinburgh and the Lothians is part of a national programme working with Black and minority ethnic (BME) communities to improve access to primary care mental health services.

Service Manager – Michelle Lloyd

Guided Self Help

Through Guided Self Help we provide one to one support to people with mild to moderate anxiety, depression or stress. By introducing them to a range of self help tools and literature that they can work through independently, they gain a better understanding of the issues that are affecting them and are able to make positive, practical changes.

Service Manager – Joan Johnson

Information Services

Information Services provide a warm, friendly, and relaxed atmosphere in which to access information on mental health and wellbeing whether online, over the phone or in person at our Information Resource Centre.

We also provide two mental health and wellbeing information websites at www.edspace.org.uk and www.midspace.co.uk

Service Manager – Wendy Bates

Men in Mind

Men in Mind provides support services for black & minority ethnic men who are experiencing feelings of stress or isolation or any other issue that may affect their mental health and wellbeing.

Service Manager – Akin Fatunmbi

Orchard Centre Services

Orchard Centre Services are based in Bonnyrigg and offer services throughout Midlothian, delivering a preventative, community based recovery focused model of support and care.

Tel. 0131 663 1616

Service manager Joyce Turnbull

South Edinburgh Healthy Living Initiative (SEHLI)

This is a community health project working with local people and groups to develop programmes that enhance their health and wellbeing.

Service Manager – Hugo Whitaker

Support, Accommodation & Respite Service

The Support, Accommodation and Respite Service team provide personal, emotional and practical support to enable people experiencing long term and enduring mental health difficulties to stay in their home. A range of general housing management and accommodation services are also provided.

Service manager – Linda Douglas

Trauma Services

Our support and counselling services are designed specifically for people who have experienced trauma in their life. We have particular expertise in working with adult survivors of childhood sexual abuse
Service manager – Linda Douglas

Chief Executive

Gwenn McCreath

Deputy Chief Executives

Joan Johnson

Theo Dijkman

This evaluation is only one of the ways that we want to involve service users in how the organisation develops. We will feedback on how these suggestions have influenced the plans for next year through the Service User Forum and through staff members.



Irene Rooney

Becoming More Involved

There are many ways for people to become involved in the services that they attend as well as the wider organisation. This might be being involved in the

planning and delivery of some services, the recruitment of staff, community meetings, or our new service user forum. There are also many opportunities to volunteer in lots of different roles. If you would like to be more involved then please speak to your support worker or contact

Ben Hall

Service User Involvement Co-ordinator,

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ben@health-in-mind.org.uk

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