

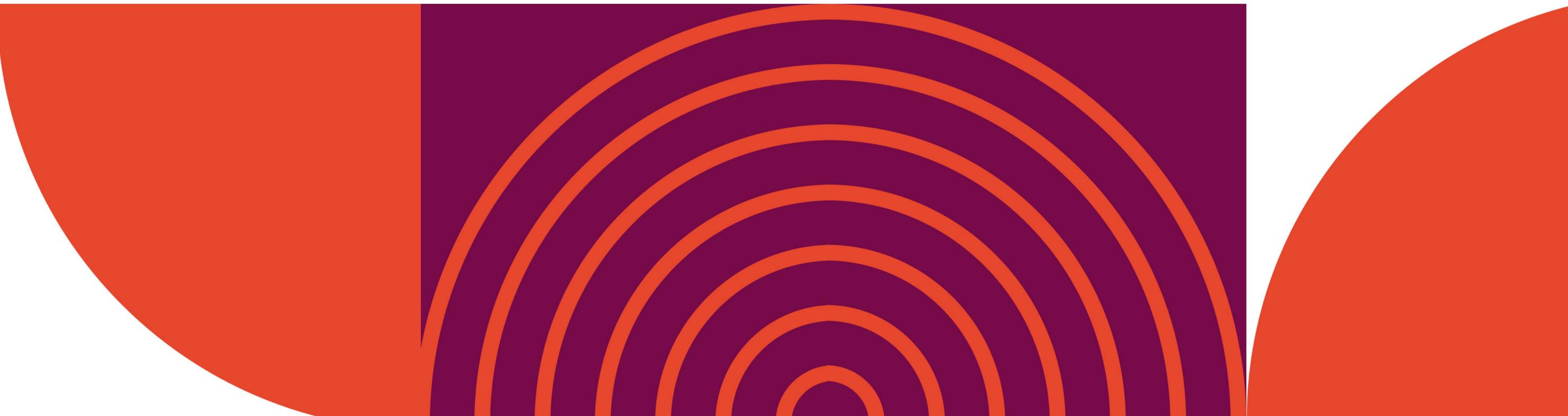


Annual Satisfaction Survey Report

What people who use our services think about them

2021 Results

Published June 2022



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About the survey

At Health in Mind, we provide support in Edinburgh, Midlothian, East Lothian, West Lothian and the Scottish Borders. We also provide the national Trauma Counselling Line Scotland and Bridge to Support.

We'd like to say a big thank you to the people who took the time to complete and return our satisfaction survey. Feedback about our services is essential for us to be able to measure quality and performance, ensuring our current services are meeting your needs as well as identifying where we can develop and improve them.

“ I really appreciate all that you do. It has made a huge difference to my life. Please keep up the good work. ”

In total 67 people answered our surveys and the responses were collected between 1 April 2020 to 31 March 2021.

The questions we asked in 2021 were different from previous years. We made this change based on feedback from the people who use our services. This change means that we are unable to make a comparison to previous years.

Changes to our services

In 2021 we remained committed to continuing to provide quality support and services during the Covid-19 pandemic. We took a flexible approach and provided support in a range of ways. We moved support online, contacted people by phone or video and worked in partnership with other organisations.

In Midlothian, the way we delivered services changed. We stopped delivering services from the Orchard Centre and instead now use a range of new community venues to meet and support people.

The Orchard Centre in Bonnyrigg had been Health in Mind's base in Midlothian for many years. We had been aware for a while that it wasn't accessible to everyone, and with the developments in services, it felt like the right time to make the change.

It's understandable that those who have been part of our time at the Orchard Centre will miss it – we do too! We remain committed to supporting people and communities across Midlothian and will be working together to ensure people receive the right support at the right time in a location and venue that is accessible to them and meets their needs.

Scottish Health and Social Care Standards

Our annual survey questions focus on the Scottish Health and Social Care Standards.

The Standards describe both the headline outcomes and the descriptive statements which set out the standard of care a person can expect.

The headline outcomes are:

1. I experience high quality care and support that is right for me
2. I am fully involved in all decisions about my care and support
3. I have confidence in the people who support and care for me
4. I have confidence in the organisation providing my care and support
5. I experience a high quality environment if the organisation provides the premises

You can find out more about the new Health and Social Care standards on the dedicated website: www.newcarestandards.scot/

“

I'd like to say thank you for all the help and support I've received over the last few weeks. It became my safe space to open up about my worries and concerns and I really appreciated it.

”

Survey results

80% of people agreed or strongly agreed that they have a better understanding of their mental health and wellbeing.

"I know my past will always be with me, I know now it doesn't help to block it but I have to learn to live and grow from it. I've worked with people in the past who don't want to know my problems. But you were happy to hear the uncomfortable stuff and address the underlying issues that affect how I am now. You don't shy away from it and it made me more comfortable being honest. Working with the worker has been a lot better than other people I've worked with in the past. You've helped me achieve a lot and helped me to put myself first and to stop being so hard on myself so thank you."

77% of people agreed or strongly agreed that their mental health and wellbeing improved.

"I really appreciate all that you do. It has made a huge difference to my life. Please keep up the good work."



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96% of people agreed or strongly agreed that they were supported with compassion and care.

"Dedicated staff who genuinely care about supporting me to manage my mental health."



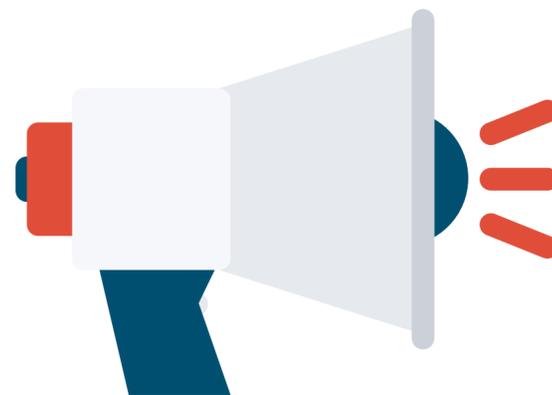
66% of people agreed or strongly agreed that their support has helped them to live a fulfilling life.

'I greatly benefitted from the guided self help sessions with the worker- who was an exceptionally good listener and as a result was able to hone in to the support I needed. Made me feel human again and back in some control as opposed to feeling despondent and life happening at/ to me. Thank you.'



99% of people agreed or strongly agreed that they were treated with respect and their views were heard.

'The key thing I will take from my experience is that I was listened to and understood. Through the highly emotional crying to when I said I am doing ok, I can move on. Health and Mind is a very safe place in terms of ensuring what you need, what external resources you can access is good and verified. In a world of Google and social media, finding what you need for your mental health is a minefield!'



88% of people agreed or strongly agreed that their support focussed on what mattered most to them.

"They took the time to understand my mental health challenges, and structured our conversations to explore my mental health. I really appreciated the way he approached our conversations. I believe he had taken time to prepare before our catch ups, which allowed us to cover the topics in a comfortable atmosphere, and the topics felt very much tailored for me.'



77% of people agreed or strongly agreed that they were able to access support that fitted with their life.

"I really enjoy Online Courses via Zoom. I am housebound just now due to long covid and I cannot travel to the Wellbeing college at Galashiels. I am a private person and I feel safe with the Tutors etc as they do not put any pressure on me to be seen on camera and this makes learning a much more enjoyable experience. I also have anxiety and depression and I find travelling on public transport, at times, a challenge.'



91% of people agreed or strongly agreed that their support was consistent and was offered with honesty and truthfulness.

'I am so grateful for the Anxiety Management course. It was so professionally and smoothly run. It was wholistic, very compassionately and sensitively facilitated and lead. The leader was so knowledgable, wise and a real expert at guiding and supporting us.'



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79% of people agreed or strongly agreed that their experience, knowledge and skills formed the centre of the support they received.

"The worker was very supportive. Other than the gap in support caused by illness which was out with any of our controls the service and support I received were amazing and have helped me through the tough time of going back to work following being signed of for over a month with anxiety. They helped me to explore different techniques to help when ones that had previously worked stopped working which then got my recovery back on track. Cannot rate highly enough.

95% of people agreed or strongly agreed that they built trusting relationships with the staff and volunteers who supported them.

'easy to talk to, they really understood me'



Overall, how would you rate Health in Mind?

Average rating of 4.6



Further comments received

'It's been a lifesaver, made friendships'

'Very happy with how quickly I got support'

'The course was enjoyable. The content was delivered in a simple and clear way. Both trainers were very professional and respectful of the groups needs'

'I'd like to say thank you for all the help and support I've received over the last few weeks. It became my safe space to open up about my worries and concerns and I really appreciated it'

- 'I'm extremely grateful for receiving support from health in mind. It's an excellent opportunity for me to be kind to myself, meet new people, try new things. I'm already really enjoying the gardening group, I love to get stuck in if there's work to be done, it's lovely lighting the fire, and nice to sit back in nature listening and watching the birds and squirrels. I enjoy taking pictures so I look forward to seeing the garden change over the seasons. I'm loving the walking group. It's given me the confidence to walking by myself. I've also been using public transport again alone. Joining both groups has helped me to step away from the safe comfort of home and be outdoors and be part of the community. I love being in nature, gardening and walking are bliss to me no matter the season, it's my happy place. That's what winter Woolies muddy boots, sun cream and sun hats are for. I've loved learning the trees and I'm learning in the garden too. So far I've seen blackbirds male and female, tits, robins and a squirrel. It's amazing. I feel alive after attending both walking and gardening.'
- 'Worker was excellent and most supportive. My issues were very complex and multi-faceted and she treated me with patience and understanding helping me to build trust and confidence.'
- 'found it easy to speak with my supporter on uncomfortable subjects and I felt I was listened to'
- 'The loss of the orchard centre has been devastating but I'm really enjoying my support, it's just a shame it can't be at home'
- 'I know our group zoom meeting was changing but I didn't realise how it would make me feel. The last one I was the only one that turned up , it left me feeling worse than I expected I was in a lot of physical pain which was making me feel my anxiety worse.'
- 'I think a greater understanding is needed with regard to long term, consistent, dependable support being available. Chopping and changing courses/personnel have, for many of us, a detrimental effect.'
- 'Ended up only having one or two sessions due to not being able to fit them in. They were also very spaced out which made it harder for me to make space for them they would be on different days/times.'
- 'Very appreciative of the time that has been afforded to me during the course'

Summary

Thank you to everyone who completed our satisfaction survey this year.

We are always working towards providing people with the highest quality services and support that we can. All feedback from people who use our services is important to us. This survey is an important way for us to capture that and learn from it.

This year's survey has shown high levels of satisfaction with Health in Mind overall, with a rating of 4.6 out of 5 (92%). However, as well as highlighting areas where we are doing well, it also shows areas where we can continue to develop and improve over the coming year. Although each experience of Health in Mind is individual (as is clear from the comments you have shared), based on the broad themes, outcomes and experiences suggested here, we will now work with people using our services and our teams to develop a plan and actions to help continue to improve things for the future.

This report will also be shared with all staff and will shape the work of our teams as we move out of the pandemic and start to write our new organisation strategy for 2023. We have all learned a lot over the last couple of years and want to ensure we keep and build on what's worked well and continue to develop the range and flexibility of support we provide in the communities we work with.

We are conscious that the response rate to our survey this year was lower than it has been before. We want to work to change that and to increase the level of feedback we get from you, in order to ensure we hear what you are experiencing, saying and thinking. Without this, we cannot know. As part of our action plan for the coming year, we will review how we conduct this survey and how we can best hear from you. We will talk with you about that. If you have any ideas about it, please let us know.

Similarly, if you chose not to take part in the survey but would like to provide feedback at any time on any aspect of the service you receive from Health in Mind, please ask to speak with the manager overseeing your service or you can email contactus@health-in-mind.org.uk and we will respond.

Thank you again for your time and effort in letting us know what you think about Health in Mind. Thank you for answering our questions about how we are doing. We want to continue to make that experience even better

Get in touch

For further information on Health in Mind services, volunteering, employment opportunities, feedback and complaints procedures, or for information about how you can support our work please contact us at:

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