



Annual Service Survey Report

What the people who use our services think about them
2020 Results

Published June 2021



Survey results


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 annual survey. Feedback about our services is essential to 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.

The last year has seen a lot of change and has been a time of uncertainty for everyone in our community. 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.

This year we had two surveys. A full survey which included the same questions as last year and we also developed a shorter survey for people who attended less than 12 sessions or where it felt more appropriate.

In total 143 people answered our surveys and the responses were collected between 1 April 2020 to 31 March 2021 (80 completed the full version and 63 people completed the shorter version).



'An exceptional service that has continued to provide support through these difficult and socially restricted times. Thank you.'

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/

The questions we asked were the same as the previous year so we are able to make a direct comparison.



'Lovely, friendly and kind'

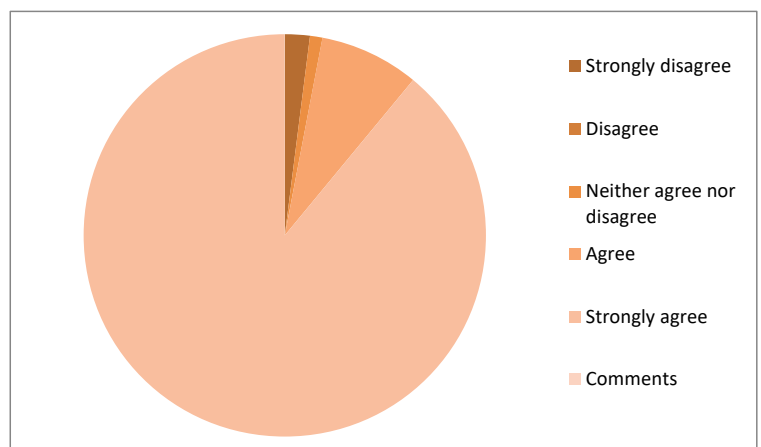
1. Being treated fairly and not experiencing discrimination

135 people (94%) answered this question with 97% of respondents agreeing or strongly agreeing that they were treated fairly and did not experience discrimination in the service they used.

Last year 95% of respondents agreed or strongly agreed that they were treated fairly and did not experience discrimination in the service they used. We have seen an increase of 2% in this year's results.

Some comments we received about this question:

- 'I felt so safe and comfortable during my sessions and was treated so well'
- 'The staff are supportive professional and caring'
- 'Superb service'
- 'Workers was so very understanding it helped me out a lot I am happy with all the help I get thanks well appreciated'
- 'Everyone in the groups are made to feel welcome and encourage to tke part but not overly pushed to do so.'





'I was accepted
for who I am'

2. Respect and dignity

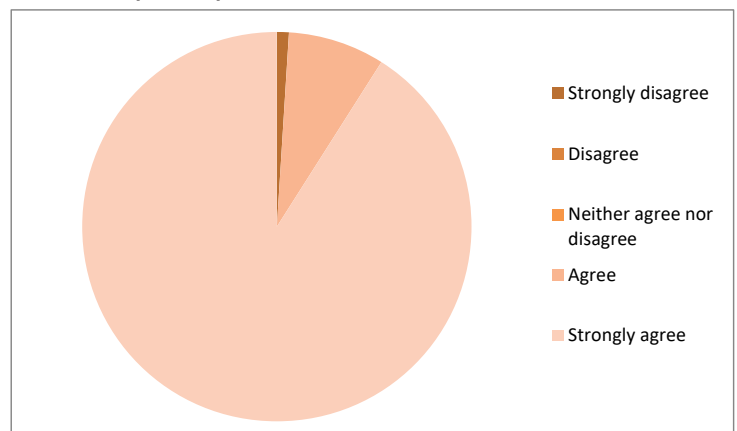
We asked if people were respected, treated with dignity and as an individual.

137 people (96%) answered this question with 99% of respondents agreeing or strongly agreeing that they were respected, treated with dignity and as an individual in the service they used.

Last year 98% of respondents agreed or strongly agreed that they were respected, treated with dignity and as an individual in the service they used. We have seen an increase of 1% in this year's results.

Some comments we received about this question:

- 'Excellent service'
- 'The worker was excellent and made me feel like I mattered and showed she really cared'
- 'I felt as if the worker really understood my conditions and made me feel welcomed and tried his hardest to make me as comfortable as possible.'
- 'The group is always friendly and welcoming and always care to ask how everyone is and how things are going for them - it's a lovely environment where everyone is taken care of by others without being put on the spot (never any pressure)'
- 'I felt immediately comfortable. If I wanted to talk and open up I was able to but also no forced or pressured to.'



'My privacy was respected'

3. Privacy respected

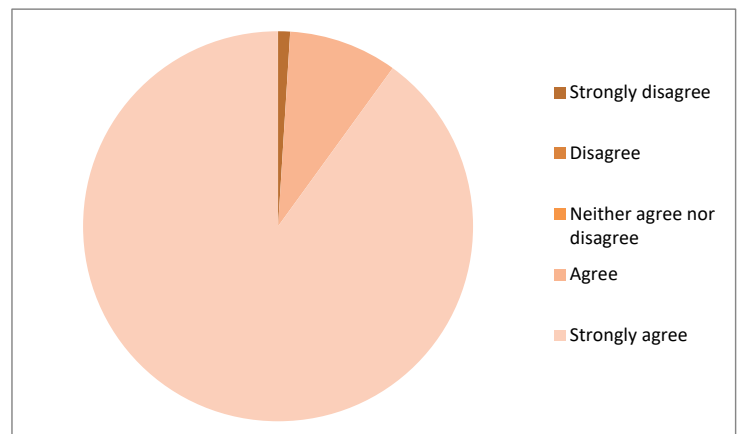
We asked people if their privacy was respected.

135 people (94%) answered this question with 99% of respondents agreeing or strongly agreeing that their privacy was respected in the service they used.

Last year 99% of respondents agreed or strongly agreed that their privacy was respected in the service they used. We have seen no change in this year's results.

Some comments we received about this question:

- 'My privacy was respected by the group as well as the staff'
- 'Group members always ask if it's okay to ask something more personal before doing so and take special care to make sure the person is okay during the conversation if it's a heavier one - there is also no pressure to share at all if someone doesn't want to which we are reminded of during the group agreement at the start of every session'
- 'Well managed and thought out regarding privacy.'
- 'Clear consent and opt-in procedures and forms sent well in advance.'
- 'The worker helpfully emphasised at the start of each call to make sure I was in a private and secure place with no interruptions likely.'





'They always listen. It makes me feel good'

4. Listened to

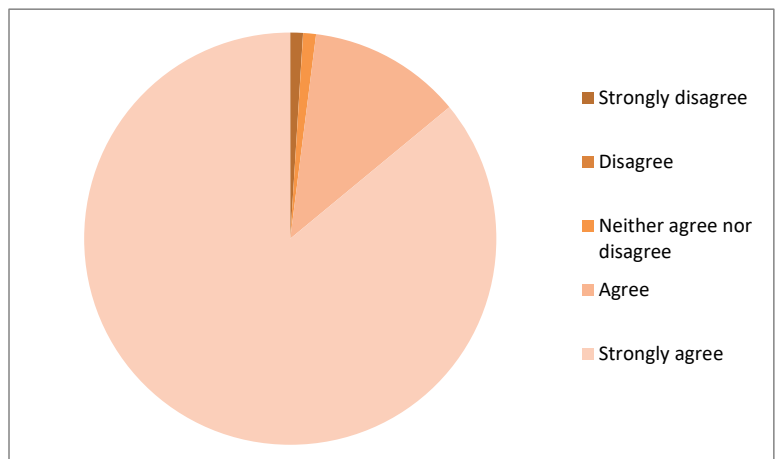
We asked if people felt listened to in the service they used.

140 people (99%) answered this question with 99% of respondents agreeing or strongly agreeing that they felt listened to in the service they used.

Last year 99% of respondents agreed or strongly agreed that they felt listened to in the service they used. We have seen no change in this year's results.

Some comments we received about this question:

- 'Very helpful, friendly and understanding staff.'
- 'The worker is a good listener and gave everyone the time that wanted to speak'
- 'The worker even stopped regularly to make sure I didn't want to add anything or if anything she was saying was incorrect'
- 'All the Health in Mind staff are brilliant at listening to me and give me the time to talk through any problems that affect my mental health.'
- 'Whatever conditions/needs I asked for were listened to and respected.'



'Amazing staff and volunteers, wouldn't be alive without them'

5. Approachable staff and volunteers

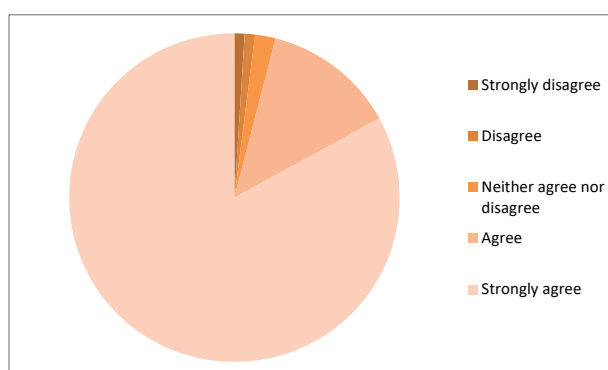
We asked if people felt that staff and volunteers were approachable.

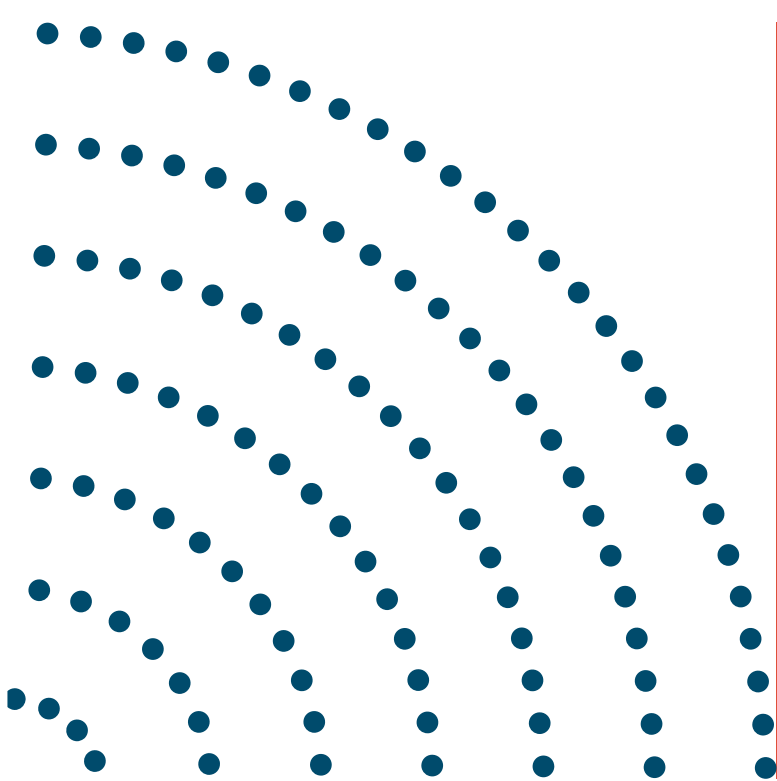
135 (94%) people answered this question with 96% of respondents agreeing or strongly agreeing that the staff and volunteers in the service they used were approachable.

Last year 97% of respondents agreed or strongly agreed that staff and volunteers were approachable in the service they used. We have seen a decrease of 1% in this year's results.

Some comments we received about this question:

- 'I love the chilled relaxed few hours a week.'
- 'The worker is very easy to talk to! he can put you at ease very quickly. I felt we were in a group but he made sure everyone had a say or felt involved.'
- 'The workers come across as very warm and caring.'
- 'Always approachable and friendly and supportive voices at the end of the phone during lockdown. Nice to have that in trying times when contact with other people is so limited.'
- 'The staff always make me feel welcome and wanted. Sounds silly but I was grateful for this.'





‘The warmth, compassion and support from staff has been especially precious to me over this pandemic.’

6. Warm, compassionate and nurturing care and support

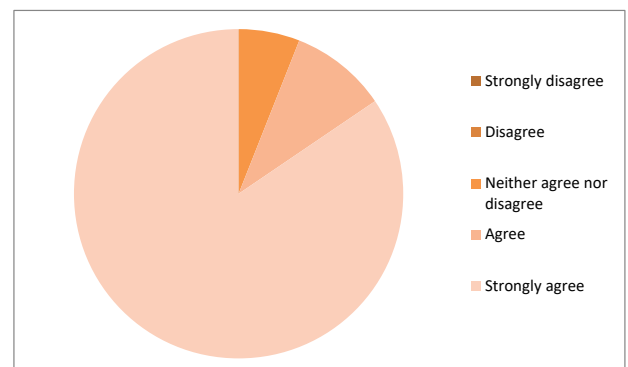
We asked if people experienced warm, compassionate and nurturing care and support. This question only appeared in the full survey.

72 people (90%) answered this question with 94% of respondents agreeing or strongly agreeing that they experienced warm, compassionate and nurturing care and support.

Last year 98% of respondents agreed or strongly agreed that they experienced warm, compassionate and nurturing care and support. We have seen a decrease of 4% in this year’s results.

Some comments we received about this question:

- ‘Absolutely’
- ‘Just the right level of support with lots of kindness and respect.’
- ‘All the staff are professional and very positive with their help’
- ‘The warmth, compassion and support from staff has been especially precious to me over this pandemic. I had a bereavement at the beginning of lockdown and the support really helped me get through without my mental health deteriorating too badly.’
- ‘I felt that I connect quickly with the worker – so important when discussing mental health.’



'I have been able to hear about changes and feedback'

7. Included in wider decisions

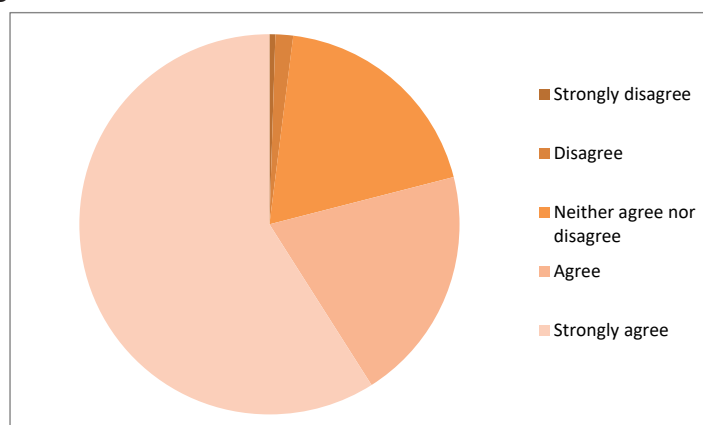
We asked if people felt they were included in wider decisions about the way the service is provided and if their suggestions, feedback and concerns were considered.

131 people (92%) answered this question with 79% of respondents agreeing or strongly agreeing that they were included in wider decisions about the way the service is provided and that any suggestions, feedback any concerns that they gave were considered.

Last year 77% of respondents agreed or strongly agreed that they were included in wider decisions about the way the service is provided and that any suggestions, feedback any concerns that they gave were considered. We have seen an increase of 2% in this year's results.

Some comments we received:

- 'Always made aware and feedback always considered and always feel listened and respected in my thoughts and any concerns.'
- 'I was included, my needs were important'
- 'Good use of feedback forms and equality forms'
- 'Offered the opportunity to give feedback half way through the course'
- 'We did a brain storming session and it was good to be involved.'



'I shared my concerns and the worker made sure he worked around them'

8. Worries and complaints

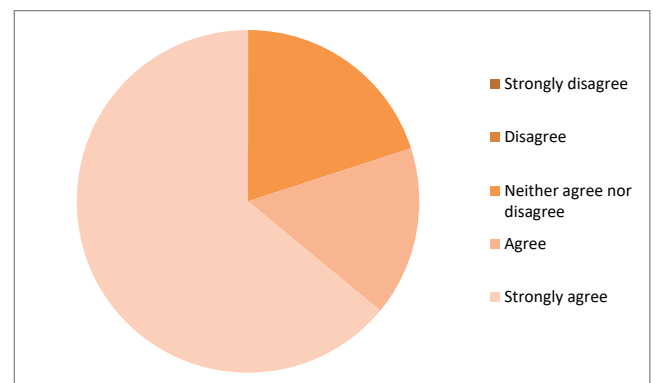
We asked people if their views and worries were taken seriously and if they made a complaint it was acted on.

132 people (92%) answered this question with 80% of respondents agreeing or strongly agreeing that their views and worries were taken seriously and if they made a complaint it was acted on.

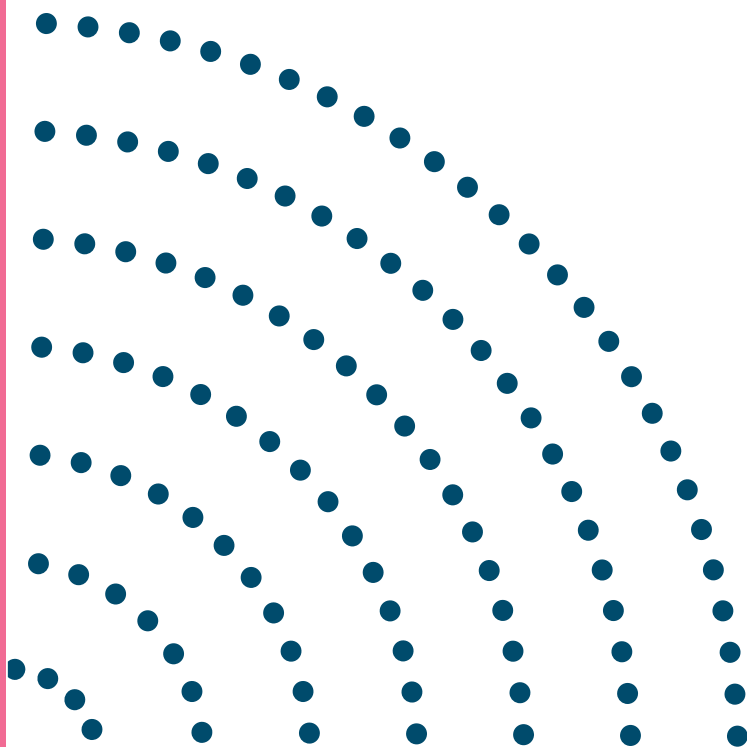
Last year 79% of respondents agreed or strongly agreed that their views and worries were taken seriously and if they made a complaint it was acted on. We have seen an increase of 1% in this year's results.

Some comments we received about this question:

- 'I didn't need to make a complaint or anything but I did feel like I was taken seriously'
- 'From the very beginning, I shared my concerns and the worker made sure he worked around them which I highly appreciated.'
- 'I was never made to feel like I was being dramatic about my issues, everyone takes care of each other really well in the group'
- 'I've never had a complaint but I am sure it would be dealt with properly.'
- 'I have never had cause to make a complaint but any worries or concerns that I have had, have been treated seriously and sensitively, giving me a feeling of being heard and understood.'



'Communication has always been concise and clear.'



9. Right information at the right time

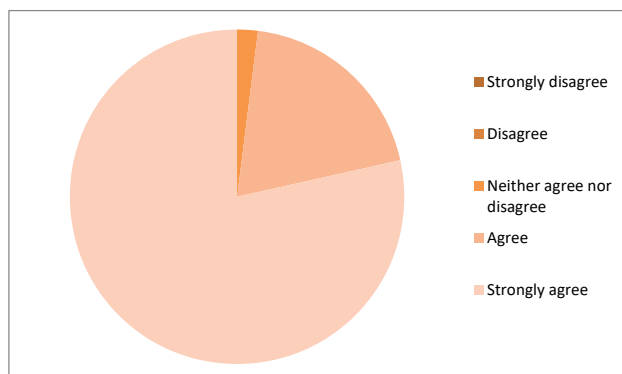
We asked people if they received the right information, at the right time and in a way that they could understand.

139 people (97%) answered this question with 98% of respondents agreeing or strongly agreeing that they received the right information, at the right time and in a way that they could understand.

Last year 93% of respondents agreed or strongly agreed that they received the right information, at the right time and in a way that they could understand. We have seen an increase of 5% in this year's results.

Some comments we received about this question:

- 'During the course the worker sent out helpful weekly emails with useful resources.'
- 'Have come across many resources that I didn't know were available thanks to this course.'
- 'I was given so much information after each call, that I will now always have to fall back on at anytime.'
- 'Everything is always well organised and understandable. Very well organised with enough info and if I have questions staff are always happy to help. Fab people'
- 'Health in Mind are very clear and present information in an understandable way. If I wasn't sure, I know it could be explained and that I can ask questions or be made to feel uncomfortable if I needed it clarified'



‘This was the best thing that I was able to feel I could be part of the community.’

10. Community services

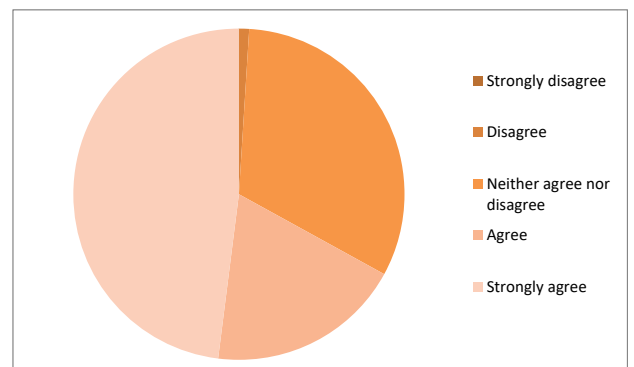
We asked people, using services based in the community, if they were supported to participate fully and actively in their community – as much they had wanted to.

126 people (88%) answered this question with 67% of respondents agreeing or strongly agreeing that they were supported to participate fully and actively in their community – as much as they had wanted to.

Last year 93% of respondents agreed or strongly agreed that they were supported to participate fully and actively in their community – as much as they had wanted to. We have seen a decrease of 26% in this year’s results.

Some comments we received about this question:

- ‘With COVID the last 12 months have meant virtually no community support but appreciate that all services are knocked but telephone support has been maintained.’
- ‘I’ve missed my groups a great deal this year and look forward to getting back to them but know I would have the support of Health in Mind to do that when they start back again’
- ‘Early on in the pandemic I was informed about and supported to attend zoom groups. This has been a lifesaver.’
- ‘I’ve adapted to zoom support groups and phone calls due to current covid circumstances. I’m grateful for any support I can get.’



'My needs are always considered and taken into account'

11. Right support at the right time

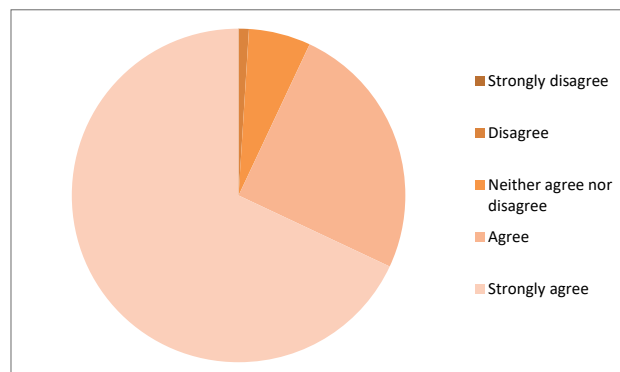
We asked if people's needs were assessed and reviewed to ensure that they received the right support at the right time. This question only appeared in the full survey.

71 people (89%) answered this question with 93% of respondents agreeing or strongly agreeing that their needs were assessed and reviewed to ensure they received the right support at the right time.

Last year 91% of respondents agreed or strongly agreed that their needs were assessed and reviewed to ensure they received the right support at the right time. We have seen an increase of 2% in this year's results.

Some comments we received about this question:

- 'My needs are always considered and taken into account, and the Support & Development Workers works around them.'
- 'Staff at Health in Mind are always available to support me and offer new ideas as best they can.'
- 'It was great having the calls it helped when I felt lonely.'
- 'Worker has talked with me regularly about various things, in amongst that, what groups I can access. I have been encouraged to participate in Zoom groups that have really helped me over this last 8 months.'





**'Staff took care
of any problems
I had over covid
19'**

12. Support changed

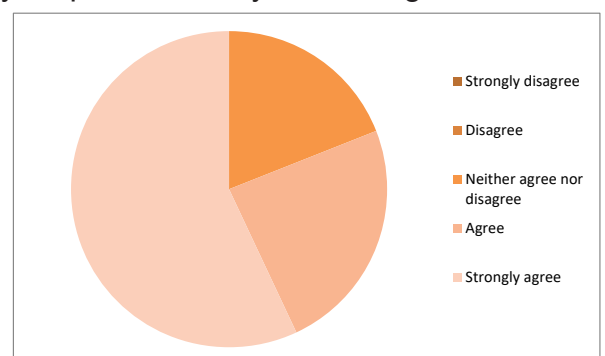
We asked people if their support changed when their needs, choices and decisions changed. This question only appeared in the full survey.

68 people (85%) answered this question with 81% of respondents agreeing or strongly agreeing that their support changed when their needs, choices and decisions changed.

Last year 69% of respondents agreed or strongly agreed that their support changed when their needs, choices and decisions changed. We have seen an increase of 12% in this year's results.

Some comments we received about this question:

- 'Yes My support changed when my aims were met.'
- 'Extra support has been offered to me when I am in more need.'
- 'I feel you never judge me and my decisions, and my approach to things. This does not happen to me very often. You always give me your honest perspective about what I talk about, and you always show respect to what matters to me and to my feelings.'
- 'What's going on for me changes every week, and you help me with what I am facing every week. It's always something else. It's making me realize how many things I have on my mind.'
- 'My need for 1-1 support changes as my mental health needs change, or what events have gone on in my life. The member of staff has been very responsive to my fluctuating need for support.'



'We mutually agreed on time and dates and it works well for me!'

13. Consistent and Convenient Support

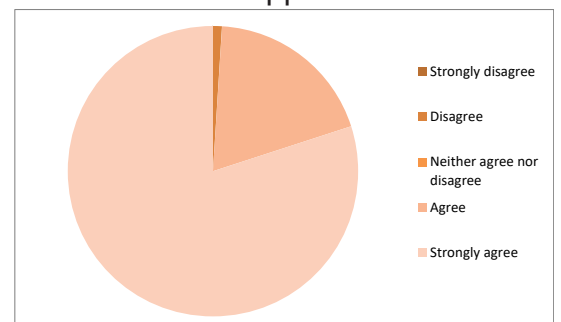
We asked people if their support was consistent and was at a convenient time and place. This question only appeared in the full survey.

69 people (86%) answered this question with 99% of respondents agreeing or strongly agreeing that their support was consistent and was at a convenient time and place.

Last year 94% of respondents agreed or strongly agreed that their support was consistent and was at a convenient time and place. We have seen an increase of 5% in this year's results.

Some comments we received about this question:

- 'Telephone support continues to be arranged / agreed around upcoming appointments and in a time that works for me and my mental health.'
- 'During Covid crisis, support has been given via telephone. The support has been given at a time that I could ensure my privacy from other members of my household and I have always been asked if it is a safe/convenient time to talk.. Before covid, the support was always given in an area that felt safe and at a time that worked.'
- 'Phone appointments throughout COVID 19 ensured access to service at time when I needed it most.'
- 'Is never a problem to adjust or amend our telephone support as required. The staff are always very adaptable and kind.'
- 'It would have been better to have more privacy. Sometimes I couldn't attend appointments.'



'I think in terms of hopes and aspirations for this year, merely surviving it has been enough! I have however been very much encouraged to do that... and to seek help in order to help me do that.'

14. Hopes and Aspirations

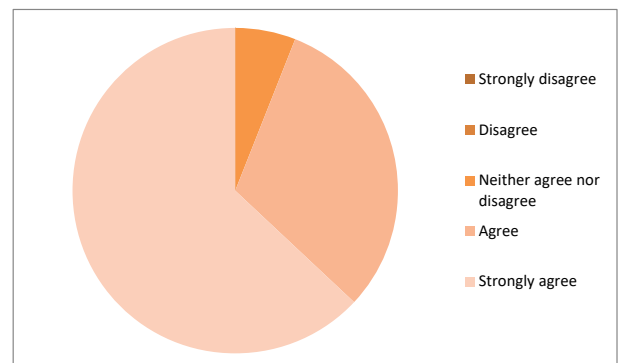
We asked people if they were asked about their hopes and aspirations and if they were supported towards achieving them. This question only appeared in the full survey.

70 people (88%) answered this question with 94% of respondents agreeing or strongly agreeing that they were asked about their hopes and aspirations and were supported towards achieving them.

Last year 92% of respondents agreed or strongly agreed that they were asked about their hopes and aspirations and were supported towards achieving them. We have seen an increase of 2% in this year's results.

Some comments we received about this question:

- 'They are always interested to know my dreams and aspirations and we try to work on them. However, this is still in progress due to covid19.'
- 'Even if they are challenging, you are still finding a way to get me through me. I have stopped doubting myself. I don't trust a lot of people so that's a big compliment.'
- 'Staff member helped to contact people when I needed it.'
- 'Yes as I said earlier I felt I could get back involved with life again.'
- 'I feel my needs and aspirations are heard and taken into consideration when moving forward to my support steps and step by step am getting better.'



'Yes, and respected if I could not do what we planned'

15. Full potential

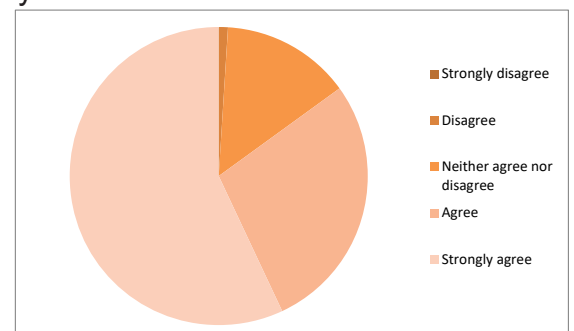
We asked people if they were supported to achieve their full potential. This question only appeared in the full survey.

69 people (86%) answered this question with 84% of respondents agreeing or strongly agreeing they were supported to achieve their full potential.

Last year 90% of respondents agreed or strongly agreed they were supported to achieve their full potential. We have seen a decrease of 6% in this year's results.

Some comments we received about this question:

- 'I think it was more I was shown how to do it.'
- 'The support and encouragement from Support & Development workers has always been there with activities and knowledge around what was happening in the local area taking into account my own personal and physical needs too.'
- 'I am being supported in a positive and empowering way and it has helped me to reach a point that I feel better with where I stand. I am more mindful and not stressed anymore like I was before.'
- 'Always receive the support I need to achieve things the way that suits me. However this area is still in progress.'
- 'Its's serious issues I have come up, we will always find ways to go around them. It helps me to discuss things with people. Maybe I need to question less myself.'



**'Very
commendable
and
professional'**

16. Knew how to help

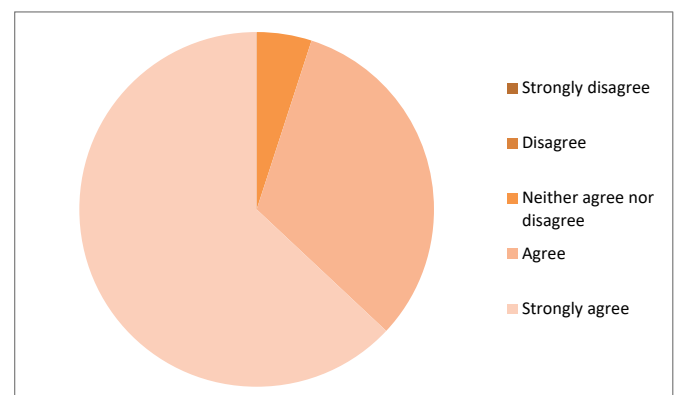
We asked people if they felt staff and volunteers knew how to help them.

132 people (92%) answered this question with 95% of respondents agreeing or strongly agreeing that they felt staff and volunteers knew how to help them.

Last year 91% of respondents agreed or strongly agreed that staff and volunteers knew how to help them. We have seen an increase of 4% in this year's results.

Some comments we received about this question:

- 'Really professional and helpful with every issue also very supportive'
- 'Very much so, I felt if I had an issue or question It would be dealt with respectfully.'
- 'Very commendable and professional'
- 'The longer I attend the better I get to know the volunteers and who best can help me at a given time - building relationships with the volunteers is so important and special about this group'
- 'I think I'm still working out what that is for me, so difficult for anyone else to know what it is.'



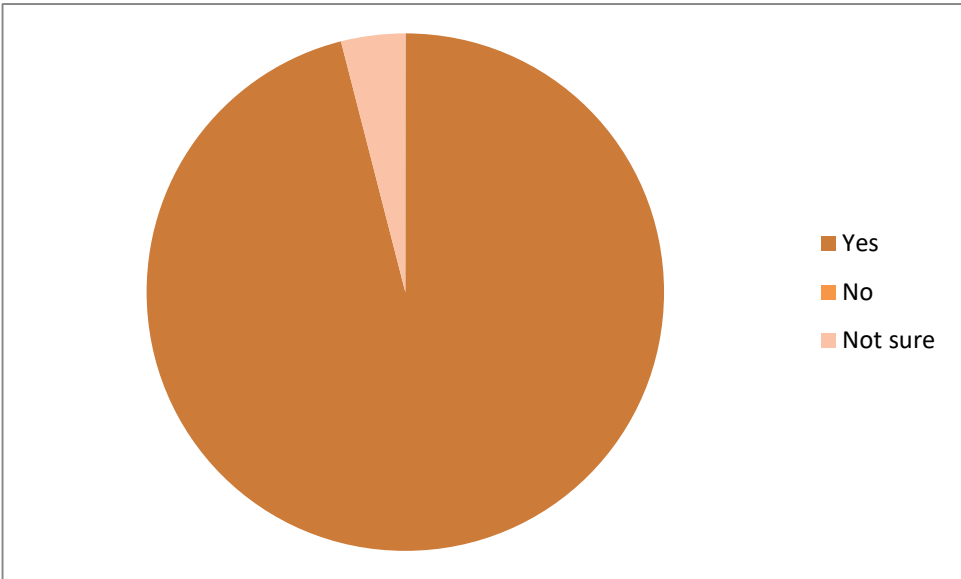
'I've learned and gained a lot.'

17. Recommend us

We asked people if their friend was looking for support would they recommend Health in Mind.

136 people (95%) answered this question with 96% saying yes, if their friend was looking for support, they would recommend Health in Mind.

Last year 96% of respondents agreed or strongly agreed that they would recommend our service to a friend. We have seen no change in this year's results.



18. Further thoughts and comments

Finally, we asked people to share any further thoughts or comments they have about the service they used or their experience with Health in Mind over the last year.

Here are some thoughts and comments that we received:

- ‘Great service and offered great resources and connections for afterwards. Amazing!’
- ‘I found the service really helpful and was given a number of tools and resources to really help me get through a difficult time. The worker I spoke to listened to my situation/feelings with empathy was very professional and helpful. Thank you.’
- ‘Fantastic service’
- ‘Experience has been life changing for me. I have tools and practices that I will keep working on and for my mental health. This is such an important service which I think needs to keep thriving.’
- ‘Superb service, I was supported throughout and this support continues. Without Health in Mind I would not be where I am today’
- ‘I really felt like I was listened to and understood. It was great to have the time and space to focus on me and be guided to find little changes to help. My only disappointment was that it was too short.’
- ‘I found the course’s, I took part in was very helpful. I learnt a lot from them. I have used some of the tool suggested. Which have helped a lot. I’m looking forward to future course’s. The staff and volunteers were so friendly and welcoming! They made it easy to open up!’
- ‘Given the circumstances with Covid, I am very grateful to have access to such a community. Where I have a place to talk and get any advice/help.’
- ‘My experience with Health in Mind has been wonderful and I’m so happy to have found the Listening Space, it is an amazing, unique space for anyone that needs an understanding environment and a few people to listen’
- ‘I’ve feel that Health in Mind are a vital organisation for people in Edinburgh who have mental health difficulties as they provide many services that otherwise wouldn’t exist. I think that Health in Mind truly understand and appreciate the difficulties people with mental health face and undertand that that is only part of who we are and that we are more than our diagnosis we are not our illness. Health in Mind has always been my first go-to for mental health resources and services. I really appreciate your organisation and the work that you do.’
- ‘Think that Health in Mind have been there when I’ve needed them and all the staff are really kind and nice. They always help me, even when I don’t know what it is that I need. Having them at the end of the phone when I’ve barely seen anyone else gives me contact with the outside world and helps me cope with what has been a tough time during COVID. ‘

Summary

We are always working towards providing people with high quality services and support. This survey has highlighted areas where we are doing well but it also shows areas where we can continue to develop and improve over the coming year.

We have learned a lot over the last year and want to ensure we keep and improve on what's worked well and continue to develop the support we provide. We will further explore areas of development with people using our services and individual services will review their service feedback and take action.

Areas where we scored 90% and over

- 97% of respondents agreed or strongly agreed that they were treated fairly and did not experience discrimination in the service they used.
- 99% of respondents agreed or strongly agreed that they were respected, treated with dignity and as an individual in the service they used.
- 99% of respondents agreed or strongly agreed that their privacy was respected in the service they used.
- 99% of respondents agreed or strongly agreed that they felt listened to in the service they used.
- 96% of respondents agreed or strongly agreed that the staff and volunteers in the service they used were approachable.
- 94% of respondents agreed or strongly agreed that they experienced warm, compassionate and nurturing care and support.
- 98% of respondents agreed or strongly agreed that they received the right information, at the right time and in a way that they could understand.
- 91% of respondents agreed or strongly agreed that their needs were assessed and reviewed to ensure they received the right support at the right time.
- 93% of respondents agreed or strongly agreed that their needs were assessed and reviewed to ensure they received the right support at the right time.
- 99% of respondents agreed or strongly agreed that their support was consistent and was at a convenient time and place.
- 94% of respondents agreed or strongly agreed that they were asked about their hopes and aspirations and were supported towards achieving them.
- 95% of respondents agreed or strongly agreed that they felt staff and volunteers knew how to help them.
- 96% said yes, if their friend was looking for support, they would recommend Health in Mind.

Notes

For clarity we have rounded percentages up if over .5 and over and down if .4 and under.

Areas where we scored under 90%

- 79% of respondents agreed or strongly agreed that they were included in wider decisions about the way the service is provided and that any suggestions, feedback any concerns that they gave were considered.

We are pleased to see that we have seen an increase in this area since our last survey (+2%). We will continue to develop this. Due to the pandemic we were unable to establish a Design and Development Advisory group but are committed to doing this as soon as possible. We will continue to establish other feedback and consultation mechanisms during the year, where people using our services can share their views, further develop our current services and help to design new services.

- 80% of respondents agreed or strongly agreed that their views and worries were taken seriously and if they made a complaint it was acted on.

Again, we are pleased to see an increase in this area (+1%). We will continue to promote our complaints process at both service and organisational levels to make sure everyone is aware of it. We will also consult with people using our services to develop different ways we can hear views and worries.

- 67% of respondents agreed or strongly agreed that they were supported to participate fully and actively in their community – as much as they had wanted to.

We have seen a decrease in this area since the last report (-26%). We will continue to develop this work and will include specific questions around this in support reviews to ensure that we are supporting people to participate fully and actively in their community and consider the impact of Covid-19.

- 81% of respondents agreed or strongly agreed that their support changed when their needs, choices and decisions changed.

We've seen an improvement in this area since last year (+12%). We will continue to build on the work we have done so far and will continue to hold regular reviews with people using our services.

- 84% of respondents agreeing or strongly agreeing they were supported to achieve their full potential.

This area saw a decrease over the year. We will work with people accessing our services to find ways they can achieve their potential and look at how the pandemic has impacted their lives.

Overview of results

The survey results and comments received about our services are inspiring and will continue to shape our work.

If you chose not to take part in the survey but would like to provide feedback on any aspect of the service you receive from Health in Mind please contact the manager overseeing your service or email contactus@health-in-mind.org.uk.

Get in touch

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

- 📞 0131 225 8508
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