



SERVICE EVALUATION 2015/16

“A fantastic service which is life-changing. A service which provides light in the darkest moments/thoughts of my life. My life has changed for the better due to the service. Thank you.”

Survey results June 2016

WELCOME

We are delighted to share our fifth evaluation report for Health in Mind, for 2015/16.

The survey was sent out to 516 people using our services. Our thanks to the 133 people who took the time to complete and return the survey, which is roughly 1 in 4 of you. Your feedback is essential for us to be able to measure quality and performance; ensure the current services are meeting your needs as well as identifying where we can develop and improve services. Each and every comment will be read by the Manager of your service and the Chief Executive.

Responses to the survey were received for the following services and they are represented in this survey:

- ◆ **re:discover Befriending**
- ◆ **HPS Connections**
- ◆ **Borders Navigator**
- ◆ **Community Connecting**
- ◆ **CSA Counselling**
- ◆ **Craigmillar Counselling**
- ◆ **Trauma Counselling Line Scotland**
- ◆ **Guided Self-Help**
- ◆ **Information Services**
- ◆ **Oasis**
- ◆ **Orchard Centre Services**
- ◆ **Pathway (Men)**
- ◆ **Pathway (Women)**

Copies of the survey were sent out to Equal Access service users but none were returned. We will review how we can make the survey more accessible and this may be by offering versions in different languages.

A full breakdown showing the number of responses from each service can be found on page 18.

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, you can still do this by contacting your Service Manager or e-mailing contactus@health-in-mind.org.uk .

SUMMARY

The questions were the same as last year, so we have been able to make direct comparisons.

Once again, we are pleased to see how positive the results are! If you are new to Health in Mind, or considering using our services, we hope that you will be reassured by how highly the people who use our services rate us, giving us an average of 92% in the following key areas of our work:

- ◆ Feeling listened to
- ◆ Being approachable
- ◆ Supporting you to achieve your goals
- ◆ Dealing with your concerns
- ◆ Keeping timely appointments
- ◆ Responding to your needs
- ◆ Improved choice of groups
- ◆ Communicating effectively with you...

... And 95% of you would recommend us to a friend!

Of the nine areas we asked you about, our performance was significantly up on last year with the largest improvement of 7% coming from the question about the number of groups we offer. You told us that our dealing with your concerns improved by 5%; our responding to your needs by 4% and supporting you to achieve your goals by 3%. The other areas achieved increases of 1 to 2% with the only exception being about appointment times. Disappointingly, this question saw a drop of 2% on the previous year.

We are pleased with your feedback highlighting our improvements but are mindful of the work we need to do to make improvements.

As always, your comments about the services supporting you and your suggestions for improvements were inspiring. It is wonderful to hear what a positive difference our staff and volunteers have made to the lives of so many people. Volunteers are increasingly involved in our work, from peer support, to administration, one to one support and a wide range of activities – and we can't thank them enough for the work they do!

RESPONDING TO YOUR NEEDS - “THE SERVICE RESPONDS WELL TO MY NEEDS”

The vast majority, just over **95%**, of people who answered this question felt their service responds well to their needs – this is just over 3% higher than last year.

Two people felt their service did not respond to their needs, which is the same as last year.

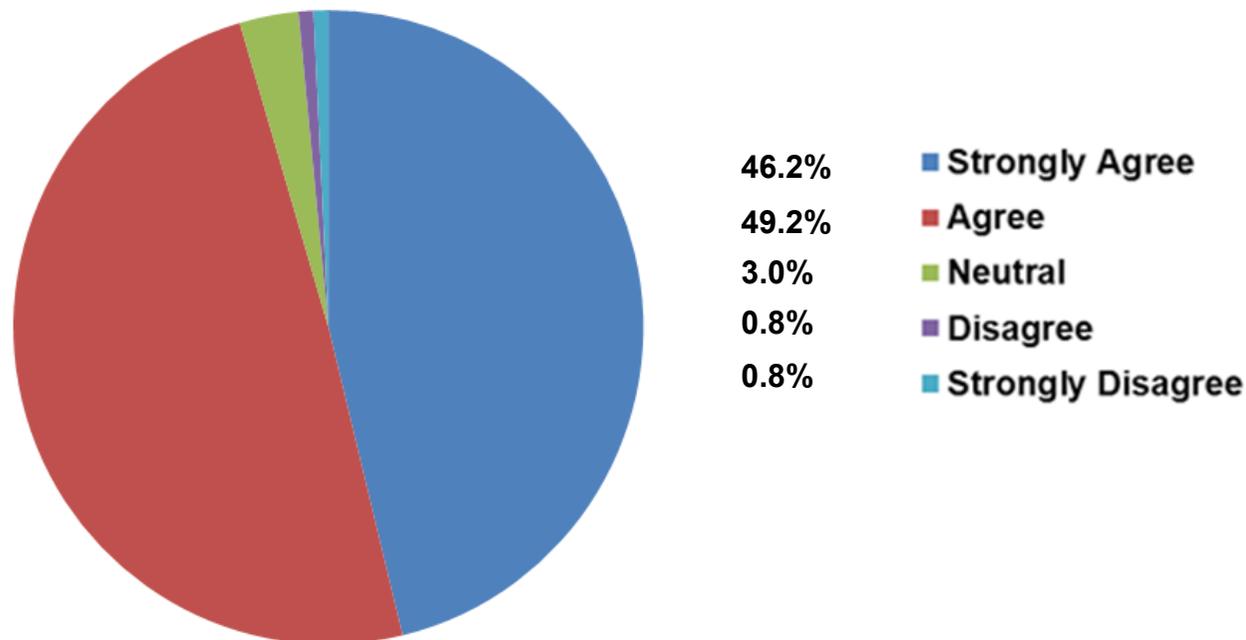
Your comments

“...it worked for me. My counsellor was excellent. She had a sense of humour which was good.”

“I feel everything was helpful for myself and being able to speak to D when feeling low.”

“I feel listened to and supported and have a relationship with my support worker and staff help me become more confident.”

“My experience of Health in Mind helped me regain my life. I have gained confidence and my involvement in the service has put structure back into my life.”



LISTENING TO YOUR VIEWS/NEEDS -

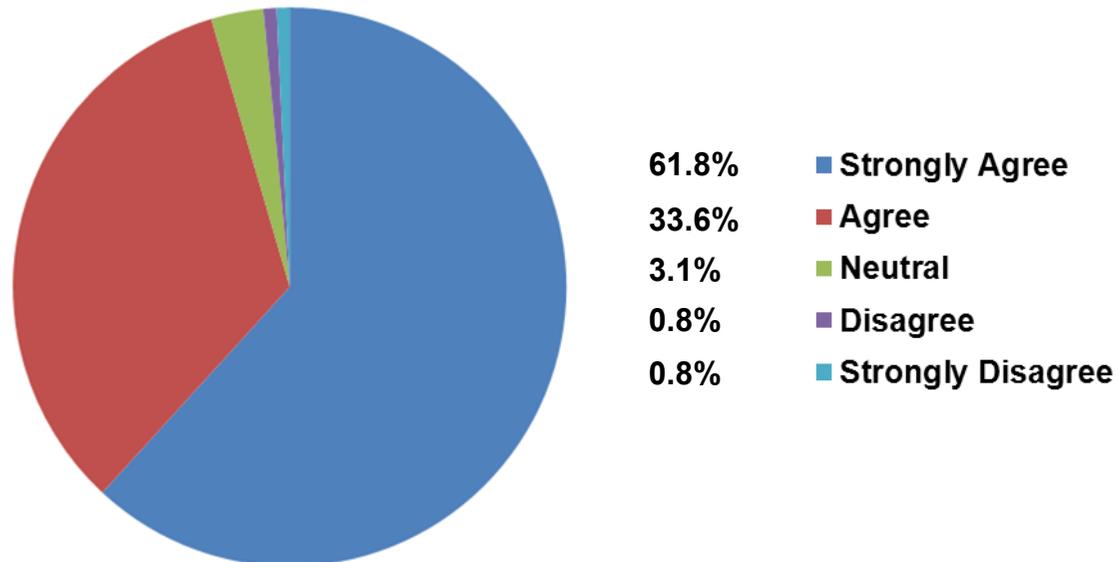
“I FEEL LISTENED TO IN THE SERVICE THAT I USE”

Feeling listened to is fundamental to our relationships, whether you are someone who uses our services, a volunteer or a staff member.

Our ability to support you is based on listening and acting on what you tell us, so we were pleased that just over 95% of you agreed that you feel listened to. This is 2% higher than last year.

We want you to feel that you can speak openly to us and give us feedback, both positive and negative. Your comments help us to do more of the right thing, as well as identifying what we can do better.

We have an open policy on communication and are always keen to hear your views, whether it is regarding the service you are receiving or other aspects of Health in Mind. If you do not feel comfortable speaking directly to your usual contact at Health in Mind, you can e-mail



Your comments

“Everyone at the Orchard Centre and Art Therapy have been amazing—they listen, try to advise. They are amazing people doing an amazing job. Thank you.”

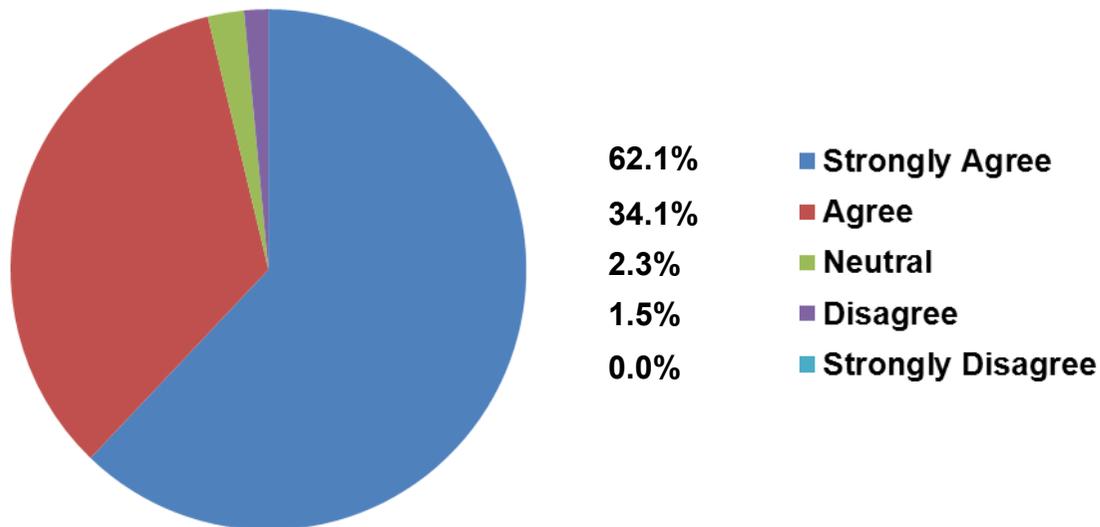
“I feel that because other services gave up on me I looked forward to Monday at 4.15pm to tell A what my life has been like...”

“I feel Health in Mind have been really on the ball and the workers really listen to me.”

ARE WE APPROACHABLE? - “I FEEL THE STAFF AND VOLUNTEERS ARE APPROACHABLE IN THE SERVICE I USE”

We want you to find us easy to talk to, whether it is face to face or on the telephone. Of the people who answered this question, **96%** felt that staff and volunteers are approachable, which is an increase of 2% on last year. Two people disagreed, which is down on last year when no-one did.

We know when staff change, it can be daunting when phoning or meeting people. We will continue to look at how we can communicate better with you if we are aware of any changes coming up.



Your comments

“They make a difference because they are there for me if I need to talk.”

“When I have no one to talk to I come to them because I can’t talk to my husband because he doesn’t understand what we are going through and I try to not take it out on them all.”

“They know what you’re going through so they can steer you in the right direction.”

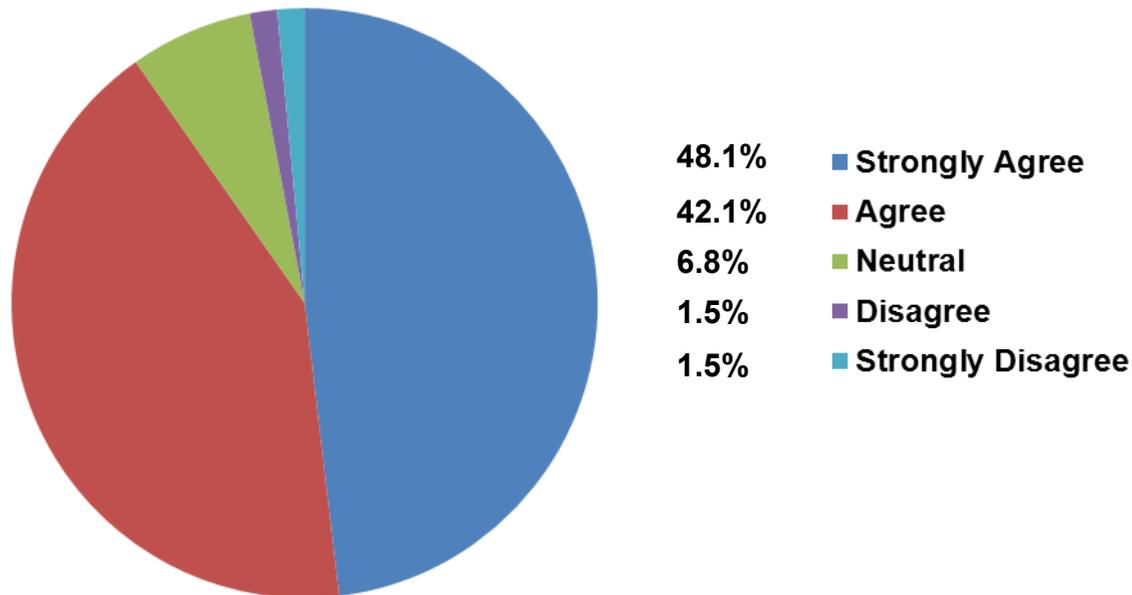
“The staff and volunteers help my confidence in myself. I would not go out and they helped me go back to the swimming pool by going with me. I can’t thank them enough.”

SUPPORTING YOU TO ACHIEVE YOUR GOALS -

“I FEEL THE SERVICE IS SUPPORTING ME TO ACHIEVE MY GOALS”

90% of people responding told us they felt supported to achieve their goals. This is an increase of 3% on last year.

In order to help you achieve the changes you want in your life, we will work with you to identify your goals /outcomes and work towards them.



Your comments

“They help me to get out, leave my home to do my hobbies, to meet people, which would otherwise be very difficult for me.”

“They get me out of the house and have someone to talk to at least once a week, which otherwise be very difficult for me.”

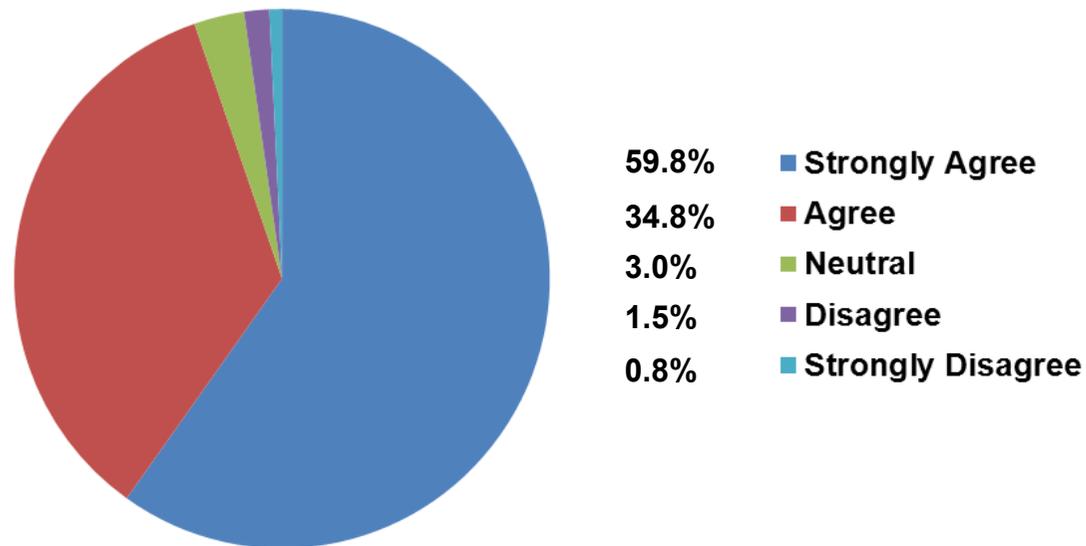
“Before deciding to apply for the service, I couldn’t do many basic/daily activities but since receiving the service things have slowly improved an many trips I wouldn’t have been able to do previously.”

DEALING WITH YOUR CONCERNS - “MY VIEWS AND WORRIES ARE TAKEN SERIOUSLY”

The majority of the 132 people (almost 95%) who answered this question felt their views and worries had been taken seriously, with 3 people disagreeing and the rest neutral. These figures are higher than last year (90%).

We hope you can resolve any issues or concerns informally by chatting them through with your Support Worker or Volunteer. If you do not feel comfortable doing this, please don't keep it to yourself as there are others who can help.

Please refer to pages 19-23 at the back of this report for details of the manager of your service or you can write to our Chief Executive, Gwenn McCreath at Health in Mind, 40 Shandwick Place, Edinburgh EH2 4RT.



Your comments

“They know what you are going through so they can steer you in the right direction.”

“I can't find the right words and I mean that in a positive way.”

“They're there to talk to in confidence.”

“I feel everything was helpful for myself and being able to speak to D when feeling low.”

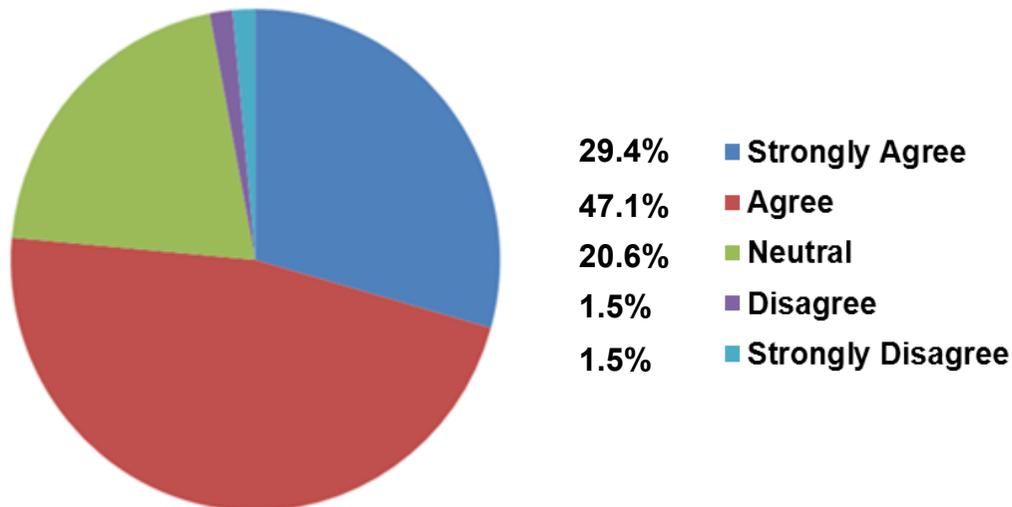
“We have regular discussions with staff about how our group runs. We can decide on things we'd like to discuss and staff help us to have a smooth running discussion group.”

OFFERING CHOICE -

“I FEEL THE CHOICE OF GROUPS HAS IMPROVED OVER THE PAST YEAR”

Not every service provided by Health in Mind offers groups for you to join but 68 people responded to this question. The majority (almost 77%) told us they felt the choice of groups had improved over the past year and this is an increase of 7% on last year's figures. Two people disagreed and the rest were neutral.

We welcome your views about existing groups and where possible, we will endeavour to incorporate any suggestions you may have to improve them. Alternatively, if you have suggestions for new groups, let your Service Manager know and we'll look into seeing if we can set them up.



Your comments

“I’m quite happy just using the service. I am involved and participate during the group and when we have Service User consultations/community meetings at the group.”

“The Orchard Centre was the only immediate service there for me when my life was falling apart. I was accepted and not pushed into taking action I wasn’t able to do. When I was more able, I got a Support Worker. I have come to art therapy and art groups. I would say there is something for everyone here. There are groups to help people, crisis help. Most important, you are treated with respect and they help enable you to see a future with support.”

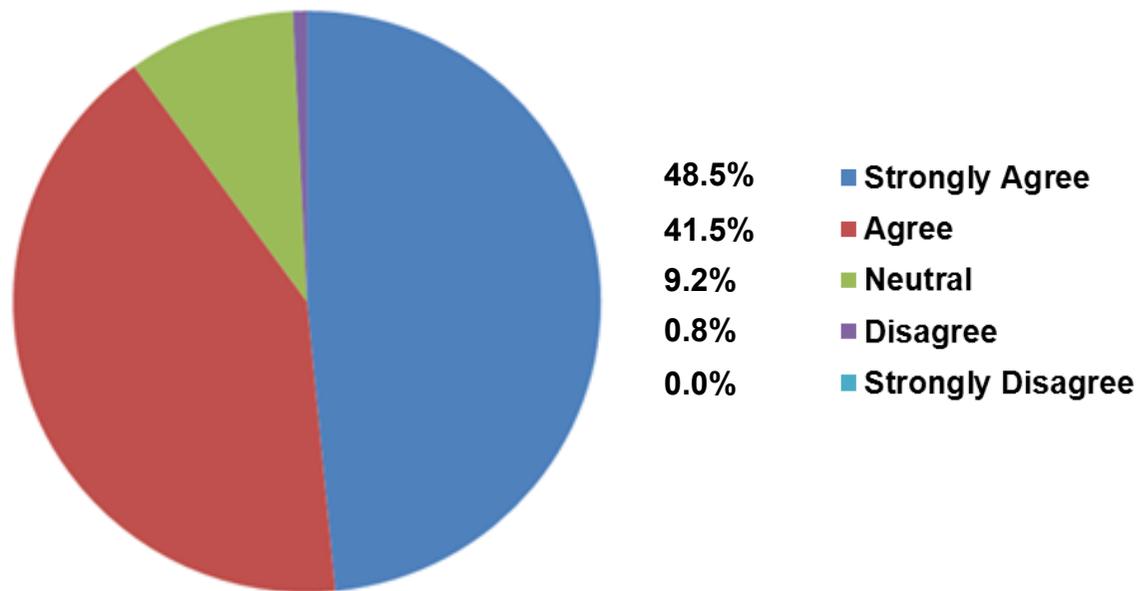
“Health in Mind has been a very positive experience in my life.”

APPOINTMENTS -

“MY APPOINTMENTS ARE USUALLY AT A CONVENIENT TIME AND PLACE”

We always try to accommodate what works best for you in terms of when and where to meet.

90% of you agreed that your appointments are usually at a convenient time and place which is down on last year's 92%. Only one person disagreed.



Your comments

“I had counselling for one solid year with two counsellors. They were great and helped me enormously. I’ll always be grateful for that.”

“Everyone who I have come into contact with has been really helpful and considerate. It has really helped me to come closer to my goals.”

“The communication has been very good.”

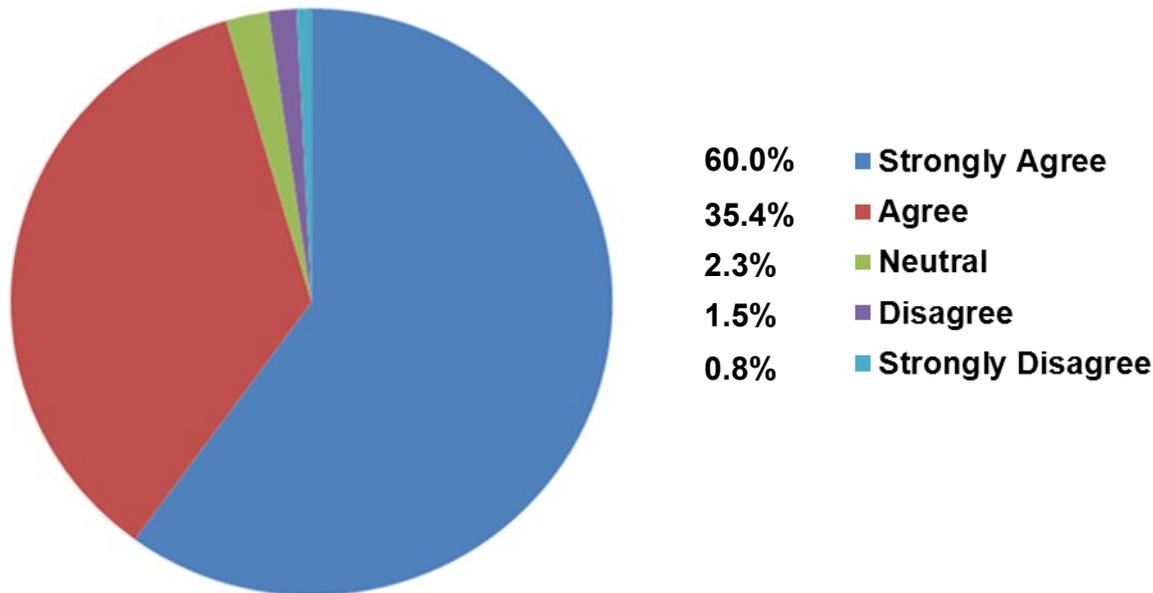
“I think the service is amazing.”

RECOMMENDING US TO YOUR FRIENDS -

“I WOULD RECOMMEND THE SERVICE TO A FRIEND”

We believe we can get an honest reflection of how you feel about the service through finding out whether you would recommend your service to a friend.

Just over **95%** of you say that you would, which is very slightly up on last year (94%). Three people were neutral (2.3%); 2 people did not agree (1.5%) and 1 person strongly disagreed (0.8%). We hope you will let us know why, so we can continue to improve!



Your comments

“I feel supported and helped and look forward to home counselling. I did recommend the service to a friend. I liked the telephone counselling as I find travelling difficult.”

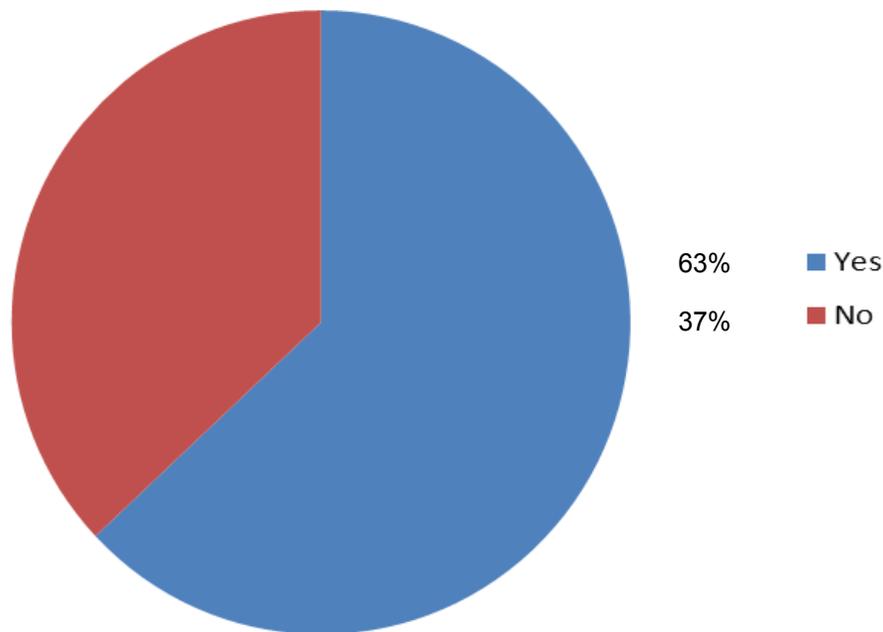
“I think as a society we are very fortunate to have services like Health in Mind and I know without any doubt the difference their services have made to me. All staff I met or spoke with were always helpful and kind.”

“I have has a very positive experience.”

KNOWING MORE ABOUT YOUR SERVICE - WE ASKED YOU IF VOLUNTEERS WERE INVOLVED IN YOUR SERVICE

At Health in Mind, volunteers are important to some of our services. Many have experience of living with mental health issues themselves, so have a unique insight and understanding of the people they support and the challenges they face.

Your replies told us that 63% were engaging with services with volunteers (46% last year) and 37% without (54% last year).



Your comments

“Volunteers are polite and approachable.”

“Volunteers have their own lived experiences. We all attend the Orchard Centre for our own personal reasons to help with our recovery and most can relate to having a difficult time or not such a good day with understanding and empathy.”

“They give me confidence.”

“C made a big difference to my life and I benefitted from her positive attitude and feedback and also by the regularity of the contact.”

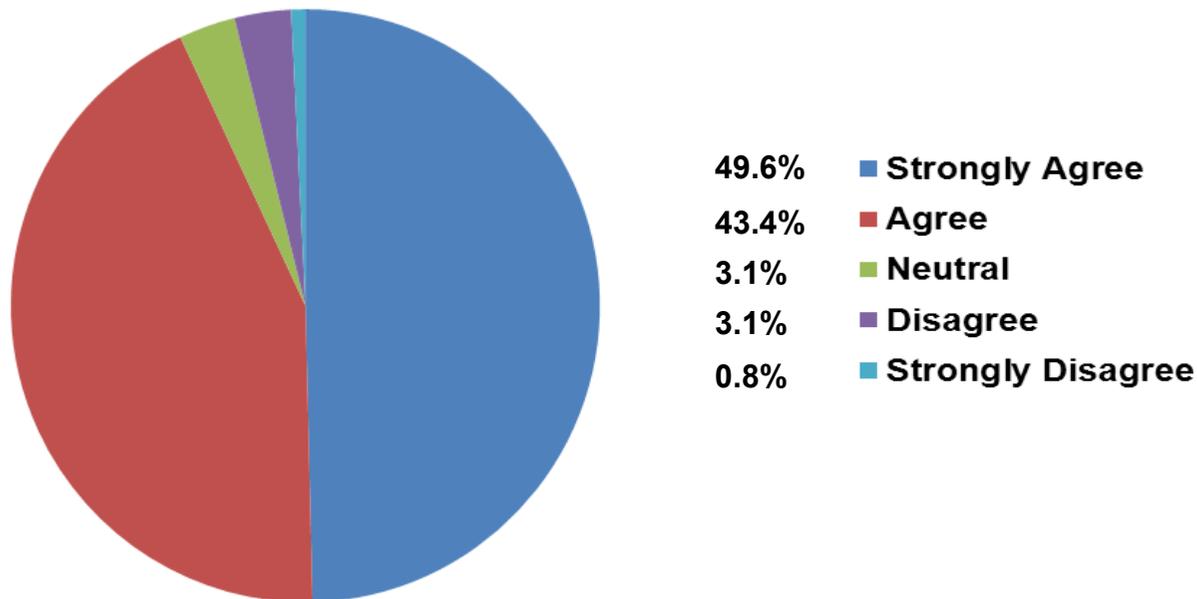
“More confident and happier about myself.”

KNOWING HOW TO HELP YOU -

“I FEEL STAFF/VOLUNTEERS KNOW HOW TO HELP ME”

The vast majority, **93%**, felt their support worker or volunteer does know how to help them and this is an increase of 3% on last year. However, 4 people disagreed (3.1%) and 1 (0.8%) strongly disagreed. This is disappointingly up on last year when 1.2% people disagreed. Last year, 8.43% of people responding were neutral which was lower this year at 3.1% or 4 people.

We want all our service users to feel confident they are receiving the right support, so if you have any issues, please let your Support Worker know or get in touch with your Service Manager.



Your comments

“Volunteers add to the service. Without their input there would not be such a good café, evening meals, fundraising, trips, befriending. For me, volunteers make the Orchard Centre a bigger, better service.”

“It makes me be more social and I’m slowly making friends.”

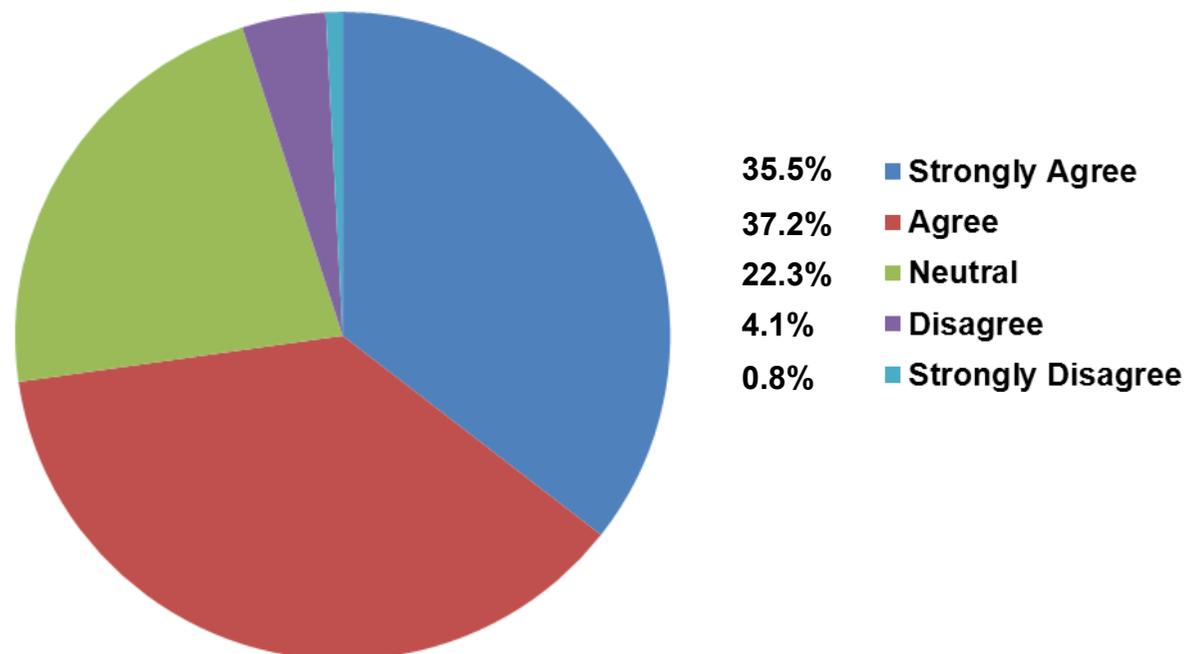
“C makes me feel better and I’m always comfortable around him as he gets me out the hostel to meet up every week to go out to socialise. Without that I would be stuck in my room and not socialising. So meeting up with him, even if it’s only for an hour or two really helps as I get the chance to go outside and socialise and get on with my life.”

OPPORTUNITIES TO GET INVOLVED -

“I FEEL I HAVE HAD OPPORTUNITIES TO BECOME INVOLVED WITH MY SERVICE”

Health in Mind wants to involve you. Almost 73% of those answering this question felt that they have been offered opportunities to be Involved in their service, which is a decrease of 4% on last year's figure.

We were keen to find out how you would like to be more involved and have already implemented some of your suggestions such as helping with interviews. Other suggestions have given us food for thought for the future.



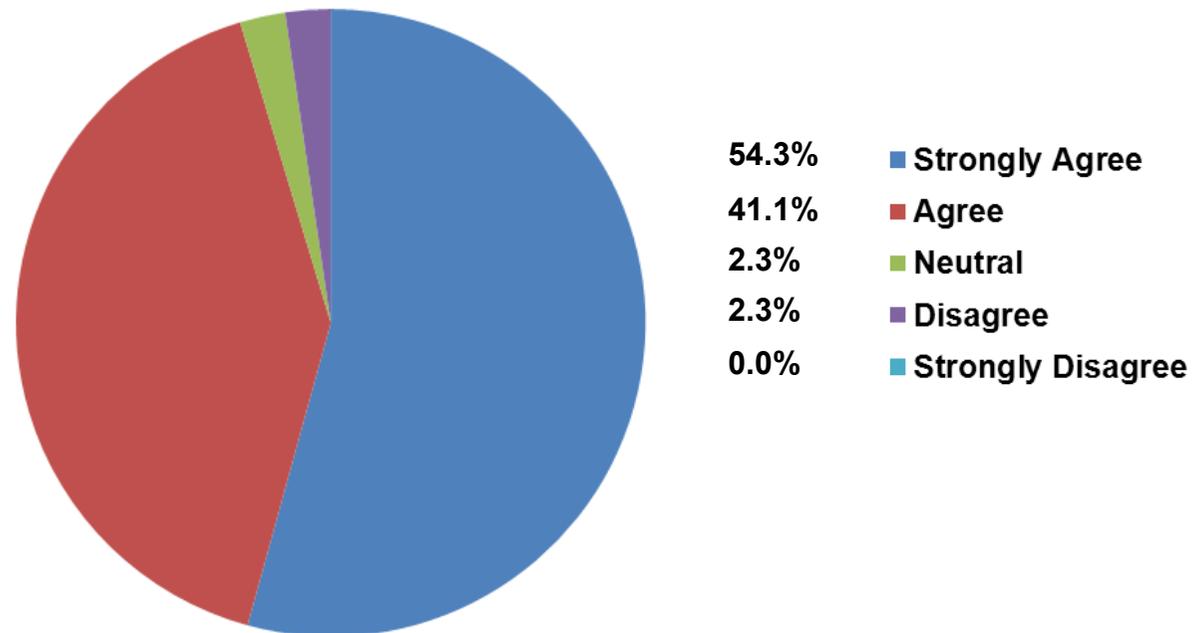
Your comments

“Since becoming a volunteer I have become involved in many of the services offered to members. I have also attended mental health forums with members of staff and been part of various panels from interviews to meeting professionals to make aware of what the service offers. I would become involved in any way I could to help others know the services available.”

“I like to mix with new members and make the visit easier.”

COMMUNICATION - “I FEEL STAFF AND VOLUNTEERS IN THE SERVICE I USE COMMUNICATE EFFECTIVELY WITH ME”

In order to support you well, our communication with you needs to be effective. We are therefore pleased that over **95%** of you feel staff and volunteers communicated effectively with you (94% last year). Three people disagreed.



Your comments

“Due to the superb staff helping myself when my manic depression is really bad, the staff go out of their way to help and support myself in any way that they can. I always believe in giving something back to the Orchard Centre due to the staff helping myself when my manic depression is really bad.”

“I have a very good experience with both staff and volunteers from Health in Mind. They respond much quicker and more effective to my needs than other institutions. They’ve changed my life by allowing me to leave my home as I didn’t have the confidence or strength (learning and physical difficulties) to get out. They were always very compassionate and helpful and always got in touch when I needed them.”

KEEPING YOU INFORMED - HOW WOULD YOU LIKE US TO STAY IN TOUCH WITH YOU?

We are keen to ensure that we do all we can to keep you informed of developments and changes at Health in Mind.

Most people said they would like to receive a newsletter either by post or e-mail (63%), followed by communication through their Health in Mind contact (39%).

Others wanted to keep in touch via the Health in Mind website, Facebook and Twitter (7%) Only 9 people did not want to be kept informed.

You will find our website at www.health-in-mind.org.uk. It is updated regularly with news, recruitment and volunteering opportunities and a number of services produce their own newsletters.

We are on Facebook, Twitter and LinkedIn.

YOUR OBSERVATIONS AND SUGGESTIONS

In response to the questions “**Is there anything you don’t like or think needs improving?**” 68 people responded to the questions with 65 people skipping the question. Out of the responses, 45 people (34%) commented their service positively or made good suggestions and 20 (15%) people were able to suggest ideas for improving their service.

There were four main themes in your comments and they focused on:

- ◆ Anxiety due to staff changing
- ◆ Concerns about the numbers of counselling session hours being cut
- ◆ Comments on how some services present information for you, which can be too much at once for some, the typeface being too small to read for others and making the wording clearer with less terminology
- ◆ The ability to change appointments more easily and to have more times and days available for appointments.

In addition, there were some specific comments about particular services, which will be passed on to the services concerned.

One of our challenges is that we cannot guarantee that someone will always have the same person working with them and this is for a variety of reasons. They may leave or retire, become unwell or need to take personal time off or there may be changes to our contract as service providers. Our managers will always try to make the transition to a new person as easy as possible for you.

It was also good to see that your responses indicated improvements to many aspects of our services. Our teams have worked hard to improve the choice of groups available and it was this area that saw the largest increase of approval from you at 7%.

Finally, in terms of information, don’t forget our Information Resource Centre, which is linked in to the Edspace, Midspace Eastspace and Westspace mental health and wellbeing information websites. If you can’t find the information you need online, give the team a call on 0131 243 0106 or e-mail Information@health-in-mind.org.uk or make an appointment to come in and talk to someone. Our Information worker and her volunteers are waiting to help you!

ADDITIONAL INFORMATION

The following table provides a breakdown of responses. We sent out 516 surveys and 133 people responded, which is 26%. Some people use more than one service which resulted in us receiving 144 replies

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, you can still do this by contacting your Service Manager or e-mailing contactus@health-in-mind.org.uk

Service	No.Returned	Response Rate Per Service	Previous Year's Response Rate per Service
re:discover Befriending	19	14.7%	41.6%
Community Connecting	5	3.9%	26.6%
HPS Connections	2	1.6%	Not available
Borders Navigator	7	5.4%	Not available
CSA Counselling, Craigmillar Counselling and Trauma Counselling Line Scotland	26	20.2%	55%
Guided Self-Help	15	11.6%	3.3%
Orchard Centre Services	63	48.8%	35%
Oasis and Pathway	5	4%	13.6%
Information Services	2	1.6%	Not available
Overall response	144	27.91%	*27.4%

* Last year's figures included services which Health in Mind is no longer able to offer; Support, Accommodation and Respite Service, Leith Housing Support Service and MAPS.

HEALTH IN MIND SERVICES AND CONTACTS

For information on services available at Health in Mind, please have a look at our website www.health-in-mind.org.uk or contact us for a copy of the leaflet for the service or services you are interested in.

If you have any issues or concerns relating to the service you receive, please talk to your usual contact at Health in Mind. If the issue cannot be resolved this way, please get in touch with the appropriate Service Manager.

For all general enquiries or to contact Service Managers telephone 0131 225 8508 or email contactus@health-in-mind.org.uk

COUNSELLING SERVICES

Manager: Gwenn McCreath, Chief Executive - gmccreath@health-in-mind.org.uk

Team Leader: Lorraine Sorley - lorraine@health-in-mind.org.uk

Counselling provides you with a safe place to talk and during difficult times, talking through thoughts and feelings can help to explore what can be done to turn things around. Counselling is a form of talking therapy and can help people to take greater control of their life and improve their confidence.

Trauma Counselling Line Scotland

Free telephone counselling for adult survivors of childhood abuse.

Childhood Sexual Abuse (CSA) Counselling

A safe place to talk for adult survivors of childhood sexual abuse.

Craigmillar Counselling

Counselling and support for adults living in Craigmillar.

DISCOVER SERVICES

Manager: Wendy Bates - wendy.bates@health-in-mind.org.uk

Assistant Managers: Cindy Sanders - cindy.sanders@health-in-mind.org.uk and Kevin Kent - KevinKent@health-in-mind.org.uk

re:discover Befriending - One-to-one volunteer support for adults to make connections, build friendships and rediscover old interests and hobbies.

Community Connecting - One-to-one support for anyone over the age of 65 to help them find out what services, activities and groups are available in their local area.

Equal Access - Provides support and information for men and women from minority ethnic communities. One-to-one support, counselling, befriending or providing information. In Midlothian, we offer a range of group activities.

Homelessness Prevention Service (HPS) Connections - Provides advice and support for people living in South and East Edinburgh who are in danger of becoming homeless and are feeling lonely and isolated.

Community Navigators - Support for over 65s to find out what is on in their local area and how to access the support they need, in the way they want.

Borders Navigator - Borders Navigator is a project for Eyemouth and surrounding areas and works with local people who are feeling isolated and/or are experiencing low mood.

ORCHARD CENTRE SERVICES

Manager: Joyce Turnbull Telephone - 0131 663 1616 or email joyce.turnbull@orchardcentreservices.org.uk

Orchard Centre Services— Provide creative, community based services to promote positive mental health and wellbeing throughout Midlothian. These include a range of one to one supports, outreach service, comprehensive group work and an out-of-hours crisis service.

The services are a non-medical resource which people can self-refer to and the base in Bonnyrigg has an informal and welcoming atmosphere.

INFORMATION, COMMUNICATIONS AND FUNDRAISING

Manager: Doreen Graham - doreen@health-in-mind.org.uk

Information Resource Centre—A warm, friendly and relaxed atmosphere to access information on mental health and wellbeing in person, online or over the 'phone.

Online information for Edinburgh, Midlothian , West Lothian and East Lothian

The 'space' websites provide online mental health and wellbeing information which can be helpful to individuals, carers, families and friends of people experiencing mental health difficulties; employees of service providers across the statutory, voluntary and private sectors or anyone with an interest in mental health and wellbeing.

Edinburgh: www.edspace.org.uk

Midlothian: www.midspace.co.uk

West Lothian: www.westspace.org.uk

East Lothian: www.eastspace.org.uk

Information Resource Worker - Flora Sharp: FloraSharp@health-in-mind.org.uk

Fundraising - If you would like to raise money for Health in Mind, we can put the 'fun' into your fundraising efforts!

Community Fundraiser: - Katherine Sellar: KatherineSellar@health-in-mind.org.uk

GUIDED SELF HELP

Guided Self Help is a Cognitive Behavioural Therapy (CBT) based approach to supporting people with mild to moderate anxiety, depression or stress.

Manager: Wendy Bates - wendy.bates@health-in-mind.org.uk

TRAUMA SUPPORT SERVICES

Manager: Wendy Bates- wendybates@health-in-mind.org.uk

Team Leader: Jean Budge - JeanBudge@health-in-mind.org.uk

Oasis - Emotional (and some practical) support in the home for female survivors of childhood sexual abuse or mental health difficulties.

Pathway (Men) Practical and emotional support for male survivors of childhood sexual abuse, rape or domestic abuse.

Pathway (Women) Support for female survivors of childhood sexual abuse, mainly listening and signposting to other services where needed e.g. counselling.

TRAINING PROGRAMME

Training Coordinator: Duncan Wallace - duncan.wallace@health-in-mind.org.uk

We are committed to providing quality, experiential, values based programmes, and where appropriate ensure that at least one of the trainers has lived experience of mental health challenges.

All training is open to individuals, teams or organisations. We can also tailor the content to reflect your working environment where appropriate.

NEW SERVICES FROM HEALTH IN MIND

Since the Service Evaluation Form was sent out to you, Health in Mind have introduced new services and here is some information about them. To find out more about the new services contact 0131 225 8508 or check our website

www.health-in-mind.org.uk

A SENSE OF ME

Assistant Manager: Cindy Sanders - cindy.sanders@health-in-mind.org.uk

‘A Sense of Me’ supports people with dementia and their carers, in carefully facilitated peer support groups, to reflect upon and explore how they can live well with dementia.

MIDLOTHIAN WELLBEING ACCESS POINT

Manager: Wendy Bates - wendy.bates@health-in-mind.org.uk

The Midlothian Wellbeing Access Point is all about improving quality of life and promoting positive mental health for adults who are experiencing low mood, stress or anxiety.

The service can provide quick access to brief support, access other community services and arrange for other ‘talking therapies’ where needed.

HOSPITAL DISCHARGE SUPPORT SERVICE

Manager: Wendy Bates - wendy.bates@health-in-mind.org.uk

Assistant Manager: Cindy Sanders - cindy.sanders@health-in-mind.org.uk

Health in Mind is working in partnership with EVOC, Libertus and the Eric Liddell Centre and statutory services to improve support available to older people leaving hospital. Health in Mind will deliver the service in North West Edinburgh and also from the Western General and Royal Infirmary Hospitals.

THANK YOU



**Thanks to everyone who responded to our questionnaire.
Your opinions help us to improve our services and shape
future services.**

**Thank you for taking the time to read this report. If you
have any queries please contact your Service Manager in
the first instance.**

Health in Mind is a charity registered in Scotland, number SC004128, and a company limited by guarantee, registered in Scotland, number SC124090.
The registered office is at 40 Shandwick Place, Edinburgh EH2 4RT.