

Annual Satisfaction Survey Report



What people who use our services think about them

2024-25 results

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About the survey

At **Health in Mind**, we provide a range of community based services in Edinburgh, Midlothian, East Lothian, West Lothian and the Scottish Borders to help those we support to **improve their mental health and wellbeing**, helping them to **live more fulfilling lives**. We also provide Scotland-wide services, namely the national Trauma Counselling Line Scotland and Historic Adoption Trauma Support Service.

We put **the voice of the people we support at the heart of what we do** and this means it is important to us to capture their views on, and experiences of, our services. One of the ways we collect this valuable feedback is through our satisfaction survey. The survey is sent out to those who have come to the end of their support at Health in Mind, with the responses collated annually.

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

In total, **176 people** answered our survey and the responses were collected between **1 April 2024 to 31 March 2025**. This is an increase of 64 people from 112 responses received the previous year.

— “ —

**It was good to
have someone
professional to talk to
about your problems and
get another person's
opinion on the way you
are feeling.**

— ” —

Scottish Health and Social Care Standards

At Health in Mind, we are dedicated to delivering high quality services and one of the ways we do this is to ensure that our services meet with the Scottish Health and Social Care Standards. These Standards are underpinned by 5 principles, essentially setting out how we all would hope to be treated.

**Dignity and
respect**

Compassion

Be Included

**Responsive
care and
support**

Wellbeing

The Standards describe both the headline outcomes and the descriptive statements which set out the standard of care a person can expect. In our annual survey, we included questions that were designed to measure that extent to which we are delivering the appropriate standard of care, in line with these outcomes.

The Scottish Health and Social Care Standards 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 Health and Social Care standards, including the full descriptive statements, on the NHS website:

<https://www.nhsinform.scot/campaigns/health-and-social-care-standards>

Trauma-informed approach

Trauma-informed approaches are becoming increasingly important to health and social care organisations. Taking this type of approach recognises the widespread impact of trauma and understands potential paths for recovery. It involves integrating knowledge about trauma into all areas of the organisation including, policies, procedures, and practice to create a supportive environment for everyone.

Health in Mind is committed to being a trauma-informed organisation

We are in the process of developing a roadmap that outlines the steps necessary to embed the principles of a trauma-informed approach in all our processes. This means we will create a supportive environment that enhances the wellbeing of staff, volunteers and people using our services. We view this as a continuous commitment rather than a one-time initiative or annual plan.

There are 6 principles of trauma-informed practice:

Safety

Trustworthiness

Choice

Collaboration

Empowerment

**Cultural
consideration**

Key findings

The people we support are overwhelmingly positive about the services they receive.

The relationships and trust that our staff members and volunteers build are at the heart of these positive experiences.

The people we support highly valued our person-centred approach and the skills and experience of our staff members and volunteers.

There is room for improvement, often around some of the practical aspects of the services offered.

On average,
the people we support
rated Health in Mind

4.7 out of 5



Survey results



Outcome 1: I experience high quality care and support that is right for me

90% of people agreed or strongly agreed that they have a better understanding of their mental health and wellbeing.

“

My journey has been arduous, and traumatic, [...] she guided me through. Discovering and discussing my life experiences was very helpful. I truly believe I am walking away healthier and stronger than when I entered counselling at Health in Mind

”



80% of people agreed or strongly agreed that their mental health and wellbeing improved.

“

Health and Mind helped give me tools to work through my trauma. They have also [...] helped my family as my positive energy has spread from my partner to my kids. This has been massive as it now means I'm not passing my trauma onto little children.

”



73% of people agreed or strongly agreed that their support has helped them to live a fulfilling life.

“

[Staff member] was fantastic [...] equipping me with the tools and techniques to navigate through difficult situations. This service has been the catalyst which allowed me to make an important change in my life. I am now feeling much more positive about the future.

”





The people we support in their own words

We gave people the opportunity to give feedback in their own words by answering the question, ‘**Do you have anything else you would like to share with us about your experience with Health in Mind?**’ These comments were analysed thematically to draw out the key messages and potential areas for improvements. In 2024/25, we received 111 responses to this question in total.

A key theme in the feedback was the impact that our services had made on lives and mental health of the people we support. This could range from small improvements to experiences of transformational change.

People typically mentioned the following:

**Feeling stronger and healthier,
with improved mental health**

“

I was feeling quite lost when I began seeing [staff member] but over the sessions, I’ve noticed an improvement in my mental health. I’m grateful for the service

”

**Increased confidence and desire
to participate in other activities**

“

She referred me to the yoga group. I was very nervous about joining any group activity but now I’m very glad I did as [...] I feel it has already really helped me [...] and I’m looking forward to future classes

”

**A changed mindset and hope
for the future**

“

This experience has made such a huge difference in the way I’m able to look at my trauma. While I know I have a long way to go in healing, it has given me the ability to question the beliefs I have held for such a long time

”



Outcome 2: I am fully involved in all decisions about my care and support

94% of people agreed or strongly agreed that their support focused on what mattered most to them.

— “ —

[Staff member] was absolutely amazing and very understanding. She kept me focused and let me lead support in the direction I wanted it to go.

— ” —

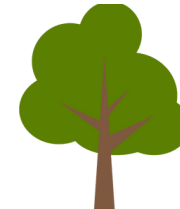


87% of people agreed or strongly agreed that their experience, knowledge and skills formed the centre of the support they received.

— “ —

The resources that were given worked well for me especially a few of them. It's not only helped and impacted my life but the people in my life too. I'm becoming the person I used to be and starting to feel happy with it all.

— ” —





The people we support in their own words

It was common for the people to highlight the person-centred nature of the support we provide as something that they really valued about the service they received.

There were three elements to this:

Our staff members take the time to understand them and their circumstances

— “ —

I can genuinely say [staff member] made me feel so validated, understood, and supported. She helped me to learn more about myself and accept myself

— ” —

Guidance and support was tailored to their needs

— “ —

The sessions we had were not just incredibly useful and tailored to the issues I struggle with, they were really life changing! I felt understood and supported, which also made me feel stronger

— ” —

Services were flexible to their circumstances where possible

— “ —

I really appreciated being able to speak to someone, face to face, at a time and place that was convenient [...] what helped me most was being able to escape all the digital options where human emotions get lost, and speak to another human.

— ” —



Outcome 3: I have confidence in the people who support and care for me

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

— “ —

Staff are very compassionate, really understanding and always patient. This service has transformed the way I look at my past trauma and has allowed me to look forward in life, rather than back.

— ” —



93% of people agreed or strongly agreed that they built trusting relationships with the staff and volunteers who supported them.

— “ —

I can't put into words how helpful and amazing my support worker was. From day one I trusted her and felt at ease. She was supportive and understanding and knew all the right things to say. I've come out the other end a different person.

— ” —





The people we support in their own words

The people we support regularly mentioned the skills and expertise of our staff members and volunteers were the main reason they were able to make positive changes in their lives.

This was described in three main ways:

Staff members were kind, supportive and compassionate

“

Everyone I've had contact with has been super helpful, sensitive, kind and compassionate

Support and advice given with compassion, empathy and when required...a smile

”

Staff members acted as an expert guide through the recovery journey

“

I have been so lucky with the support that [staff member] offered me, she is amazing, listened to everything I said and gave me so much support, giving me good advice which has helped me on my journey

”

Lived experience was valued whether in group sessions, peer support or among our staff

“

As I took part week to week [...] I loved meeting the other participants, listening to them and sharing out stories. A lot of the time I took strength from the other participants and felt very inspired and lifted

”



Outcome 4: I have confidence in the organisation providing my care and support

98% of people agreed or strongly agreed that they were treated with respect and their views were heard.

— “ —

I was treated with total respect and it was easy to share my problems. I feel so much at ease with my life now

Very much enjoyed sharing my thoughts with [staff member]. She was such a good listener. She guided me so well in going forward.

— ” —



97% of people agreed or strongly agreed that their support was consistent and was offered with honesty and truthfulness.

— “ —

[Staff member] is a really great support worker, with lots of empathy and compassion but also a directness at times that was appreciated.

— ” —





The people we support in their own words

There were many responses that did not go into detail on what they experienced when using our services but did express their thanks and overall positive experience of Health in Mind.

Another organisational strength was the practical materials and resources available

There were many messages about the positive experiences people had at Health in Mind overall

Health in Mind materials and resources were highlighted as a strength of the service

“

At a point where I thought there was nothing for me, and I felt truly alone – there you all were. I can't thank you all enough for [...] the difference this has made to my life.

”

“

Health in Mind really did help amazingly and was a light in a very dark tunnel, can't thank them enough.

”

“

Thanks to all the tips and tools Health in Mind shared with me I feel much better equipped to cope with all of it and much more optimistic about my future.

”



Outcome 5: I experience a high quality environment if the organisation provides the premises

91% of people agreed or strongly agreed that they were able to access support that fitted with their life.

“

[Staff member] was absolutely incredible throughout our sessions and took the time to update our schedule based on my work. She was extremely supportive and helpful and really made me feel seen as a person.

”



Comments on the physical environment were rare. However, the creation of the correct emotional and psychological environment was a very strong theme in the feedback and was described as follows:

A relaxed, supportive environment that built trust

“

[Staff member] was great made me feel really relaxed and it was like talking to an friend.

[Staff member] was very supportive through in an informal, caring, and relaxing manner

”

A 'safe' space to work through or process trauma

“

[Staff member] was so kind and caring and very supportive. I felt safe talking to her.

[Staff member] was a compassionate and professional counsellor, I felt comfortable and able to be open

”

Areas for improvement

Thinking now about areas for improvement, the most common feedback overall was that **the people we support would like their support to last longer and/or to receive more services.**

The next most common was around **not being able to access services in their preferred manner.** (e.g. 121 versus group session, or online versus face-to-face options, or the location of meetings)

Receiving more services

“

I feel further support would have been helpful as it ended at the beginning of a challenging time, though totally understand this is down to capacity, funding etc.

The only challenge I would add is I totally understand that support is time-limited but it would be incredible if there was provision to extend this in certain instances

”

Not able to access preferred setting

“

Although the group was supportive I did not feel that it was the right forum to address my issues. I would preferred to have one to one sessions to deal with my issues head on.

The talking element of my support was more meaningful than the self-directed part. In part, because of my personality

”



Next steps

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

We're grateful to everyone who took the time to share their experiences with us. Your feedback is not only valued - it's essential.

We will use these insights to shape improvements and ensure our services continue to meet the needs of the people we support.

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.

Alternatively, you can email hello@health-in-mind.org.uk and we will respond.

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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