

Public Feedback Summary – Torbay Mental Health Services

Please find below an overview of public feedback gathered by independent health & social care consumer champion Healthwatch Torbay relating to Mental Health Services in the local area. These have been gathered either at engagement events, online, on the phone or in person at our walk-in centre during 2014.

Individual Concerns

- Client feels that there is a stigma in Torbay re. Mental Health issues
- Client is anxious regarding making their wishes/concerns clear to medical professionals
- Failure of mental health services locally re. Client's son aged 26. Client /family paid for Priory Bristol and regular CBT locally. Son making good progress.
- Client reported assault/verbal abuse by hospital security staff. Police and Support worker advised on return home. Client referred to Torbay Hospital Complaints team and also requested Walnut Lodge contact client shortly.
- Client used to be supported by Culverhay but on leaving had no links to community support.
- Client advised by Waverley in writing that there is a 9 – 12 month wait for CBT. Client has decided to pay for Hypertherapy privately out of their benefits and now has an appointment with Cool House for their Triumph over Phobia Course.
- Client's bi-polar adult son was having trouble sleeping. He self-medicates for bi-polar. Son rang his GP surgery and his GP left him a prescription to help him sleep. The prescribed drug has contraindications for bi-polar so should not have been given. Client contacted crisis team over this and was told to take son to A&E. Client to contact Practice Manager directly.
- Client under care of Waverley team in June 2014 until committed to prison. Concern from parents over lack of support in prison and on release. Waverley Recovery Worker was very proactive informing Prison Services of person needs and recommendation that transfer to Langdon on release. Release from Leonard Stocks, no referral to Waverley. Also caused damage after alcohol intake - evicted and therefore homeless.
- Client with mental health issues feeling desperate and unsupported but cannot receive support anywhere in Torbay due to being banned from his GP Surgery and local community services (Culverhay) due to problems controlling anger and violence. Feels he has nowhere to go for help.
- Concern from a 3rd party who is supporting a lady living locally with Mental Health problems. Apparently the individual is also having problems financially and does not conform to the JOB Centre re accessing a job so therefore does not get any income. However, the individual concerned will not admit she has any MH problems, although client believes the individual has been involved with Waverley. The individual does not currently have a support worker. The police were recently involved. Finding it difficult to get some support/guidance.
- Client cited a lack of support from Culverhay and support being withdrawn.
- Waverly House run a brilliant service but client felt the support was discontinued too early.
- Client didn't feel like they could, as a young person, approach local GP surgery for their own personal mental health problems. Felt uncomfortable as their family cannot take them.
- A number of clients have, however, mentioned how pleased they were with the service on Haytor ward at Torbay Hospital when they have had the opportunity to 'visit'.

General Concerns

Our recent consultation caravan engagement days in Torquay, Paignton and Brixham town centres - where we engaged with over 200 people – found over 20 members of the public wanting to express anonymously their dissatisfaction and genuine upset with the withdrawal of mental health support services due to funding. Many said their need for support led them to their GPs, the Out of Hours Service at Torbay Hospital, and some mentioned visiting other services who may not be as specialised – such as pharmacists, Citizens Advice Bureau – to ask for help as they feel so isolated, stressed and unsupported.

Summary

Feedback centred on the issue of Mental Health Services and the withdrawal of some services is growing.

Their demand appears to be increasing, as we are seeing more and more distressed and anxious people come through to us with issues around mental health services. This could negatively impact on other health & social care services as these people seek further specialist community support.

Recommendations

Healthwatch Torbay are represented at The Devon Partnership Trust Carers Charter Committee where trends are identified following Carer feedback about Mental Health Services in the local area and ensure the Carers Charter Commitments are followed and help, support and assistance is received when needed.

However, a much wider-reaching coping strategy must be discussed and developed now by key partners across Torbay to ensure that this demand and pressure on services doesn't continue to grow to a point where patients may become increasingly dissatisfied or even not treated in time to help.

healthwatch
Torbay

Room 17

Paignton Library & Information Centre

Great Western Road

Paignton, TQ4 5AG

Tel: Freephone 08000 520 029

Email: admin@healthwatchtorbay.org.uk

Website: www.healthwatchtorbay.org.uk