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### **“I matter”: Insights on the Bradgate Mental Health Unit**

- **CQC Inspection Report in February 2017, concluded that overall the service requires improvement**
- **42 service users and family members responded to the questionnaire**
- **48% of respondents were unhappy with the quality of information provided to them at the Unit**
- **51% told us that the attitude of the staff was ‘better than expected’ or much better than expected’**

Today, the health watchdog is releasing the results of a survey that captured feedback from service users, carers and discharged service users about the support they received at the Bradgate Mental Health Unit (BMHU).

Services at the unit are provided by Leicestershire Partnership NHS Trust, which provides mental health, learning disability and community health services across Leicester, Leicestershire and Rutland.

The survey covered topics including, ‘timeliness of service’, ‘professionalism of service’, ‘quality of information received’ and ‘quality of overall experience’.

Chris Faircliffe, Healthwatch Leicestershire Board member said,

“Healthwatch Leicestershire have been concerned about the services offered at the Bradgate Mental Health Unit following the CQC Inspection Report in February 2017, which concluded that overall the service required improvements. Management at the BMHU welcomed the opportunity for Healthwatch to collect the views of carers, service users and those that have already been discharged from the facility. As a patient and service user champion, this was a vital opportunity to gather insights”.

While there were positive comments from service users, clear issues regarding the sharing of information emerged, which must be addressed with some urgency. Patients told Healthwatch that better information on arrival was needed, as was greater clarification on support in the community upon discharge. The suggestion of extended hours for the Involvement Centre was also raised. This reflected the recommendations, within the report, to improve the quality of information provided

on the ward and to work with other stakeholders to promote services that are available in the community.

The quantitative data collected reflected positively on the service with 42% of respondents rating their overall experience of the unit as 'better or much better than expected'. However, this was counterbalanced by 38% of respondents stating that the service was less than expected. The remaining 20% said it was what they expected.

One service user said, "I don't want to criticise the staff because I think they do well under trying circumstances". - Leicester City, 45-54

Rick Moore, Chair of Healthwatch Leicestershire said,

"From speaking with service users, carers and families, it is clear that there is a mixed opinion on the quality of services provided at the unit, and areas where improvement is urgently needed. One of our recommendations is for the Trust to form a pledge that sets out the service standards of care to be provided on the unit in a clear and concise manner. This will demonstrate a commitment to deliver a high standard of care and to help service users understand what to expect when using this service".

Healthwatch Leicestershire received positive feedback about the Involvement Centre, based within the Bradgate Unit, which is an information, IT and social resource for patients, services users, carers, family, friends and staff. The centre has only one member of staff and is mainly run by volunteers.

Rick Moore, Chair of Healthwatch Leicestershire said,

"We have heard good things about the Involvement Centre and would encourage members of the public that want to volunteer, to get in touch with Leicestershire Partnership NHS Trust".

A statement from Leicestershire Partnership NHS Trust said,

"We were happy to work with Healthwatch so they could talk to past and present service users and carers about our services at the Bradgate Unit.

We welcome the comments from the people who fed back, are encouraged by the many positive comments and take concerns very seriously. We have a number of systems and initiatives in place that address some of the areas raised for example, weekly ward community meetings where patients can share concerns; volunteers supporting patients to go through our ward information packs, which are currently under review and we will welcome patient and carer input into their improvement.

We are proud of the Involvement Centre and exploring how we can maximise its use. Currently we rely on the support of dedicated volunteers and opening times reflect this.

We always welcome feedback to help us make improvements and have begun a five-year programme to transform all mental health and learning disability services

across our Trust, with a much wider programme of engagement. This will help us deliver long-term improvements co-designed with patients, service users, staff and other stakeholders. More information is available at [www.leicspart.nhs.uk](http://www.leicspart.nhs.uk)".

You can read the full Healthwatch Leicestershire report here:  
<http://www.healthwatchleicestershire.co.uk/reports>

## **Notes to Editors:**

### **About Healthwatch Leicestershire**

Healthwatch Leicestershire is an independent consumer champion for health and social care in Leicestershire. The organisation helps to shape and improve local health and social care in our community. Healthwatch Leicestershire is part of the Healthwatch national network, established by the Government to ensure local patients and users have a greater input to shaping and designing local services. <https://www.healthwatchleicestershire.co.uk/>

### **About Healthwatch England**

Healthwatch is the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved and we share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them. Our sole purpose is to help make care better for people. [www.healthwatch.co.uk](http://www.healthwatch.co.uk) @HealthwatchE