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Rethink  
Mental  
Illness.

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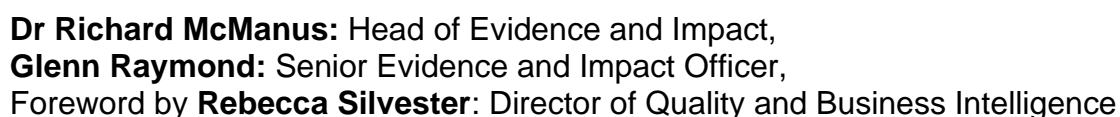
Service User Perspectives

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# Evaluating Experiences at Rethink Mental Illness

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May 2024

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## Introduction and foreword by Becky Silvester, Director of Quality and Business Intelligence



I am pleased to introduce our first national service user satisfaction report; State of Rethink.

I would firstly like to thank the people that have used our services and participated in this survey for sharing their voices and perspective. This is sincerely appreciated; your willingness to share your experiences helps us to better understand what is needed. We can use your feedback to help shape and improve services.

Over the last year we have transformed the way that we engage with people using our services. Increasing reach and accessibility has been important part of implementing the survey. To make sure we are asking the right questions we coproduced the survey with people who use our services with lived experience and our staff.

The aim of the survey is to provide us with feedback and self-reported outcomes plus information we can use to improve our performance. The survey questions have been developed to reflect the specific context of our range of services and are now embedded across services as a crucial touchpoint to understand our impact. The way we now ask people about their satisfaction with Rethink services place a stronger emphasis on understanding this and how this may impact overall quality of life - from an individual perspective.

To develop and enhance our services it is imperative that we hear directly from the people who use them. Your feedback is instrumental in steering our efforts towards improvement, influencing the quality and outcomes of our services.

The analysis in this report is based on contributions from the largest sample size of service users we've ever had, who provide

valuable insights into the impact of our services based on feedback and self-reported outcomes.. This report marks the first time that our charitable mission to improve quality of life for people severely affected by mental illness has been assessed on such a comprehensive scale.

By including the 'I statements' from our Rethink Impact Framework, responses to the survey help us to track quality of life over time and to better understand the difference our services make to people. Learning more from people who use our services helps us to understand what is most important to them and can help us develop our service offer to maximise support around the things that people find most valuable and which has the greatest impact. For example, privacy and respect, how staff communicate, confidence, accessibility. Also service specific areas such as move on and quality of accommodation in accommodation services.

Responses which highlight changes or gaps can help us address these. For example, where peoples' responses tell us they would like more activities, opportunities for social connection, this can help us to incorporate more opportunities within services in future to meet these needs. Responses may help us to identify and meet staff training needs or they may help us to see opportunities for more effective partnership working in communities to meet peoples external needs.

The services we deliver across communities are deliberately varied, as we try to help support people and offer services which meet their needs at different stages in peoples lives and with different experiences and diverse backgrounds. We are committed to fostering an inclusive environment that acknowledges and respects the varied experiences of people using our services.

So, it is fantastic to see that a significant majority of service users reporting positively about satisfaction with their experience of our services. People describe the importance of accessible and personalised support from Rethink services and what this has meant for them in terms of improving both quality of life and daily living.

A massive thank you, once again to everyone who participated in the survey; we are committed to continue listening and learning from you.

## Methodology

The Service User Experience Survey covers all Rethink services. It is a mixture of closed questions and open free text questions. This ensures we obtain a mixture of both quantitative and qualitative evidence about feedback, outcomes, areas for improvement and impact of Rethink services. There is a distinct focus on quality of life, driven by our mission, that people affected by severe mental illness have the best possible quality of life.

### Generic questions

It includes a selection of questions which are posed to all service users, these include questions like:

- To what extent would you say the support you received impacted your quality of life?
- Would you recommend the service to family or friends if they were in a similar situation?
- How would you rate the support you received from the service?
- Is there any additional support you wish the service could have offered you?
- What difference has the service made to you?
- How do you feel we could improve support we are providing to service users in the service you are accessing?

### I Statements

The questions asked to all service users also include a series of “I statements” – that are derived from [Rethink’s Impact Framework](#), coproduced with service users and staff, and aim to capture quality of life for people severely affected by mental illness. These will help us to track quality of life for people who use our services over time, so we can better understand the difference they are making, as well as people’s needs and the external environment. The I statements are:

- I have a place I can call home
- I have social connections that are meaningful to me
- I have opportunities in my life to develop the way I want
- I have enough money to meet my needs
- I am able to look after my physical health
- I have access to the right support when I need it
- I am able to manage my mental health
- I have fulfilling personal relationships
- I feel safe
- I feel valued
- I enjoy how I spend my time
- I feel accepted

### Specific Questions

We then ask specific questions, which relate closely to the type of support a service user has been receiving. These vary from service to service, and are bespoke and targeted to provide self reported outcomes related to the nature of the service.

For example here are a non-exhaustive selection of specific self reported outcomes for a sample of different service types.

- **Crisis Accommodation:**
  - I feel safer in the crisis house than I did before coming here
  - Since being here, I've felt less suicidal
- **Community Mental Health Services:**
  - The service has had a positive impact of my confidence
  - I am feeling less socially isolated
- **Advocacy:**
  - How helpful was your advocate
- **Helplines:**
  - Made me less likely to engage with an NHS community crisis service
- **Carers:**
  - I am managing my health and wellbeing better
  - I have been supported in improving and enabling my health and fitness

### Accessibility

Accessibility has been a key component of the survey research design. In order to ensure the survey has remained accessible for as many people as possible, we have a standard version of the survey as well as an 'easy read' version. The easy read version is written in plain English, which is clear and easily understandable, with star rating visuals also integrated in some of the questions where appropriate. Service users have the option to opt for the easy read version at the start of the survey, and around 51% chose to do so. This percentage includes all responses from prison services, which make up 30% of all responses (463).

The survey design has also been conscious of the scope for digital exclusion. While the main method of implementation follows a digital first approach – where we aim to promote the online version of the survey, due to cost and efficiency, there are also paper versions in both easy read and standard format to ensure people can complete the survey in paper format where they prefer to, or where they do not have access to the internet or a device.

### Coproduction

The survey has been coproduced, with lived experience being part of all aspects of the design process. Rethink services and staff have also been integral to the design of the survey. Phases in the design process included:

- **Consultation with service, staff and heads of services:**  
Interviews and focus groups: including presenting this back to them, in depth analysis on the content what we should not include or what we could consider going forward, alongside comment on the style. This also included our language and tone employed throughout the standard version and easy-read.
- **Consultation with service users for each service type:**  
Surveys, interviews and focus groups: piloting the survey with service users, obtaining feedback, including a wide range of feedback on the content, accessibility and relevance of the questions asked throughout. Specific focus

groups and interviews focussing on quality of life and what the I statements should be. In depth interviews asking service users drilling down further on any themes or oversights that emerged during the pilot phase. This phase included follow-up surveys with 18 service users.

Throughout the design process there were an enormous amount of service users and staff involved in the creation of the final design of the survey, ensuring it is as relevant as possible for our service users and services. For example there were:

- 232 Rethink staff involved in focus groups and interviews
- 347 Rethink service users through survey responses
- 18 Rethink service users through in-depth interviews
- 42 Rethink service users through in depth focus groups.

## Sampling

In total there have been 1,587 responses to the Service User Experience Survey throughout 2023. This compares to around 22,000 service users in the same 12 month period.

If we are able to conclude that the sample we have is random, then this gives us a maximum margin or error of +/-2.37% at a confidence level of 95%. This falls well within the [acceptable academic standard](#) applied within Social Sciences Research. This means we can say that collectively, the results in this report are very representative of Rethink service users and our services.

We do know however, that our sample is not entirely random. There are different response rates by different service types. There are also different response rates based on protected characteristics, with some groups being underrepresented compared on what the expected prevalence might be. There is also the risk of bias within our sample through some service users not being able to respond to a survey if they speak another language, are digitally excluded or lack capacity to complete. We have done as much as is possible to mitigate against these potential bias, but it is worth pointing them out in the interests of transparency.

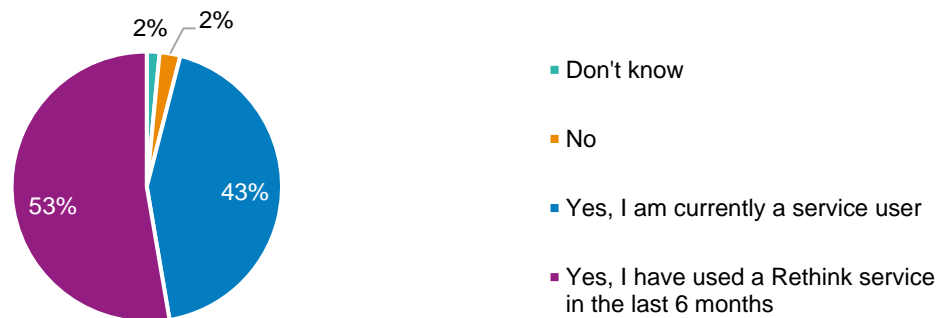
This is a large sample size of service users with severe mental illness. This report represents the first time Rethink has brought together such a large sample in one survey and the results and conclusions offer us real insights in the impact of our services, based on feedback and self reported outcomes from our service users.

A summary of some of the demographics of the sample and how this compares to Rethink service users more widely:

- There is a good mixture of current and recent service users by service type
- There is a representative mix of longer and shorter term service users
- There is a varied age range
- There is an underrepresentation of male service users
- There is a balanced representation of ethnicity types
- There is a higher proportion of LGBTQ+ communities

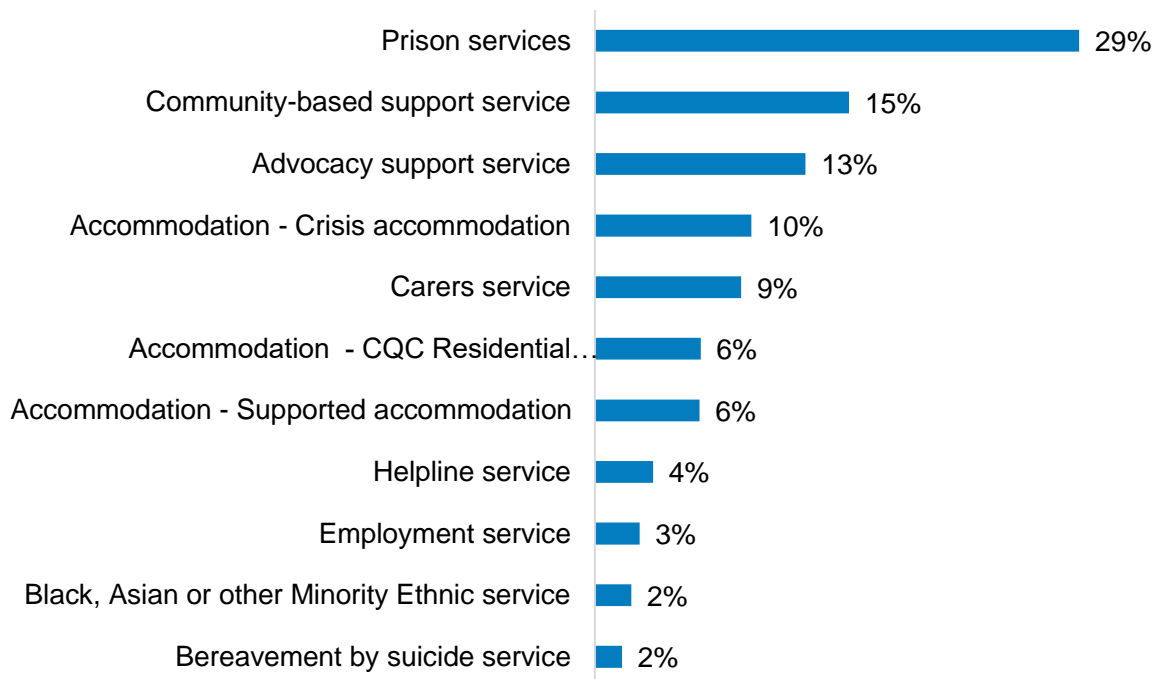
The graph below shows when service users were accessing services. 53% of the respondents accessed a Rethink service within the last 6 months, and 43% of the service users were currently being supported by a service when they completed the survey. This shows the responses within the survey are a good indication of current views of the services.

**Are you currently using a Rethink service or have used one within the last six months?**



The breakdown of service types accessed by respondents is shown in the chart below. This shows there is a high proportion of service users from our prison services (29%) and high levels of accommodation service users (35% when all accommodation types are taken into account). There are also relatively high proportions of community services (15%) and advocacy services (13%).

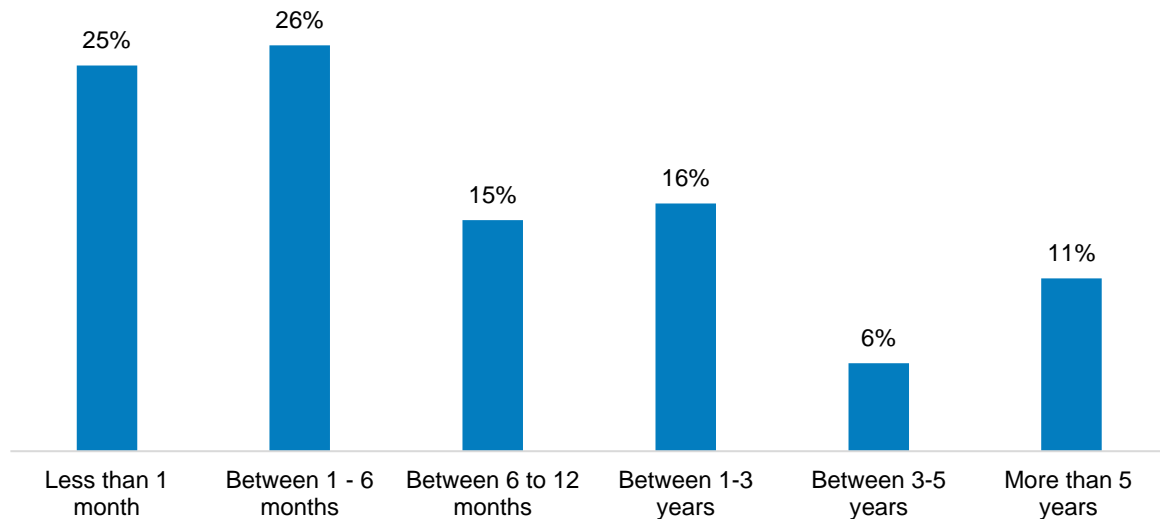
**Do you know the type of service you are currently accessing?**



How long service users have been accessing the services is shown in the graph below. There is a wide range of lengths of support, though there is a skew towards

more shorter term service users with 51% being under six months. There are also a significant proportion of service users who have been supported for a long time, with 17% being supported for three or more years.

### How long have you been using/ did use the service for?

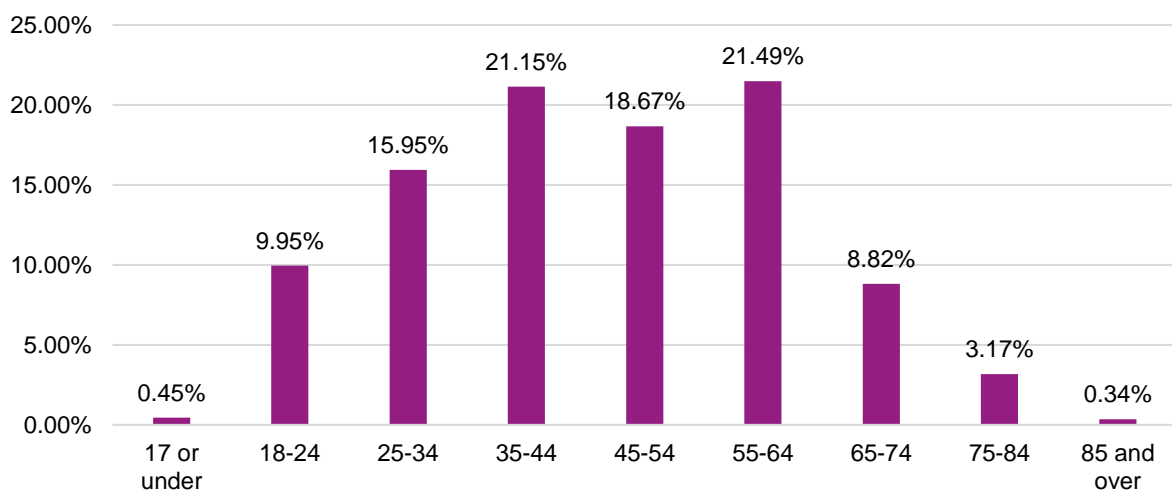


## Demographics of respondents

### Age

The age of respondents to the survey is shown in the graph below. There is a good range of ages covered within the total sample size, with no one age bracket being significantly overrepresented. There are fewer younger people aged 18-24 (9.95%) and under 18 (0.45%), but this is in line with the expected prevalence for Rethink’s service types.

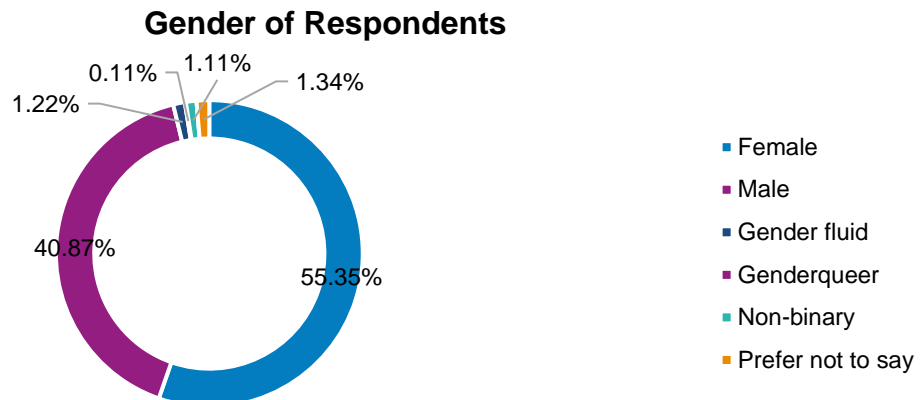
### Age of Respondents





## Gender

The gender of survey respondents is shown in the graph beneath.



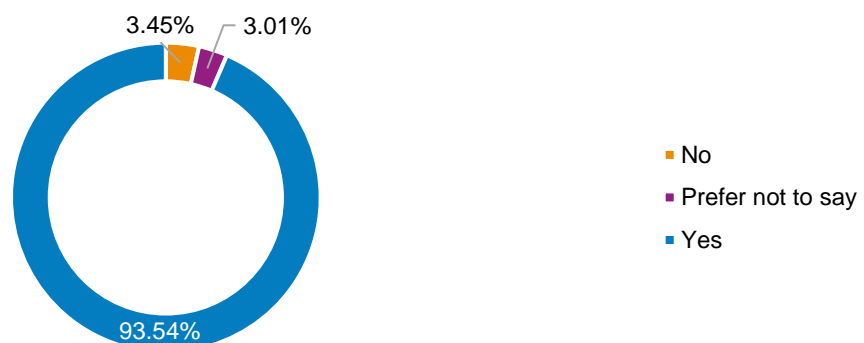
There are more female respondents (55.35%) than male (40.87%), which does skew the results to some extent. This is especially true when the proportion of prison services which is male (87%) is taken into account too, which makes up 30% of all responses.

When comparing to all Rethink service users, there is an underrepresentation of male service users, as 56.94% of service users are male, compared to just 40.87% of survey respondents.

We can see there are also a minority of survey respondents who are non-binary or genderqueer (collectively 1.22%), or Gender Fluid (1.22%). These are broadly in line with the expected prevalence for these gender identities.

Respondents were also asked about their gender identity to ascertain their trans status, the results are shown in the graph below. 93.54% of respondents identify their gender as the same sex they were assigned at birth. 3.45% do not identify as the same sex they were assigned at birth, which is a slightly higher proportion than for all Rethink service users (2.92%).

### Is your gender identity the same as the sex you were assigned at birth?



## Ethnicity detailed

The detailed ethnicity of respondents to the survey is shown in the table beneath. In broad terms these are very similar to the representation of the service users supported by Rethink. There are slight variations for specific ethnicities – like an overrepresentation of Indian service users (3.7% of respondents compared to 1.73% of service users) or an underrepresentation of Black Caribbean (1.57% of respondents compared with 2.32% of service users) – but the margin of error for these populations is much greater due to the small overall proportions, making comparison difficult.

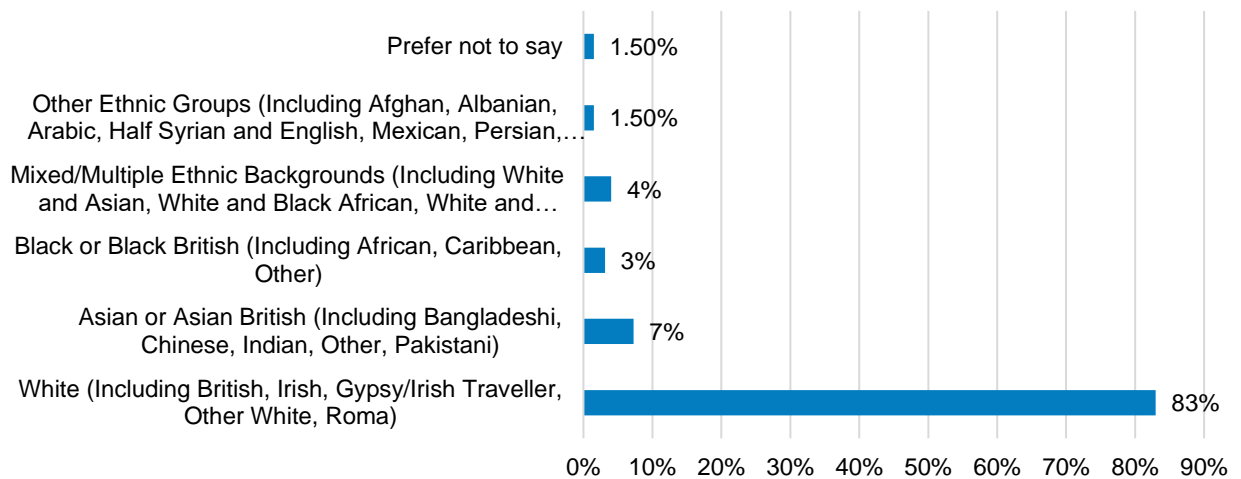
Ethnicity (including self described ethnicity)	Percentage of respondents
Afghan	0.11%
Albanian	0.11%
Arabic	0.22%
Asian or Asian British: Bangladeshi	0.56%
Asian or Asian British: Chinese	0.56%
Asian or Asian British: Indian	3.70%
Asian or Asian British: Other	0.90%
Asian or Asian British: Pakistani	1.57%
Black or Black British: African	0.78%
Black or Black British: Caribbean	1.57%
Black or Black British: Other	0.78%
Half Syrian and English	0.11%
Mexican	0.11%
Mixed/multiple ethnic background.	0.11%
Mixed: Other	0.67%
Mixed: White and Asian	0.90%
Mixed: White and Black African	0.78%
Mixed: White and Black Caribbean	1.57%
Persian	0.11%
Polish	0.11%
Prefer not to say	1.46%
Syrian	0.11%
Thai	0.11%
White: British / English / Scottish / Northern Irish / Welsh	78.16%
White: Gypsy or Irish traveller	0.34%
White: Irish	1.23%
White: Other	3.14%
White: Roma	0.11%

## Ethnicity overarching types

To make comparison of the survey respondents more possible, we group them into their overarching ethnicity types in the graph below. In broad terms, this also shows that the ethnicity of service users is very similar to that of respondents. The only exceptions to this are:

- The underrepresentation of Black or Black British respondents, with 3% responding in our survey compared to this overarching ethnicity group making up 5% of all service users.
- The slight overrepresentation of Mixed/Multiple Ethnic Backgrounds, with 4% responding to the survey compared to the 3% for all service users.
- The slight overrepresentation of Asian or Asian British respondents, making up 7% of those responding to the survey compared to the 6% for all service users.

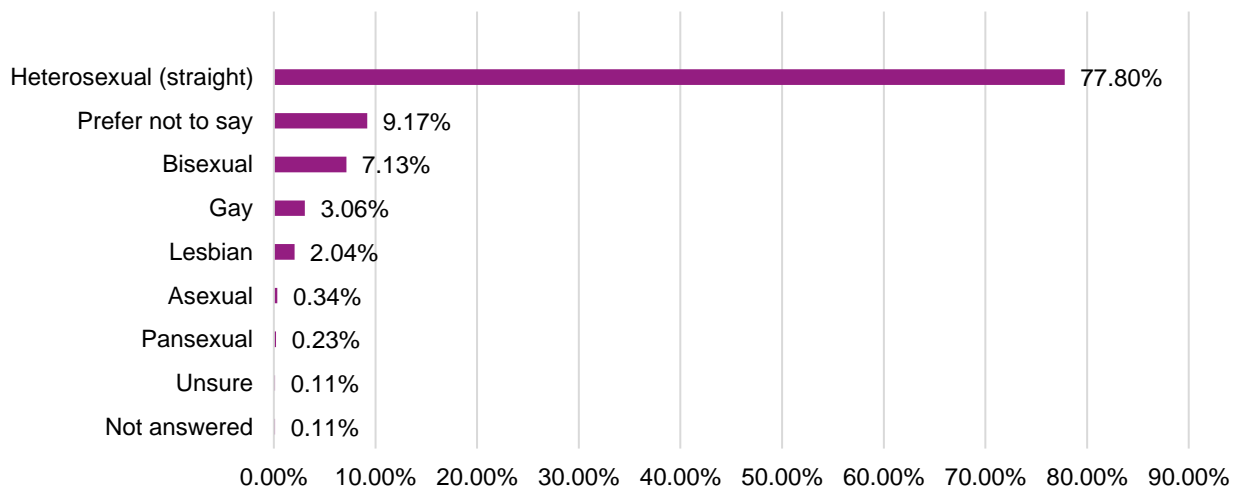
### Overarching Ethnicity Type of Respondents



### Sexuality

The sexual identity of respondents is shown in the chart below. The majority (77.8%) of respondents were heterosexual, which is lower than what we would expect the prevalence to be based on all Rethink service users (88.71%). There are higher proportions of Bisexual (7.13% compared to 2.35%) Gay (3.06% compared to 1.49%) and lesbian (2.04% compared to 0.7%) respondents. Because of the low numbers of the other sexualities, meaningful comparison is difficult.

### Sexuality Identity of Respondents



## Key Findings

Below are a selection of key findings from this State of Rethink Report. You can find more details for each service type by navigating to the section in the interactive contents page.

### For all Services:

- 83% of respondents agreed that their quality of life improved as a result of the support they had received.
- 91% of respondent would recommend the service they had received to a family member or friend if they were in a similar position (this compares to an [average for NHS mental health services](#) of 86%).
- 93% of respondents rated the support they received as either 'good' or 'excellent'.

### For specific service types:

- 79% of community services user are progressing towards goals they have set themselves.
- 85% of crisis accommodation services users 'agreed' or 'completely agreed' the service had a positive impact on their mental health and wellbeing.
- 96% of carers service users 'agreed' or 'completely agreed' that they have been supported to access appropriate information.
- 90% of CQC residential service users who agree that staff are willing to help with errands or any support needed.
- 82% of supported accommodation service users felt they were 'definitely' or 'in some way' on track to achieve their goals, or already have, and felt positive about the steps they had taken.
- 85% of helpline service users 'agreed' or 'completely agreed' that the service is accessible through various means of communication, underscoring their adaptability and user-friendliness.
- 88% of employment services users 'agreed' or 'completely agreed' that the service had improved their confidence and self-esteem.
- 83% of Black Asian or other Minority Ethnic service users 'agreed' or completely agreed' that they had been supported to better access to mental health services.
- 80% of Advocacy Services Users felt confident raising concerns about the service they had received
- 95% of Prison Service Users Said that the service had helped them better understand and address their difficulties 'all of the time' or 'most of the time'.



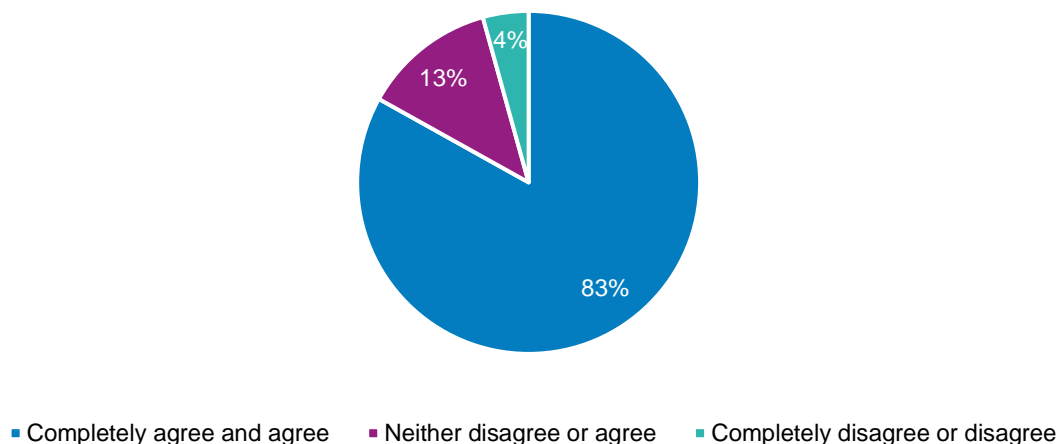
## Results all services

This section contains a summary of key findings for questions which are asked of all respondents.

### Quality of Life

All service users are asked to what extent the support they received improved their quality of life. This is in line with Rethink's Impact Framework and organisational mission – the best possible quality of life for all people living with severe mental illness. The results are shown in the graph below.

**To what extent do you agree the support you have received improved you quality of life?**



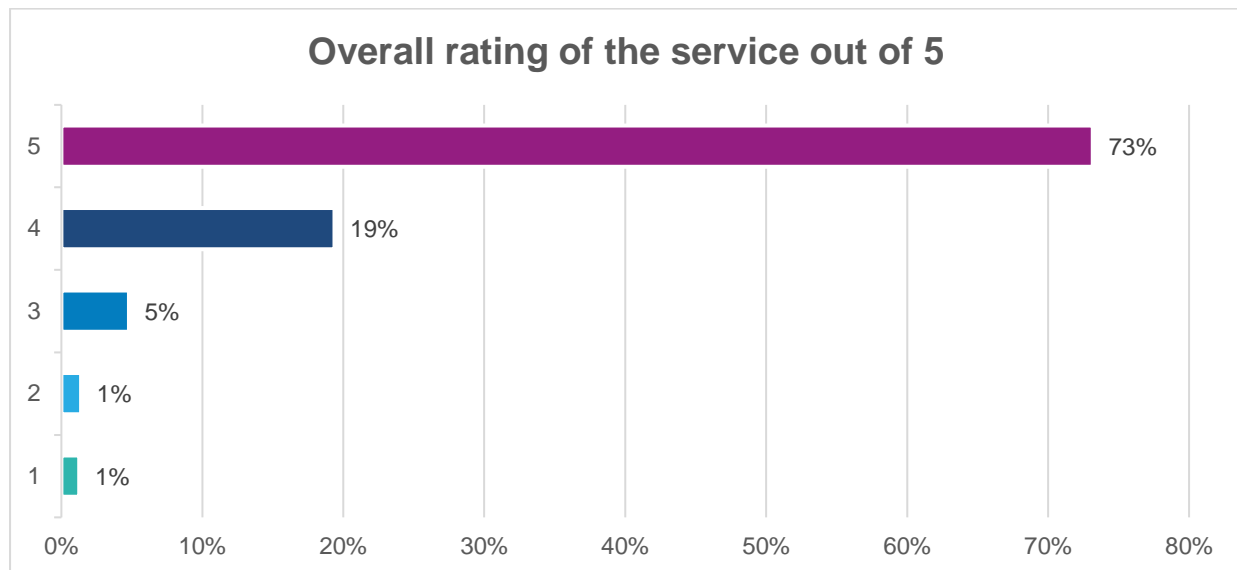
**High Level of Agreement:** A significant majority (83%) of respondents agree or completely agree that the support they have received from Rethink has improved their quality of life. This indicates a strong positive impact of the support services on the individuals' well-being and daily living.

**Minimal Disagreement:** Only a small fraction (6%) of respondents disagree or completely disagree with the statement, suggesting that the negative experiences or perceptions of the support received are relatively rare among the surveyed individuals.

**Some Neutrality:** A notable portion (12%) of respondents neither agree nor disagree, indicating a neutral stance on the impact of Rethink's support on their quality of life. This could suggest that for some individuals, the impact of the support is not as clear-cut or that they may have mixed feelings about it.

## Service Ratings

All service users were also asked to rate overall the support they had received. The results to this question are shown in the graph below.



Collectively, 82% of respondents were positive, rating the service as either 4 or 5 out of five (or good or excellent<sup>1</sup>). There are some neutral responses, with 5% being either 3 out of 5 or average. There is also a combined 2% of responses which were negative, with a rating of either 1 or 2 out of 5, or a rating of poor or very poor.

It is worth highlighting that whilst they make up only a small proportion of total responses, negative results to this question are a key feedback loop in service improvements at Rethink. The Service User Experience Survey is a key way of us obtaining negative feedback from service users, and these results are quickly actioned. We have a process which ensures they are flagged within a maximum of two weeks with the Head of the corresponding department, as well as the Service Manager. The results are shared anonymously along with any related contextualising question responses.

This means we can ensure any appropriate actions are taken as quickly as possible to ensure the best possible service quality and ultimately the best possible quality of life for all service users. We are also exploring how we can reduce this time, by using AI to look at the sentiment of free text responses and flag any negative responses or safety concerns in real time.

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<sup>1</sup> Responses to the easy read version use a numbered star rating scale and responses in the standard version use a Likert scale ranging from very poor to excellent.

### Friends and Family test

Rethink asks service users, would you recommend this service to a family member or friend, if they were in a similar position? This is in line with the NHS Friends and Family Test, which has been used over many years to track satisfaction. The results to this question are shown in the graph below.

### Would you recommend this service?

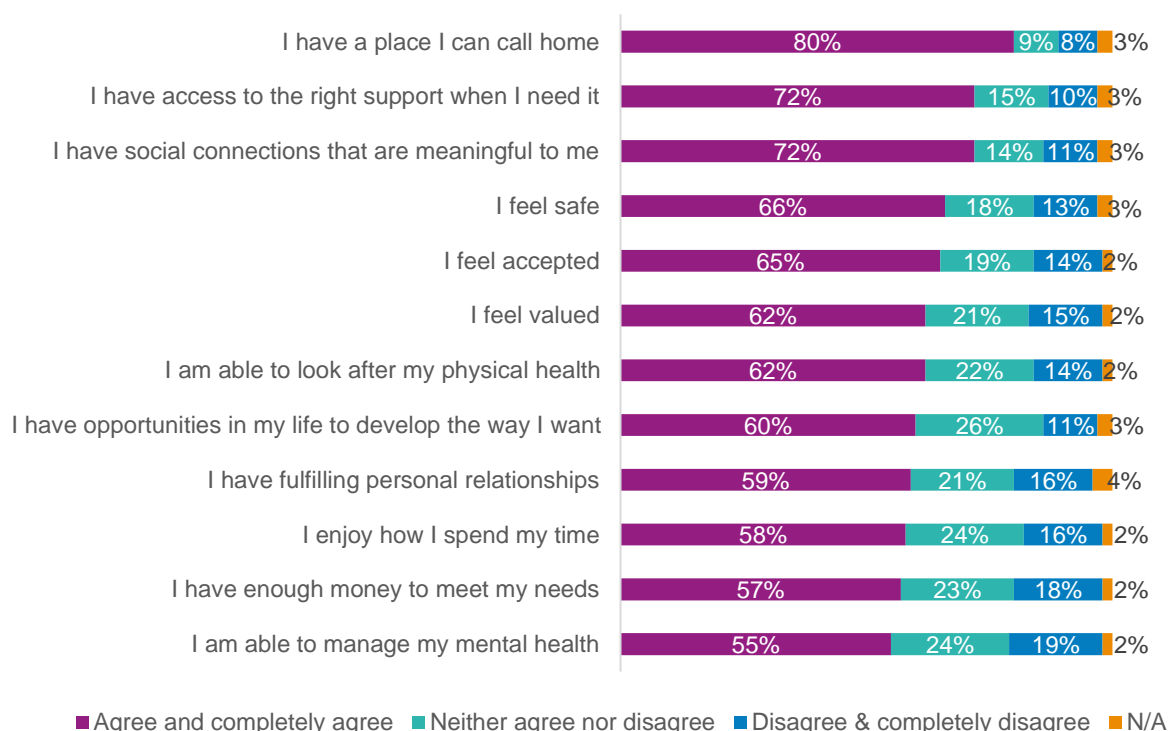


91% of respondents said that they would recommend the service, which is a very positive result – it compares to 86% for [NHS Mental Health Services](#), as of the end of January 2024.

### Quality of life Detailed (I statements)

Responses to the 'I statements' asked of all service users are shown in the graph below. Service users are asked to what extent they agree with the I statements, focusing on quality of life domains.

### "I" statements: To what extent do you agree...



**Home and Safety:** A significant majority feel they have a place they can call home (80%) and feel safe (66%), indicating a strong foundation of physical security and shelter.

**Social Connections and Support:** Social connections (72%) and access to the right support (72%) are highly valued, showing the importance of meaningful relationships and timely support in individuals' lives.

**Opportunities for Development:** 60% of respondents feel they have opportunities to develop the way they want, suggesting room for improvement in enabling personal growth and development.

**Financial Security:** Financial security appears to be a concern, with only 57% agreeing they have enough money to meet their needs, highlighting an area where more support may be needed.

**Health Management:** The ability to look after physical health (62%) and manage mental health (55%) shows a positive trend, though the latter suggests a need for enhanced mental health support.

**Personal Relationships and Feeling Valued:** Fulfilling personal relationships (59%) and feeling valued (62%) contribute significantly to individuals' sense of well-being, though there is still a portion of the population that feels these areas could be improved.

**Enjoyment and Acceptance:** Enjoyment of time (58%) and feeling accepted (65%) are crucial for overall happiness and inclusion, with a notable percentage of individuals feeling positive in these areas.

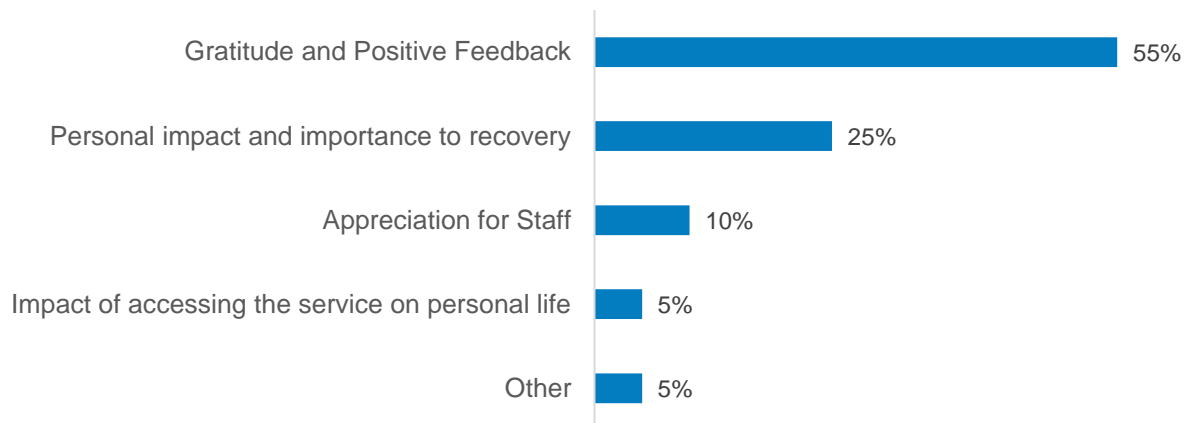
Overall, the findings suggest that while there are strong areas of support and well-being, such as safety, social connections, and feeling accepted, there are also areas where improvements could be made, particularly in financial security, opportunities for personal development, and enhanced support for managing mental health.



## Our Impact

We also capture free-text responses which contextualise responses further about impact, besides the impact of a particular service type on the respondent (please see each service by type to see a specific level of impact/feedback). Below is a chart showing the thematic analysis of our impact on service users.

### Is there anything else that you would like to add to help us understand your responses?



The thematic analysis of the impact of mental health services on individuals reveals a predominantly positive influence, with a significant 55% of responses expressing 'Gratitude and Positive Feedback' towards the services received. This overwhelming appreciation underscores the vital role these services play in the lives of those accessing them. 'Personal Impact and Importance to Recovery' was highlighted by 25% of respondents, indicating that the services are not just supportive but are deemed crucial for personal recovery journeys. 'Appreciation for Staff' accounts for 10% of the feedback, reflecting the value placed on the compassion, professionalism, and support provided by service personnel. A smaller segment, 5%, discussed the 'Impact of Accessing the Service on Personal Life', suggesting transformative effects that extend beyond immediate mental health improvements. Another 5% of responses were categorised under 'Other', indicating a variety of individual experiences and impacts not captured by the main themes. Collectively, this data illustrates the profound and multifaceted positive impact that mental health services have on individuals, highlighting the importance of continued support and recognition of staff contributions to recovery processes. Below are a selection of quotes based upon each thematic code:

#### Gratitude and Positive Feedback

A significant portion of the feedback was expressions of gratitude, indicating a high level of satisfaction with the service provided.

"I'm immensely grateful for Rethink and what the staff have done for me."

## Personal Impact and Recovery

Many users shared the positive impact the service had on their recovery and personal growth, highlighting the effectiveness of the support received.

"I wouldn't be here without the support I have received from Rethink support workers."

## Impact of service on individual

Some feedback included humour or personal touches, indicating a comfortable and personable interaction with the service.

*"(in relation to marking assessment as mostly) Would be completely but I feel this would be unjust as Rachel isn't as funny as me."*

## Appreciation for Staff

Appreciation for specific staff members was common, suggesting that personal connections with staff significantly contribute to user satisfaction.

"Alex, Fahiza, Erin, Megan are the best! I really appreciate your support and guidance..."

## Other

A variety of unique or specific comments were made that did not fit neatly into other categories, showing the diverse experiences and needs of service users.

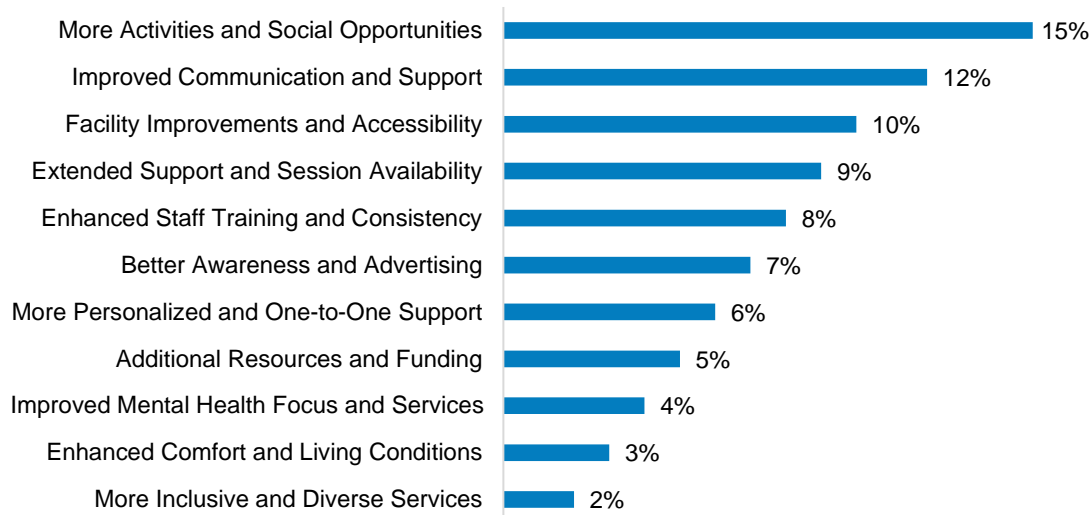
## Performance and Service Improvement

We check our free-text responses to questions asking about service performance and improvement on a monthly basis. Within Microsoft PowerBI, we have employed an AI software analysing the sentiment of the content we receive, categorising based upon the themes of the responses from service users. If this text is particularly negative or of a concerning nature, the responses are automatically flagged up to our team to then pass onto the appropriate teams to further investigate regarding any safeguarding concerns. Between February 2023 and 2024, there has been six instances of this since we have deployed the AI technology, meaning we can respond in a targeted and effective manner.

Besides that, not all responses that are negative warrant being flagged up; majority of responses that are neutral or negative are of a constructive manner, with service improvements suggestions, which we explicitly ask. Heads of each individual service have access to our live Power BI dashboards so can see the responses for themselves when considering service development/ improvement.

## Service improvement

### How do you feel we could improve the support we are providing to service users in the service you are accessing/have accessed?



To enhance our service delivery, it's evident from the dataset that prioritising more activities and social opportunities would significantly benefit our users, with 15% of the feedback pointing towards this need. This suggests a strong desire for a more engaging and interactive service that not only addresses mental health concerns but also fosters a sense of community and belonging among users. Additionally, improving communication and support emerges as a critical area, with 12% of responses highlighting the importance of clear, effective, and empathetic communication between staff and service users. This underscores the need for a more user-centric approach where services are tailored to meet the individual needs of users, ensuring they feel heard, understood, and supported throughout their journey with us.

Furthermore, facility improvements and accessibility are identified as key areas for development, with 10% of feedback advocating for more accessible and user-friendly environments. This aligns with the broader goal of making our services more inclusive and welcoming to all individuals, regardless of their physical abilities or mental health conditions. Extending support and session availability also stands out, with 9% of the dataset suggesting a demand for more flexible and accommodating service schedules that can cater to the diverse needs and time constraints of our users. By addressing these areas, we can significantly enhance the overall user experience, making our services more effective, inclusive, and responsive to the needs of those we aim to support. Below are a selection of quotes based on each thematic code:

#### **More activities and social opportunities**

Respondents express a strong desire for increased engagement through activities and social events. This suggests a need for more varied and frequent opportunities

to connect with others, engage in hobbies, or learn new skills, which can significantly impact mental health and community feeling.

"More group sessions and social activities like quiz nights...being offered would have helped fill my spare time."

### **Improved Communication and Support**

There's a clear call for better communication between service users and providers, including more consistent and reliable support. This could involve clearer information about services, more responsive contact methods, and regular updates or feedback loops.

*"Ensure staffing level supports. If 1 staff needs to leave to do one-one support."*

### **Facility Improvements and Accessibility**

Feedback indicates a need for physical improvements to facilities and better accessibility, suggesting that the environment plays a crucial role in the overall service experience and accessibility for all users, including those with disabilities.

"1) Be available 24/7 or update your info with the actual opening hours."

### **Extended Support and Session Availability**

Many respondents wish for longer or more frequent support sessions and a more extended period of availability. This reflects a need for sustained engagement to support complex or ongoing mental health challenges.

"A bit more one to one support with more appointments. I had on average one every 2 weeks."

### **Enhanced Staff Training and Consistency**

The desire for enhanced staff training and less turnover suggests that service users value consistency in their interactions and seek support from well-trained professionals who understand their unique needs.

"If staff seemed to change less" and "More training and understanding surrounding eating disorders."

### **Better Awareness and Advertising**

There's a significant call for increased awareness and advertising of the services provided. This indicates that many potential users may not be aware of the available support, highlighting the importance of outreach and visibility.

"Think you should advertise more so more people know about the service Rethink offers."



### **More Personalised and One-to-One Support**

Responses indicate a preference for more personalised care, suggesting that individualised support plans and one-to-one interactions are crucial for effectively addressing personal challenges and goals.

"A more proactive support on a one to one basis in person."

### **Additional Resources and Funding**

The call for more resources and funding reflects a broader need for the service to expand its offerings, improve facilities, and possibly increase staff to meet the growing demand for mental health support.

"Better funding is needed for the resources to be better."

### **Improved Mental Health Focus and Services**

Feedback suggests a need for a stronger focus on mental health services, including more comprehensive support for specific conditions, indicating that a more targeted approach to mental health could enhance the effectiveness of the service.

"More proactive to gain improvements within Community from employers by explaining facts."

### **Enhanced Comfort and Living Conditions**

Comments about enhancing comfort and living conditions point to the importance of a welcoming and comfortable physical environment in supporting mental health and well-being.

"The living room area could be a bit more spacious."

### **More Inclusive and Diverse Services**

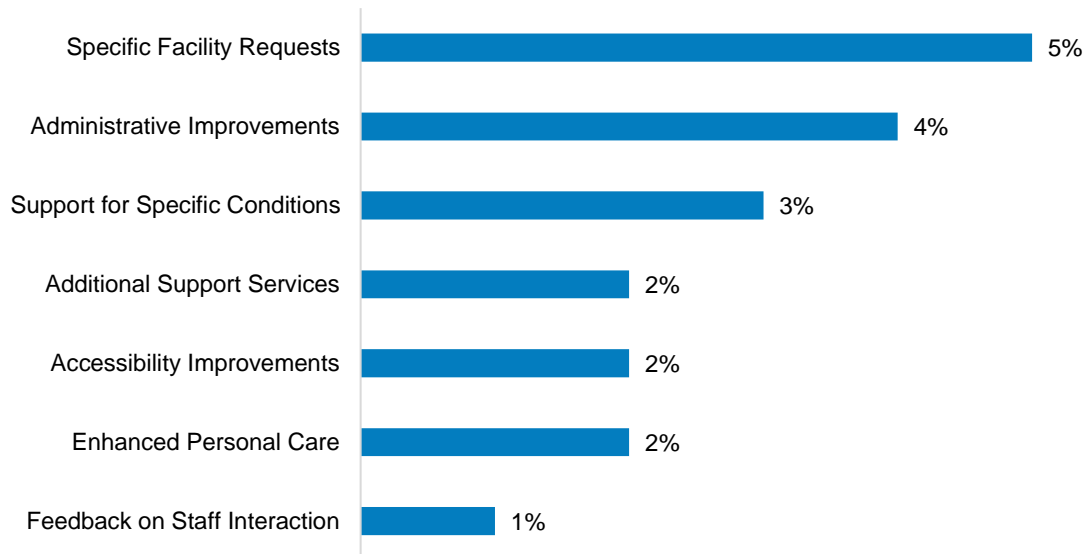
The desire for more inclusive and diverse services highlights the need for support that acknowledges and caters to the wide range of backgrounds, identities, and experiences of service users.

"Include new services which support people with specific needs including learning disabilities or autism."

## Other (Miscellaneous Suggestions)

A wide range of other suggestions were made, reflecting the diverse needs and perspectives of service users. These include specific requests for improvements and enhancements that don't fit neatly into the other categories but are nonetheless important for improving service user experience.

### Miscellaneous suggestions from 'other' response to service improvement areas

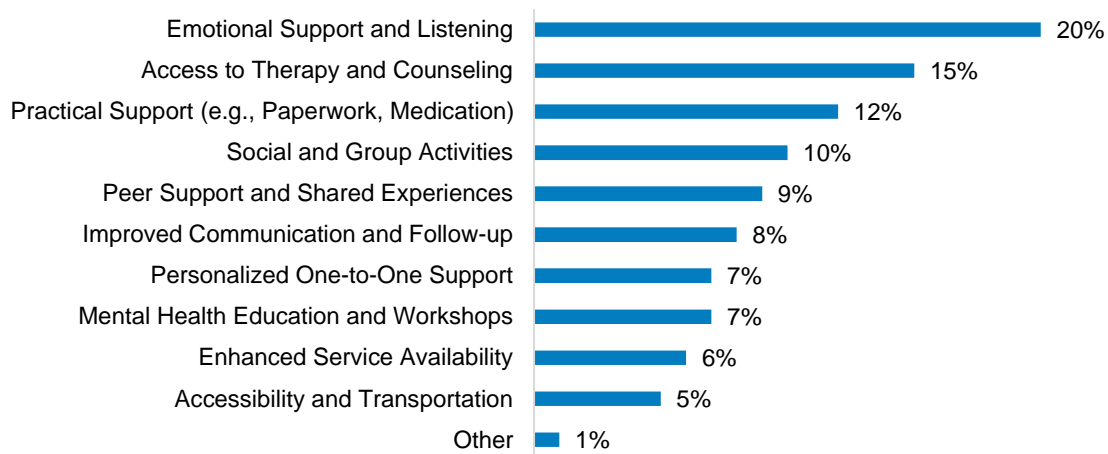


The miscellaneous suggestions reveal a variety of specific needs and preferences among service users, highlighting areas for potential improvement that may not fit neatly into broader themes. These include requests for specific facility upgrades, such as better toilets and kitchen appliances, indicating a desire for more comfortable and accommodating physical environments. Administrative improvements, such as extended availability and clearer information about service hours, suggest a need for more accessible and user-friendly processes. Below are a selection of quotes per thematic code:

- Specific Facility Requests: "1. by getting new disabled toilets 2. a new kettle."
- Administrative Improvements: "1) Be available 24/7 or update your info with the actual opening hours."
- Support for Specific Conditions: "Make it easier to be re-referred. More time (more than 3 months) to be able to access the service."
- Enhanced Personal Care: "Being able to smoke in my room."
- Accessibility Improvements: "A few modifications to make the house slightly more accessible."
- Additional Support Services: "Access to some worksheets to help with reflections."
- Feedback on Staff Interaction: "If staff seemed to change less."

## Additional support services could offer

### Is there any additional support you wish the service could've offered you?



To further enhance our service delivery, it's paramount that we focus on providing emotional support and listening, as highlighted by 20% of the feedback, underscoring the critical need for empathetic, understanding, and patient interactions that make our users feel valued and heard. Access to therapy and counselling is also a significant need, with 15% of responses indicating a demand for more professional mental health interventions that can offer users the tools and strategies needed to manage their conditions effectively. Practical support, including assistance with paperwork and medication, is another key area, with 12% of the dataset suggesting that helping users navigate the complexities of health and social care systems can greatly alleviate stress and improve their overall well-being. By prioritising these areas, alongside enhancing service availability and accessibility, we can offer a more comprehensive and holistic approach to mental health support, ensuring that our services not only address the emotional and psychological needs of our users but also provide the practical assistance required to navigate daily challenges. Below are a selection of quotes based upon each thematic code:

#### Emotional support and listening

A significant portion of service users highlighted the importance of having someone to talk to, indicating a need for more empathetic listening and emotional support.

"Talking. Being able to share feelings and rely on someone."

#### Access to therapy and counselling

Many respondents expressed a desire for easier access to professional therapy and counselling services, suggesting a gap in the availability or accessibility of these critical services.

"Access to talking therapy."

### **Social and group activities**

The request for more social and group activities reflects a need for opportunities to connect with others, reduce isolation, and engage in meaningful activities.

"Arrange fun group activities, for example free yoga classes."

### **Practical support (e.g. paperwork, medication)**

Assistance with practical aspects of daily life, such as managing paperwork and medication, was identified as a valuable area for additional support.

"Help with medication would be beneficial..."

### **Improved communication and follow-up**

Feedback highlighted the importance of consistent communication and follow-up after service engagement, indicating a desire for ongoing connection and support.

"A follow up welfare call after discharge."

### **Accessibility and transportation**

Challenges with transportation and accessing services were noted, suggesting that logistical support could significantly enhance service utilisation.

"Help with a bus pass [Freedom Pass]."

### **Mental health education and workshops**

There's a clear interest in educational opportunities that provide insights into managing mental health, indicating a desire for empowerment through knowledge.

"More mental health support."

### **Peer support and shared experiences**

The value of connecting with peers who have similar experiences was frequently mentioned, highlighting the therapeutic benefit of shared understanding and camaraderie.

"Able to talk to others who have similar experiences."

### **Personalised one to one support**

The desire for more personalized, one-to-one interactions suggests a need for individualized attention to address specific concerns and goals.

"More one-to-one support throughout the week."

## Enhanced Service Availability

Requests for more flexible appointment times and longer service availability reflect a need for services that accommodate diverse schedules and ongoing needs.

"Appointments at any time of the day or evening."

## Results by service type

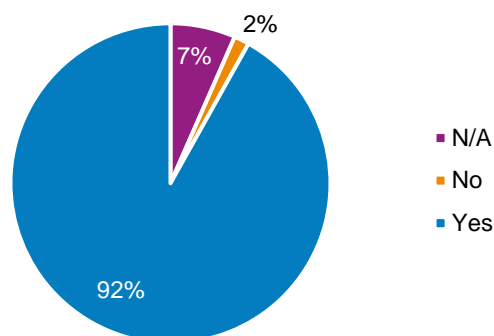
Summary of key findings by each main service type, covering (in order of most responses first).

### Prisons Services

Sample size: 463

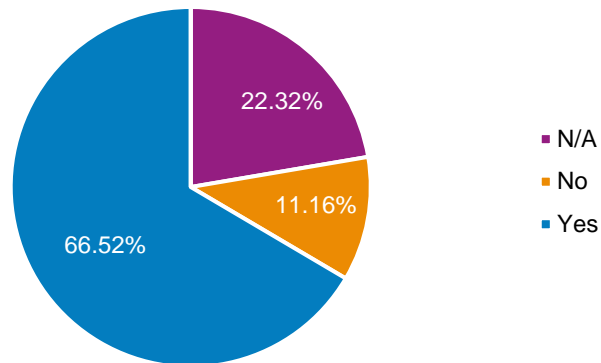
**About:** Rethink Mental Illness provides primary mental health services in prisons across England that are based on expertise, the preferences of prisoners, and the best available evidence. These services are provided to individuals and groups of prisoners, and are aimed at people who have less severe mental illnesses such as mild or moderate anxiety or depression.

### Were you given information about options for choosing a treatment that is appropriate for your problems?



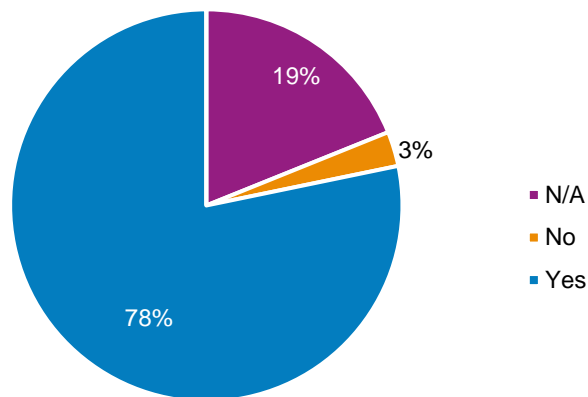
Out of the total respondents (456), a significant majority, approximately 91.9%, reported that they were given information about options for choosing a treatment that is appropriate for their problems. This high percentage indicates a strong emphasis on patient information and autonomy within the service. However, a small fraction, about 1.5%, did not receive such information, and 6.6% were not applicable, suggesting areas for potential improvement in ensuring all patients are fully informed about their treatment options.

### Do you prefer any of the treatment amount the options you were given?



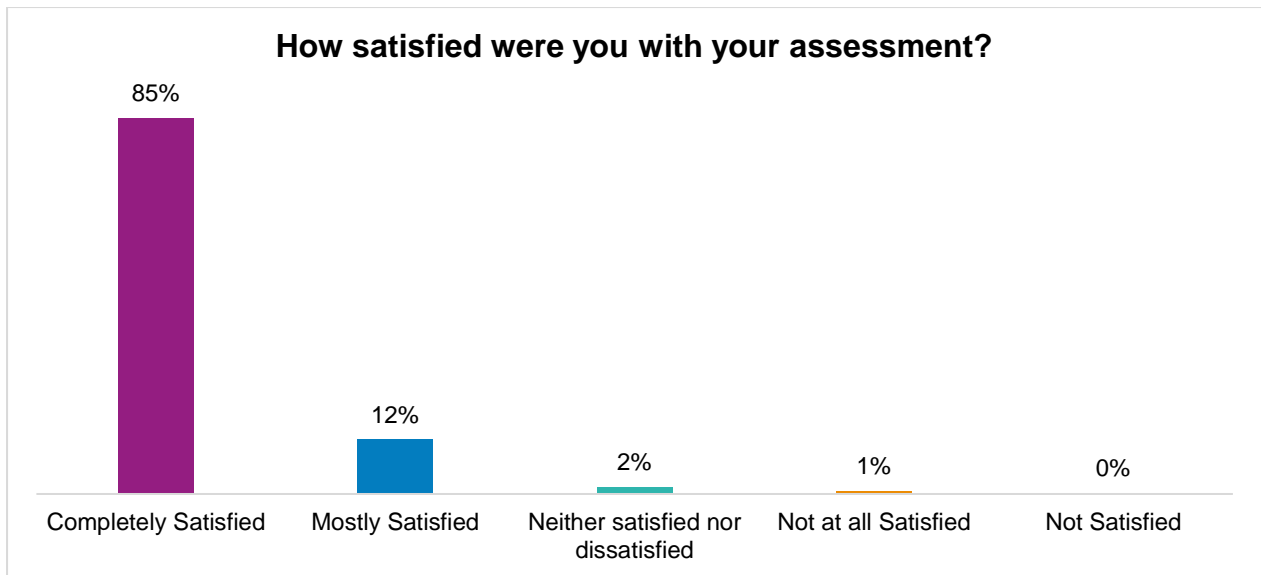
When asked if they preferred any of the treatment options they were given, out of 457 respondents, 66.5% stated 'Yes', showing a majority were able to identify a preferred treatment option from those presented. However, 11.2% did not have a preference, and 22.3% of responses were marked as N/A, indicating that not all patients felt strongly towards a particular treatment option or were not in a position to express a preference. This highlights the importance of providing a range of treatment options to meet diverse patient needs and preferences.

### Were you offered your preference?

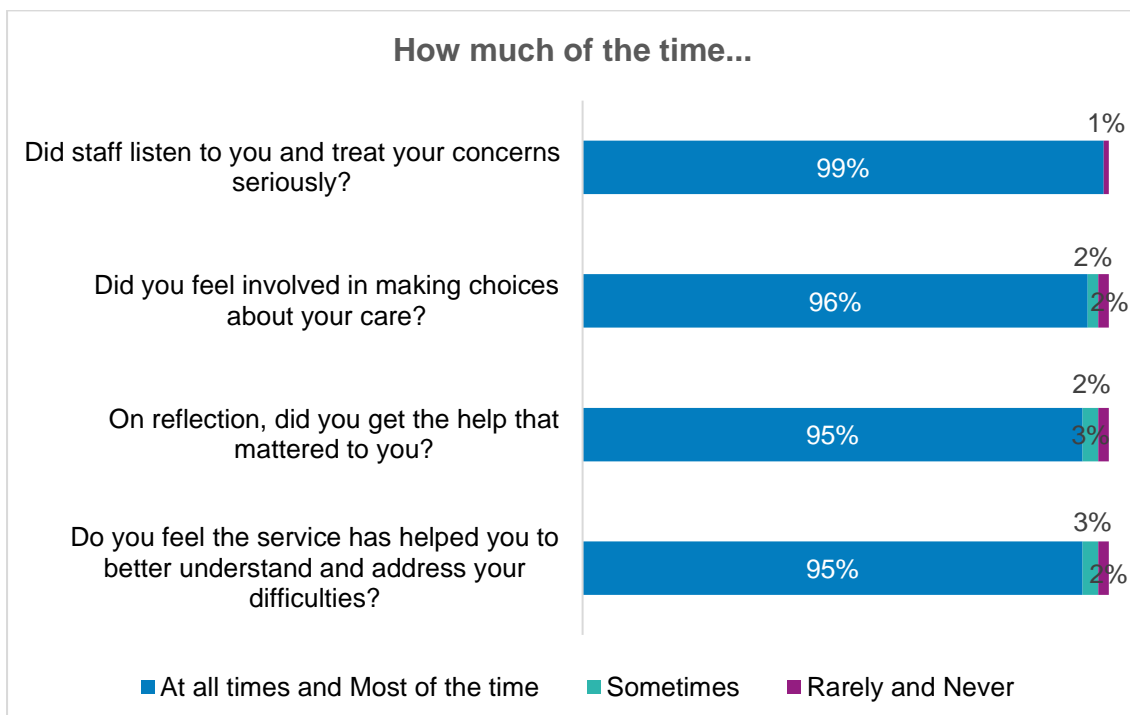


Regarding whether patients were offered their preferred treatment option, out of 455 respondents, a substantial 78% confirmed they were offered their preference, demonstrating the service's commitment to patient-centred care. Nonetheless, a small percentage (3%) were not offered their preference, and 18.9% of responses were N/A. This suggests that while the majority of patients receive their preferred treatment, there remains a small gap between patient preference and the options offered.





The level of satisfaction with the assessment process was notably high among the respondents (462). A vast majority, 85%, reported being 'Completely Satisfied' with their assessment, and an additional 12% were 'Mostly Satisfied'. This indicates a strong positive reception towards the assessment process. Only a small minority expressed dissatisfaction, with 2% being 'Neither satisfied nor dissatisfied', 1% 'Not at all Satisfied', and 0.2% 'Not Satisfied'. These figures underscore the effectiveness and acceptability of the assessment process, although they also highlight the importance of continuous improvement to address the concerns of those who were less satisfied.



The data presented in the table highlights the overwhelmingly positive reception of the mental health service by its users. 99% of respondents felt that staff listened to

them and treated their concerns seriously either "at all times" or "most of the time," underscoring the service's commitment to patient-centred care and the importance of feeling heard in the therapeutic process. Similarly, 95% of users reported that the service helped them to better understand and address their difficulties, and the same percentage felt involved in making choices about their care, indicating a high level of personal empowerment and engagement in their treatment journey. This suggests that the service is effective in not only providing support but also in fostering an environment where users feel an active part of their care plan.

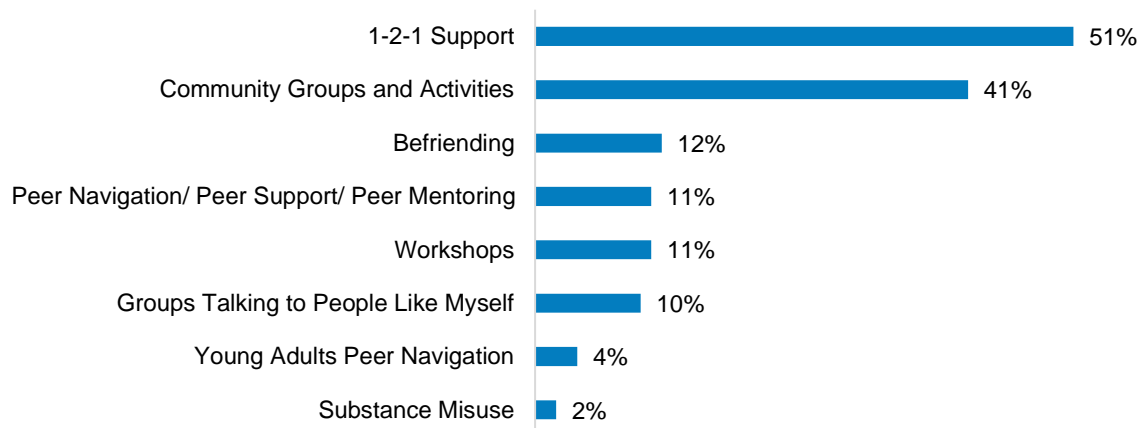
However, while the majority of feedback is positive, the table also reveals areas for potential improvement. A small but notable percentage of users felt their concerns were rarely or never taken seriously, and a similar minority did not feel involved in making choices about their care or that the service helped them understand and address their difficulties. Although these percentages are low (1-2%), they highlight the importance of continuous service evaluation and adaptation to meet the needs of all users. The presence of a "sometimes" category, with 2-3% of respondents feeling only occasionally supported or involved, further emphasizes the need for consistent care quality. Addressing these concerns is crucial for ensuring that all service users feel fully supported and engaged in their mental health journey.

## Community Services

Sample size: 245

**About:** Our range of community support services give people severely affected by mental illness access to personalised help that can rebuild their confidence, help them stay or return to work, and take part in social activities they enjoy.

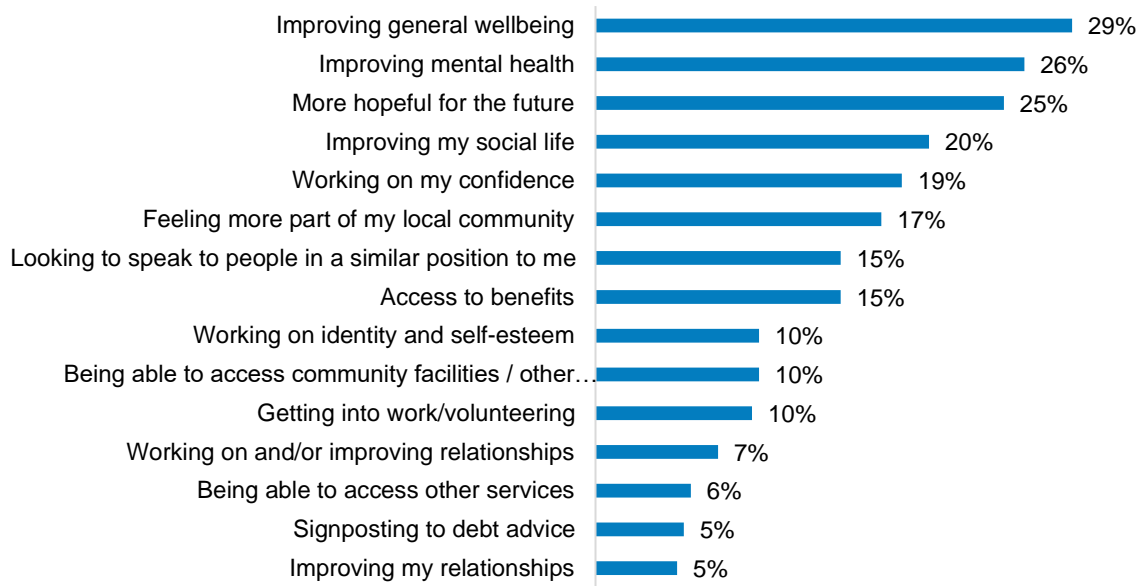
### What services do/did you use?



The data presented highlights the preferences and perceived effectiveness of various service options among individuals seeking support for mental health and well-being. Notably, '1-2-1 Support' emerges as the most favoured option, with over half of the respondents (51%) valuing this personalised approach. This preference underscores the importance of individualised care and the perceived benefit of receiving dedicated attention in addressing personal challenges. Following closely, 'Community Groups and Activities' are favoured by 41% of respondents, indicating a strong appreciation for community-based support mechanisms. These settings likely offer a sense of belonging and shared experience that can be pivotal in the recovery and support process, emphasising the value of social connection and community integration in mental health care.

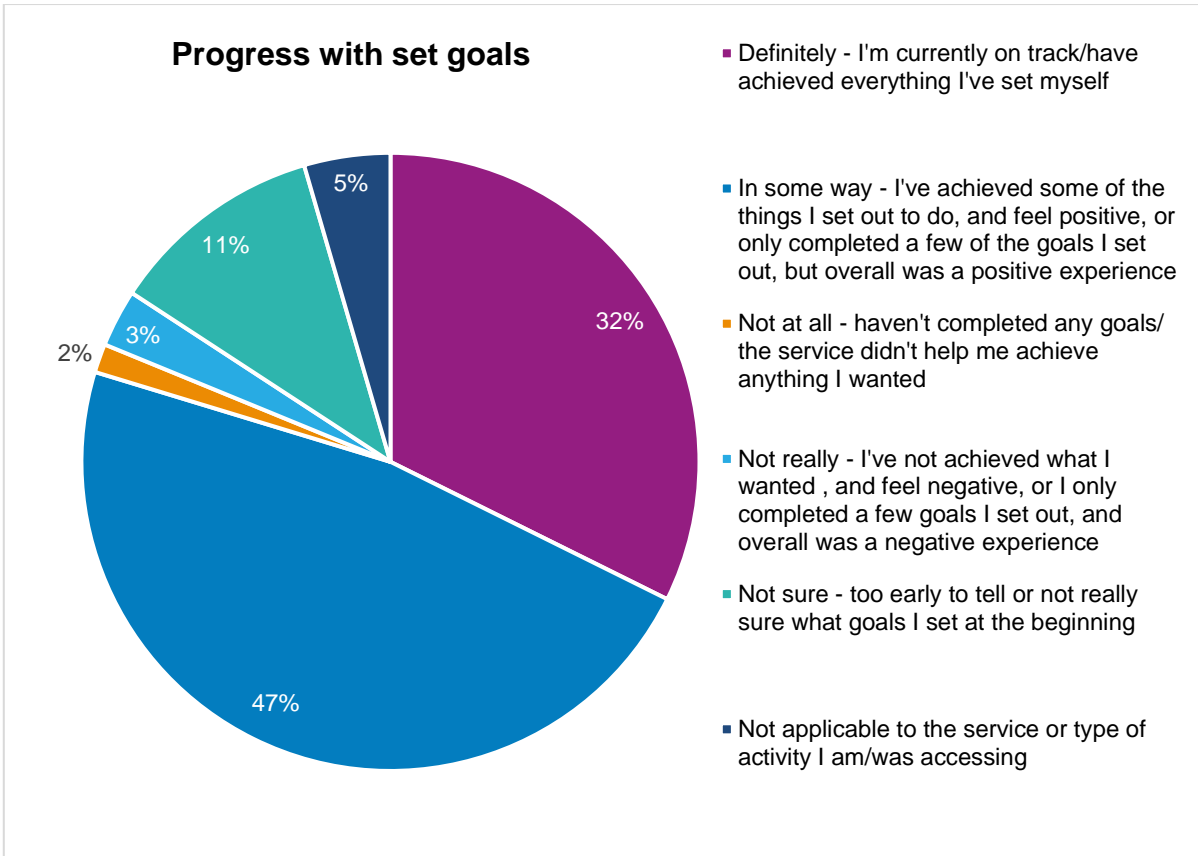
On the other end of the spectrum, 'Substance Misuse' services and 'Young Adults Peer Navigation' are less frequently selected, with only 2% and 4% of respondents indicating a preference for these services, respectively. This could reflect a niche demand for these services or suggest that the broader audience may not identify these as primary support needs within the context of this survey. Meanwhile, 'Groups Talking to People Like Myself', 'Workshops', and 'Peer Navigation/Peer Support/Peer Mentoring' options show moderate interest, ranging from 10% to 11%. These preferences highlight a desire for shared experiences and learning opportunities, though to a lesser extent compared to more direct support forms. 'Befriending' services also hold a significant appeal at 12%, pointing towards the importance of companionship and the role of social support in mental health recovery. The data collectively emphasises a diverse range of service needs among individuals seeking mental health support, with a clear inclination towards services that offer personalised care and community engagement.

## What do/did you want to achieve while using the community service?



The dataset distinctly highlights a prioritisation of services aimed at enhancing overall well-being and mental health, with 'Improving general wellbeing' leading the preferences at 29%. This is closely followed by 'Improving mental health' and 'More hopeful for the future', indicating a significant demand for holistic approaches that not only address immediate mental health concerns but also foster a positive outlook on life. Such preferences underscore the importance of comprehensive mental health care that goes beyond symptom management to encompass overall life quality enhancement. The emphasis on improving well-being and mental health reflects a broader understanding of mental health care, where the goal is not just to alleviate distress but to promote enduring personal growth and optimism.

Conversely, more specific services like 'Improving my relationships' and 'Signposting to debt advice' received the least interest, suggesting that while important, they may be perceived as part of a larger set of needs rather than immediate priorities. Meanwhile, services that support personal development and social engagement, such as 'Working on my confidence', 'Improving my social life', and 'Feeling more part of my local community', highlight the value placed on social connections and self-esteem in mental health recovery. These findings reveal a clear preference for services that empower individuals to engage more fully with their communities and personal development, pointing towards a holistic and integrated approach to mental health support that champions both individual and communal well-being.

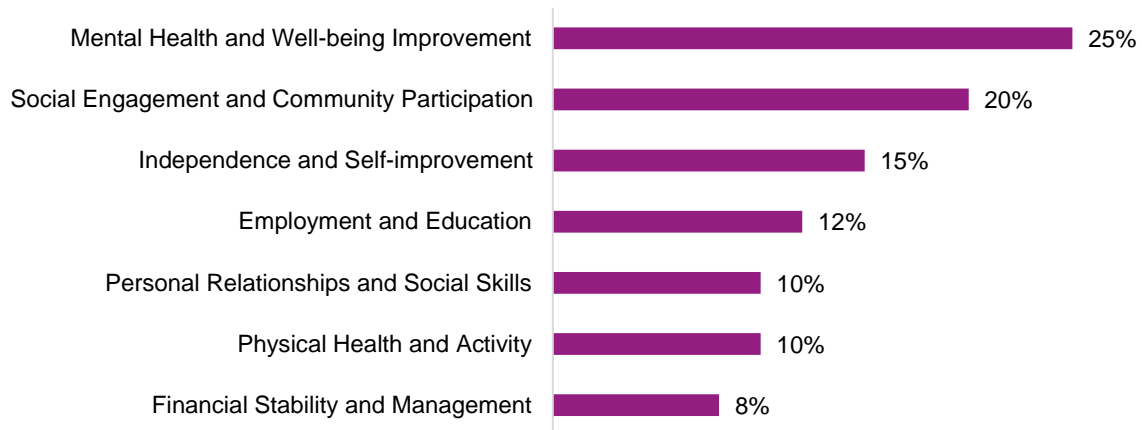


The dataset provides insightful feedback on individuals' progress towards their set goals, revealing a predominantly positive outlook. A significant 32% of respondents confidently report being on track or having achieved all their goals, indicating a strong alignment between their aspirations and the support received. This level of achievement underscores the effectiveness of the service in facilitating goal attainment and personal progress. Furthermore, the majority (47%) feel they have made partial progress, achieving some of their goals and maintaining a positive outlook on their journey. This group's experience highlights the nuanced nature of personal development, where partial achievements are still seen as valuable steps forward, contributing to an overall positive experience. Such outcomes reflect the service's role in supporting individuals through their varied paths towards personal growth.

Conversely, a small fraction of respondents report less favourable outcomes, with 2% stating no progress towards their goals and 3% feeling negative about their achievements. These responses underscore the challenges some individuals face in goal attainment and the need for tailored support that addresses diverse needs and starting points. Additionally, 11% of participants are uncertain about their progress, indicating it might be too early to evaluate their achievements or unclear about their initial goals, suggesting an area for improvement in goal-setting clarity and tracking. Another 5% deem the service or activity type not applicable to their goal-setting process.

Furthermore, we asked respondents to expand upon their answer around goal setting and their progress. We thematically coded their responses into a series of categories to analyse the responses.

### Thematic analysis of set goals and progress



'Mental Health and Well-being Improvement' emerges as the top priority, with a quarter of the responses (25%) highlighting it as a key area of focus. This underscores the critical importance of mental health in individuals' lives and the recognition of its foundational role in overall well-being and functioning. Following closely, 'Social Engagement and Community Participation' is identified by 20% of respondents as a significant area, reflecting the value placed on social connections and active community involvement in fostering a sense of belonging and purpose.

'Independence and Self-improvement' and 'Employment and Education' also receive considerable attention, with 15% and 12% of responses, respectively. These areas highlight the aspirations towards self-reliance, personal growth, and the pursuit of academic and professional achievements as integral components of life satisfaction and success. Conversely, areas such as 'Financial Stability and Management', 'Physical Health and Activity', and 'Personal Relationships and Social Skills' are identified less frequently, with each garnering 8% to 10% of the focus. While still important, these areas might be seen as either more specific to individual circumstances or as components of the broader categories that have garnered more attention. Overall, the data reflects a diverse range of goals among individuals, with a clear emphasis on improving mental health, enhancing social engagement, and fostering personal growth and independence. Below are a selection of quotes based upon each thematic code:

#### Social Engagement and Community Participation

"At the beginning I wanted to get out as I had stopped going out during lockdown. I have now attended WAG my local community support every Thursday..."

"being part of a carers group made me feel less isolated and I made a number of friends who support each other."



## **Mental Health and Well-being Improvement**

"Being part of a community/getting mentally better to move forward - accessing lots of support and attending groups..."

"Goal to improve my wellbeing which i have done since starting the service."

## **Independence and Self-improvement**

"Achieved finding volunteering positions."

"Finding a part time job, have made some applications now but didn't have confidence before."

## **Employment and Education**

"Achieved finding volunteering positions."

"Finding a part time job, have made some applications now but didn't have confidence before."

## **Physical Health and Activity**

"I have also managed to join the gym at the local council activity centre where I have been once."

"To get out the house more which I did alongside David."

## **Financial Stability and Management**

"Sorting debt. Still ongoing but being (slowly) dealt with."

"Financial support. Building confidence."

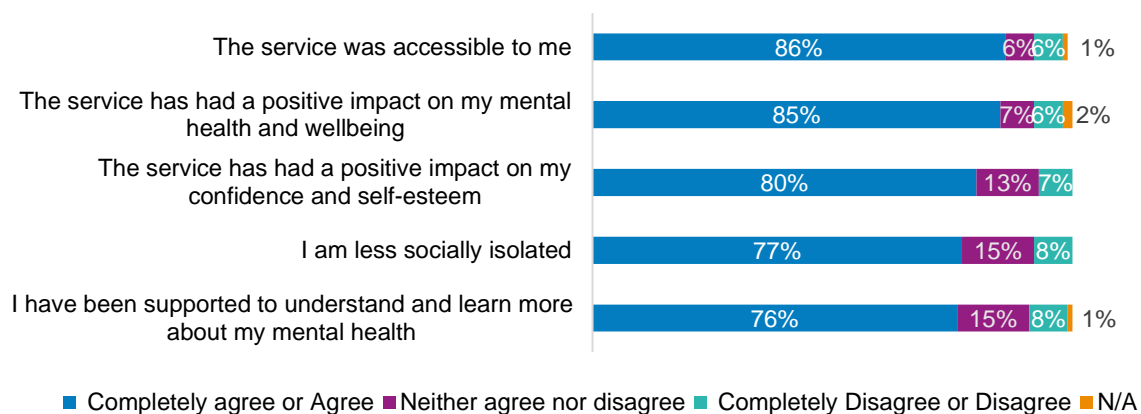
## **Personal Relationships and Social Skills**

"My goals were to build my social confidence. I wanted support to attend official meetings rethink and from other organisations."

"To improve my mental health. Stop isolation and to make new friends."

## Likert scale question responses

### Scale of agreement on service and impact



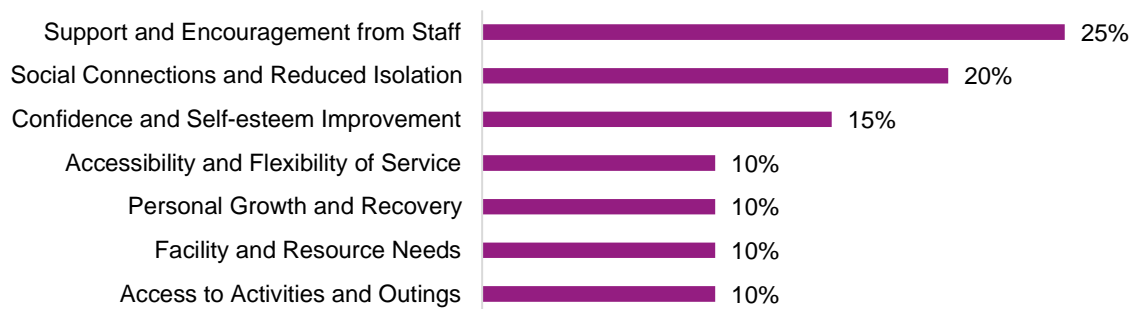
A significant majority of respondents express positive outcomes from their engagement with the service, highlighting its role in supporting mental health understanding, reducing social isolation, and enhancing confidence and self-esteem.

Notably, the highest levels of agreement are observed in statements related to the service's accessibility (86%) and its positive impact on mental health and wellbeing (85%). These figures suggest that not only is the service deemed readily available to those who need it, but it is also considered highly effective in improving users' mental health, which is a testament to its operational and therapeutic efficacy. The strong agreement on the service's role in reducing feelings of social isolation (77%) and enhancing confidence and self-esteem (80%) further underscores the holistic approach of the service in addressing both the psychological and social facets of well-being.

Conversely, the relatively low percentages of disagreement across all statements (ranging from 6% to 8%) indicate a small but notable portion of users who did not perceive the same level of benefit from the service. This could point to areas where the service might need to adapt or improve to meet the needs of a wider audience. The minimal percentages of respondents who neither agree nor disagree with the statements (ranging from 6% to 15%) suggest a level of ambivalence or uncertainty about the service's impact, which could warrant further investigation to understand and address any underlying issues.

## Overall comment on experiences of accessing community support services

### Free text analysis of overall comments



'Support and Encouragement from Staff' is identified as the most valued aspect, with a quarter of the responses (25%) highlighting the importance of having supportive and motivating staff. This underscores the critical role that staff play in the recovery and well-being of service users, emphasising the need for empathetic, understanding, and proactive support personnel in fostering a positive environment for growth and recovery.

'Social Connections and Reduced Isolation' and 'Confidence and Self-esteem Improvement' are also highly valued, receiving 20% and 15% of the responses, respectively. These findings reflect the significant impact of social engagement and personal confidence on individuals' overall well-being, pointing towards the essential nature of services that facilitate community building and personal empowerment. The equal distribution of responses across 'Access to Activities and Outings', 'Facility and Resource Needs', 'Personal Growth and Recovery', and 'Accessibility and Flexibility of Service' (each at 10%) suggests that while these areas are considered important, they are seen as foundational or complementary to the more critical needs of social support, personal confidence, and staff interaction.

This distribution of priorities indicates a clear preference for services that not only provide practical support and resources but also focus on the emotional and social aspects of recovery and well-being. The emphasis on staff support, social connections, and personal empowerment highlights the holistic approach desired by service users, where mental health and well-being support extends beyond physical resources to include emotional and social enrichment. Below are a selection of quotes based upon each thematic code:

#### Support and Encouragement from Staff

"The staff are much better now."

"Attention the worker gave me. The worker listened to my needs."

#### Social Connections and Reduced Isolation

"A safe space to meet more people."

"Being around people and coming to group sessions has really helped me to cope better."

## Confidence and Self-esteem Improvement

"A huge difference. It gives me time away from my family and some respite."

"The service has had a positive impact on my confidence and self-esteem."

## Access to Activities and Outings

"I think we need more daytrips to garden centre's like Bridgend Jacksons or Nantwich garden centre."

"doing a variety of different gardening jobs."

## Facility and Resource Needs

"i am not fond of the facilities i.e the kitchen and toilets."

"Has been great until it was made community based."

## Personal Growth and Recovery

"All of it. The 1-2-1 support. The workshops and the support groups have got me to where I am today."

"helping me to move forward with my recovery, helping me advocate housing *system*."

## Accessibility and Flexibility of Service

"easily accessible service for support."

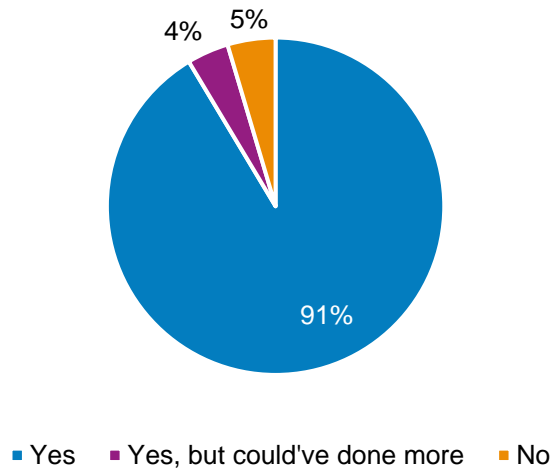
"Flexible working around me. Sign posting. Improving confidence."

## Advocacy Services

### Sample size: 203

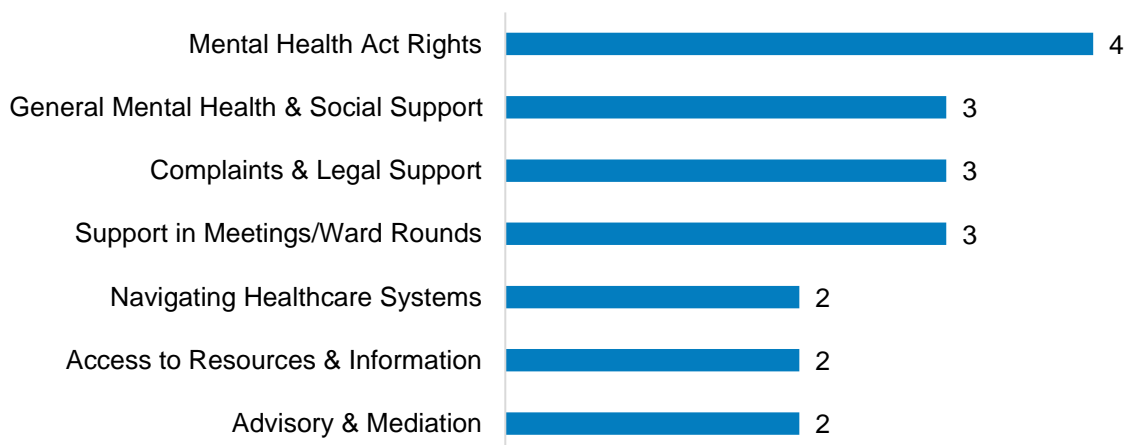
**About:** Our advocates support people so they have a say in important and often difficult decisions about their treatment and care. This includes support with arrangements that could impact on their independence and quality of life.

### Have you been helped by a Rethink advocate?



The majority of respondents (91%) affirmed receiving help from a Rethink advocate, indicating a strong presence and effectiveness of advocacy services within the organisation. This high percentage underscores the pivotal role advocates play in supporting clients through their mental health journeys. However, a small segment (4%) felt that while they received assistance, there could have been more effort or resources provided. This feedback suggests room for enhancing the depth or breadth of advocacy services to meet more complex or varied client needs. The minimal percentage (5%) of clients who did not receive help or were unaware of the advocacy service highlights the importance of ensuring all clients are informed about and can access these support services.

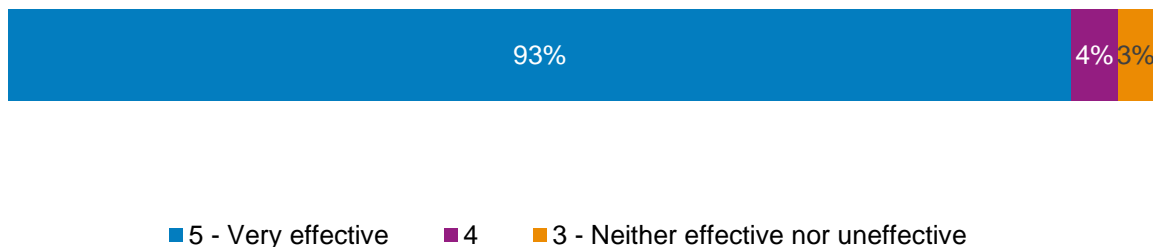
### Free text responses to "have you been helped by a Rethink advocate?"



The data reveals a diverse range of issues where advocates provided support, from explaining rights under the Mental Health Act and assisting in ward rounds to ensure clients' voices were heard, to navigating healthcare systems and addressing complaints. This variety highlights the multifaceted role of advocates in addressing both the immediate and broader systemic challenges faced by clients. Notably, the emphasis on mental health rights and support in meetings indicates a strong advocacy focus on empowering clients within healthcare settings. The presence of

general mental health and social support also reflects the advocates' role in bridging the gap between clinical services and the clients' social well-being, underscoring the holistic approach taken by Rethink advocates.

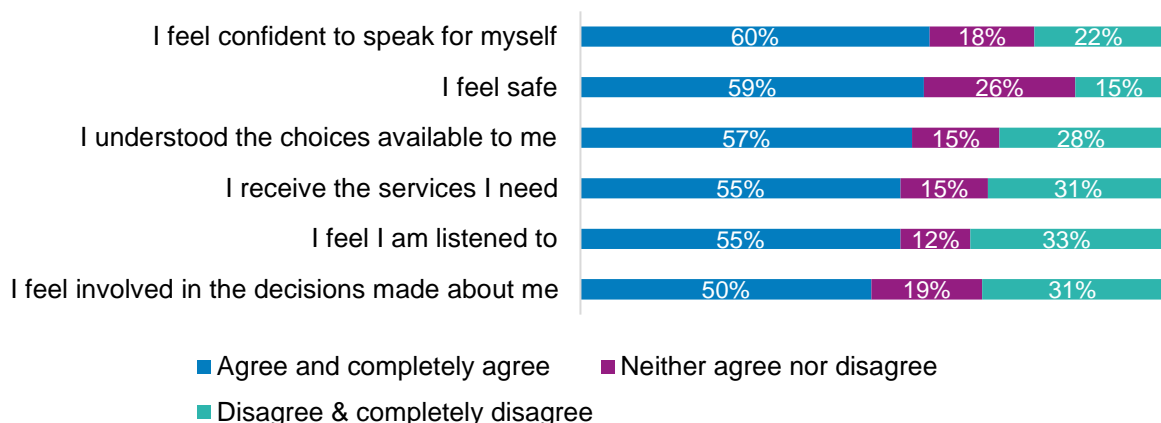
### Effectiveness of advocacy support



The overwhelming majority of clients rated their advocate's help as a 5 out of 5 (93%), showcasing an exceptional level of satisfaction with the support received. This high level of effectiveness reflects the advocates' ability to meet and exceed client expectations, providing valuable assistance that significantly impacts clients' experiences within the mental health system. The small percentages for ratings of 4 and 3 suggest that while the majority of clients are highly satisfied, there is a slight margin for improving the advocacy service to ensure all clients feel fully supported. This feedback is crucial for ongoing service development, ensuring that advocacy remains responsive to client needs and continues to provide high-quality support.

### Likert scale questions on usage of the service

#### To what extent do you agree...

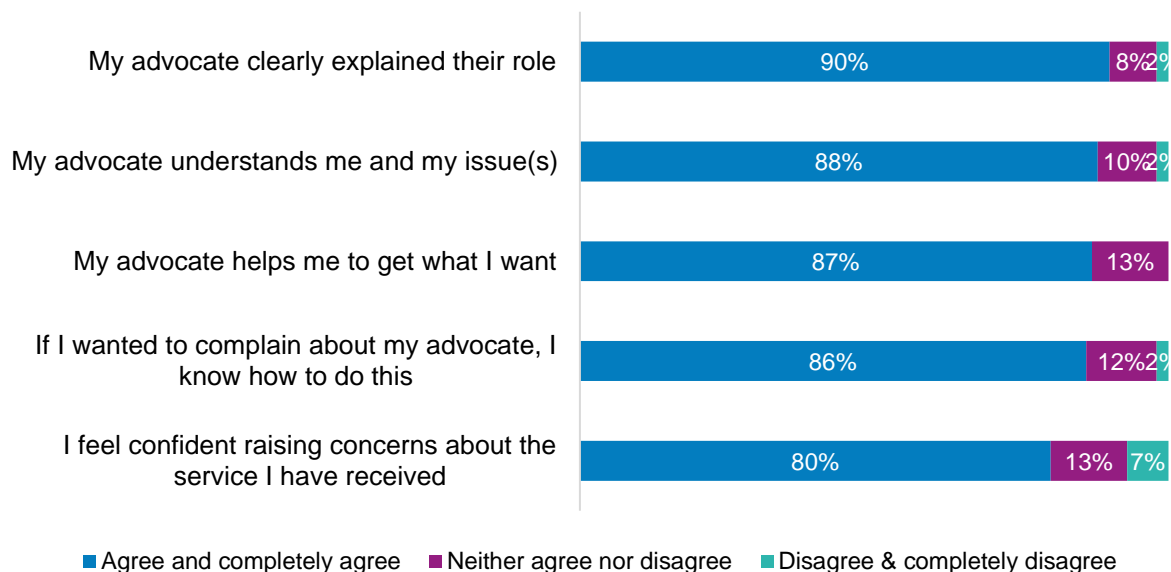


In the chart, statements with the lower agreement percentages highlight areas where the advocacy service may need to focus on improvements. The lowest agreement is observed in the statement regarding involvement in decisions made, with only half of the respondents agreeing. This suggests a significant portion of clients feel detached from the decision-making process regarding their care, indicating a potential area for enhancing client engagement and empowerment.



Similarly, the statements about feeling safe, confident to speak for oneself, and being listened to have relatively lower agreement percentages, pointing towards a need for the service to bolster its efforts in creating a more inclusive, secure, and communicative environment. These areas are critical for fostering a supportive atmosphere where clients feel genuinely heard and actively participate in their advocacy.

### To what extent do you agree...

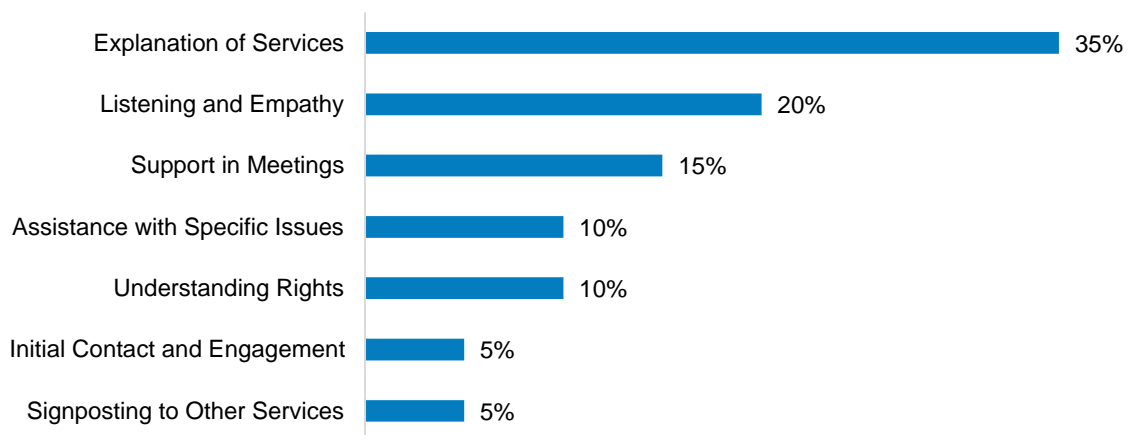


The above chart showcases the areas where the advocacy service excels, as indicated by the higher percentages of agreement among respondents. Notably, the service's transparency and clarity regarding the advocate's role receive the highest approval, with 90% of respondents agreeing. This high level of clarity and understanding is crucial for building trust and ensuring clients are well-informed about the scope and limitations of the advocacy provided. Furthermore, the strong agreement on the advocate's understanding of clients' issues and effectiveness in helping clients achieve their desired outcomes underscores the personalized and effective nature of the support offered.

These aspects are foundational to the service's success, highlighting the advocates' empathy, competence, and commitment to client-centred care. The high confidence in raising concerns and knowing how to complain also reflects the service's openness to feedback and its commitment to continuous improvement, fostering a culture of trust and accountability.

## Overall experience of using advocacy services

### What did the advocate do that was most helpful?



The data reveals that a significant portion of the responses (35%) pertains to the explanation of services offered by the advocacy service, indicating that clarifying the role of the advocate and the services available is a crucial aspect of the advocacy process. This is followed by listening and empathy (20%), highlighting the importance of advocates providing a supportive and understanding ear to the concerns of service users.

Support in meetings (15%) and understanding rights (10%) also emerged as significant themes, suggesting that service users value the presence and input of advocates in meetings with healthcare professionals and the clarification of their rights within the healthcare system. Assistance with specific issues and signposting to other services indicate that advocates play a vital role in addressing particular needs and navigating the broader support landscape.

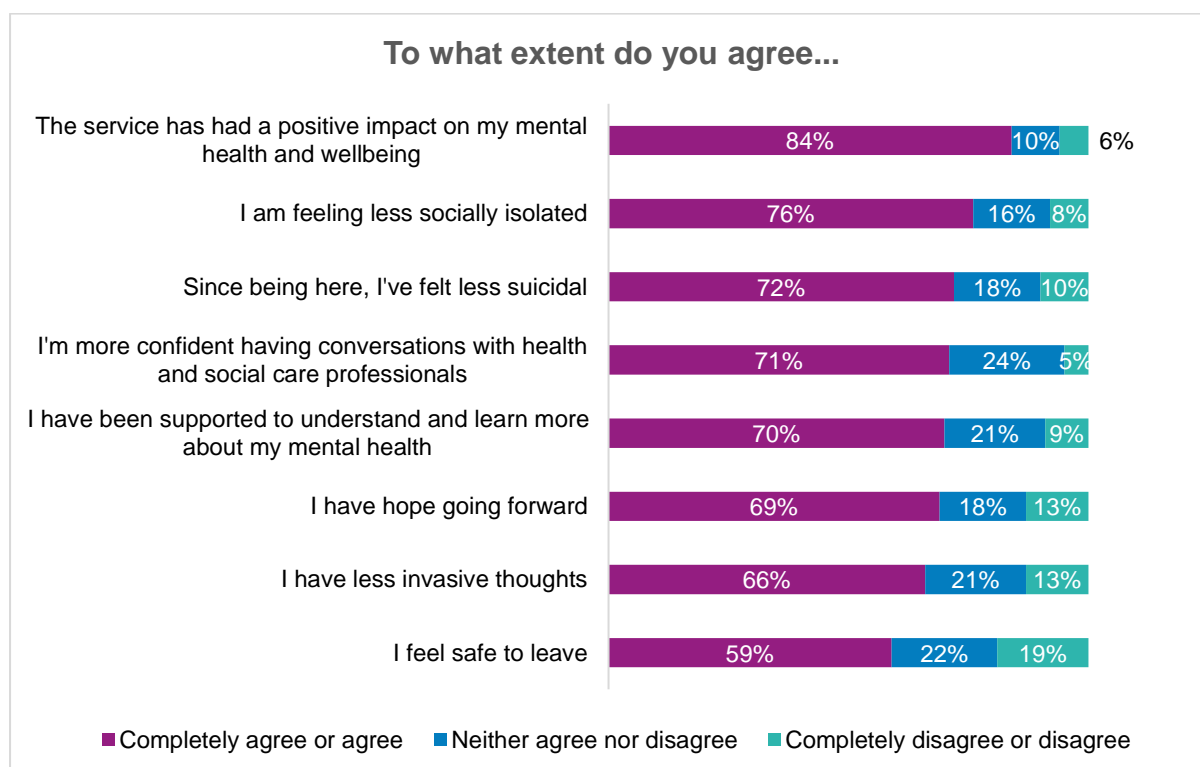
Initial contact and engagement, although a smaller percentage, underscore the importance of the first impression and the beginning of the advocacy relationship. The quotes selected for each theme illustrate the breadth of support provided by advocates, from explaining services and rights to actively participating in meetings and addressing specific concerns, all of which contribute to a comprehensive advocacy experience.

## Crisis Accommodation Services

Sample size: 151

**About:** Our 24/7 care home services provide a safe, stable environment and specialist nursing support to people who are facing a mental health crisis or have left hospital after being an inpatient. This involves experienced and dedicated staff building up a detailed understanding of a person's needs, including those which relate to their physical health, which in many cases is neglected.

### Likert scale questions on impact of service

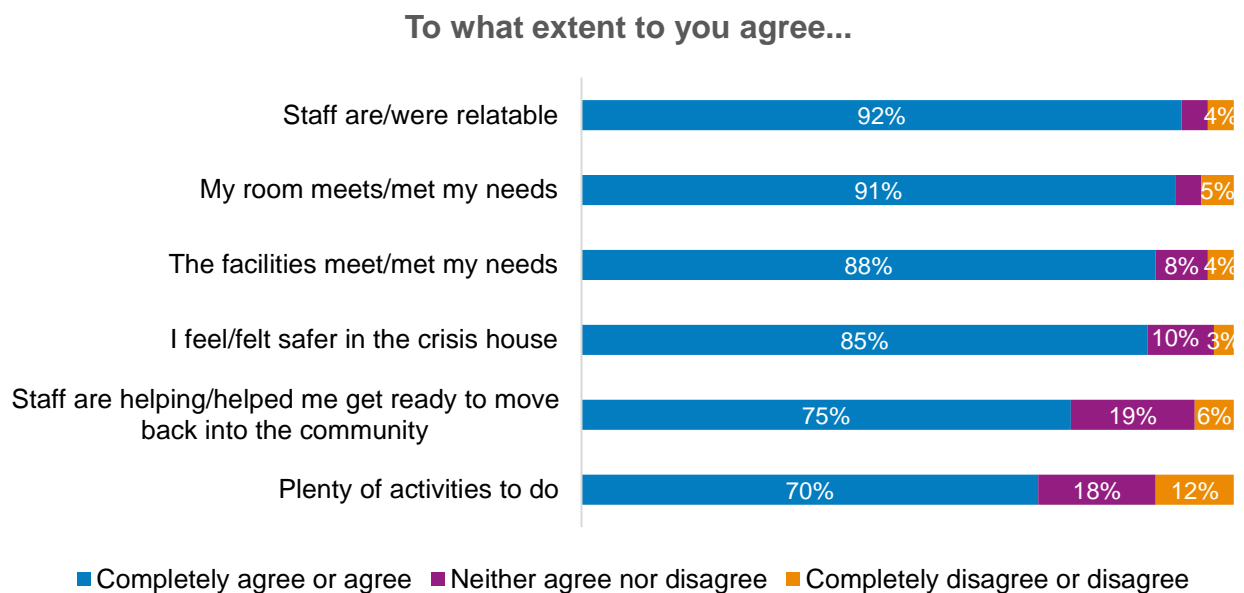


The dataset vividly demonstrates the profound impact a mental health service can have on its users, with the standout positive feedback focusing on the enhancement of mental health and wellbeing, where an impressive 84% of respondents recognised a beneficial effect. This high level of agreement underscores the service's pivotal role in nurturing psychological health, positioning it as an indispensable support system for individuals seeking to improve their mental state. Equally significant is the service's efficacy in alleviating feelings of social isolation and diminishing suicidal thoughts, with 76% of participants reporting enhanced feelings of connectedness and 72% experiencing a reduction in suicidal ideation. These outcomes highlight the critical importance of addressing both the psychological and social dimensions of mental health, providing a supportive community space that combats isolation and despair.

Moreover, the data reveals the service's success in empowering users with a deeper understanding of their mental health and boosting their confidence in engaging with healthcare professionals, with 70% feeling supported in their mental health

comprehension and 71% more confident in healthcare dialogues. Such findings indicate that the service not only offers emotional and social support but also equips individuals with the knowledge and self-assurance necessary for effectively navigating the healthcare landscape. However, the relatively lower confidence among respondents about feeling safe to leave the service, at 59%, signals potential areas for enhancement in preparing individuals for transition and independent management of their wellbeing. Overall, the feedback underscores the indispensable role of comprehensive mental health services in promoting recovery, fostering social connections, and building a foundation of knowledge and confidence among those it serves.

### Likert scale questions on usage of the service



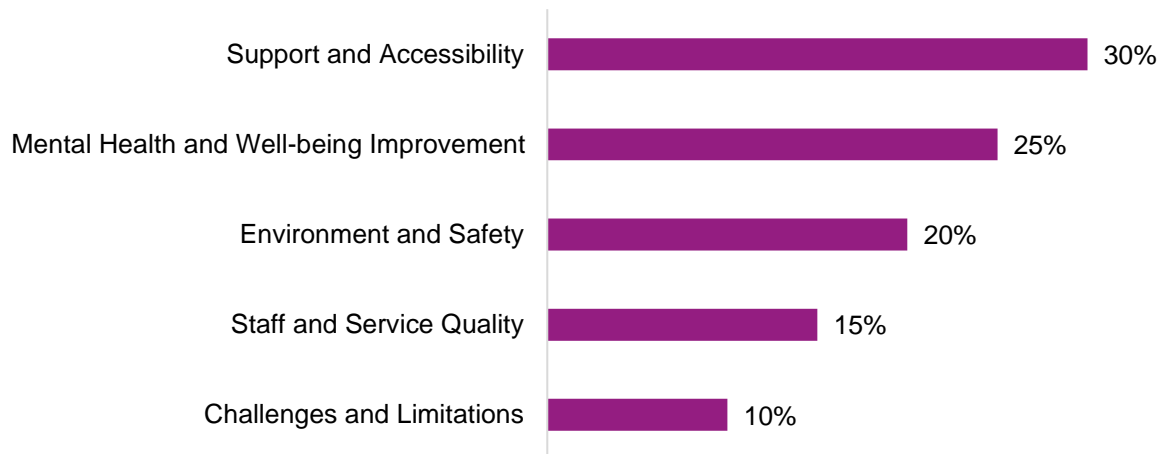
92% of respondents agree that the staff are or were relatable, which underscores the importance of staff-client relationships in the therapeutic process. This high level of agreement suggests that the empathy, understanding, and connection offered by the staff significantly contribute to a positive service experience. Similarly, the satisfaction with personal space is evident, with 91% of respondents agreeing that their room met their needs, highlighting the service's success in providing comfortable and suitable living arrangements that contribute to the overall well-being of its users.

Moreover, the facilities and safety measures of the service receive high praise, with 88% and 85% of respondents, respectively, agreeing that the facilities met their needs and that they felt safer in the crisis house. These figures reflect the service's effectiveness in creating a secure and well-equipped environment conducive to recovery and well-being. Additionally, the readiness to re-engage with the community is another area where the service seems to excel, with 75% of respondents feeling supported by the staff in this transition, indicating a comprehensive approach to rehabilitation that prepares individuals for life beyond the service. However, while the majority report positive experiences, a small percentage of respondents express

neutrality or dissatisfaction across the categories, pointing to areas where further improvements could enhance the service's impact.

## Overall comment on experiences of accessing crisis housing

### Thematic coding of free-text responses



'Support and Accessibility' emerges as the most acknowledged area, with 30% of responses highlighting it as a significant aspect using the crisis house. This underscores the critical importance of ensuring that mental health services are both accessible to those in need and supportive in a manner that meets individual requirements, suggesting that when these elements are present, they greatly enhance the user experience.

Following closely, 'Mental Health and Well-being Improvement' is identified by 25% of respondents as a key area of impact, affirming the fundamental objective of mental health services to foster better mental health and overall well-being among its users. The emphasis on 'Environment and Safety' and 'Staff and Service Quality', with 20% and 15% of responses respectively, further underscores the multifaceted nature of effective mental health support. A safe and welcoming environment, coupled with high-quality staff interactions, forms the backbone of a positive service experience, directly influencing the therapeutic outcomes. Conversely, 'Challenges and Limitations' are acknowledged by the smallest proportion of respondents (10%), indicating that while there are areas needing improvement, they are outweighed by the positive aspects of the service. This distribution of responses highlights the complex interplay of factors that contribute to the efficacy of mental health services, with a clear emphasis on the importance of support, accessibility, and the overall environment in achieving mental health and well-being improvements. Below are a selection of quotes based upon each thematic code:

## Support and Accessibility

A significant portion of responses highlighted the importance of having access to staff and support at any time of day, which was crucial for their mental health. The availability of non-judgmental, friendly staff who were always ready to chat provided a sense of safety and support.

"I been able to speak to staff and there always available to chat and that help my mental health."

"Able to talk to someone anytime of day no matter what felt safe having staff who were friendly (non judgmental) 24hrs."

## Environment and Safety

Respondents appreciated the homely and peaceful environment that allowed them time to think without everyday pressures. The sense of safety and the ability to bring personal comforts, like pets, were mentioned as critical aspects of their positive experience.

"Allowed me time to think without the pressures of everyday life, Homely environment."

"It has felt safe and supportive."

## Mental Health and Well-being Improvement

Many individuals reported significant improvements in their mental health and well-being, citing the service as a life-saving intervention that provided them with the necessary break and support to manage their mental health better.

"Being here has helped keep me safe and has definitely prevented a further suicide attempt in the last 7 days."

"Helped me get back on track to try keep moving forward."

## Challenges and Limitations

A smaller percentage of responses highlighted challenges related to the service, including issues with mobility access, suitability of the service for their specific needs, and concerns about the duration of stay and specific support aspects.

"Apologies, given my mobility issues and the wheelchair, this stay has been more difficult both physically and psychologically."

"I feel like there wasn't much support 2 workshops a day for 10 minutes in my book isn't good enough."



## Staff and Service Quality

Positive feedback on the quality of staff and service was common, with many praising the staff's attentiveness, kindness, and the overall quality of care and facilities provided.

"Exemplary staff and facilities are faultless. Staff listened and seemed genuinely concerned."

"The staff here are validating, attentive and make me feel supported."

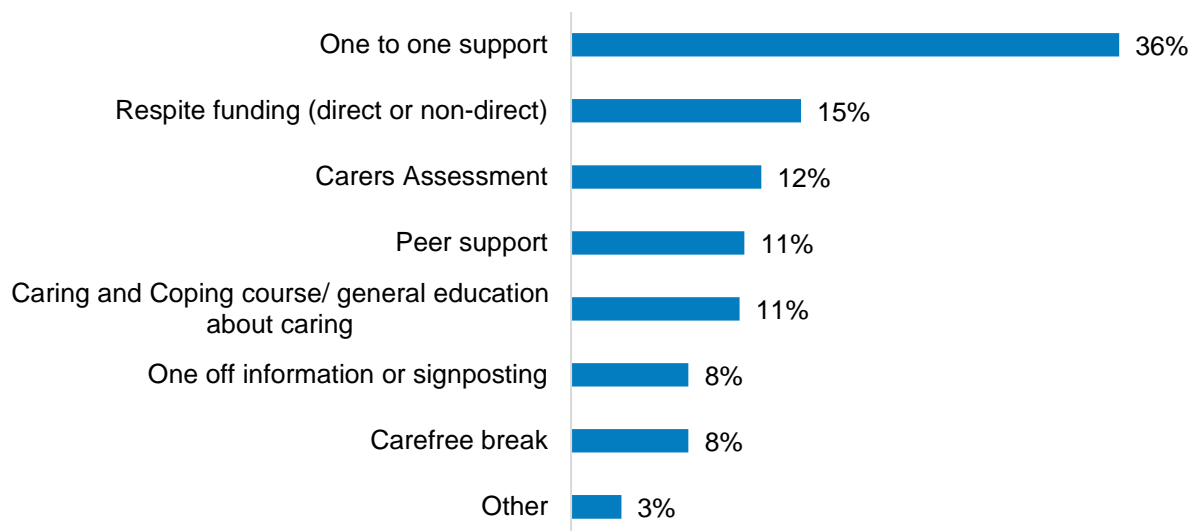
## Carers Services

**Sample size: 141**

**About:** Founded nearly 50 years ago by carers of people living with mental illness, Rethink Mental Illness has a proud history of meeting the needs of carers and fighting for their rights. We believe this work is extremely important, as carers are often neglected, despite the crucial support they provide to individuals and the positive impact they have on society as a whole.

To help carers maintain and improve their wellbeing, we provide tailored information and advice about the care and support available to them and how they can access it. This includes carer's assessments from their local authorities, benefits and financial support they may be entitled to, and peer support that can connect them with others who understand their day-to-day experiences.

### What support have you received?

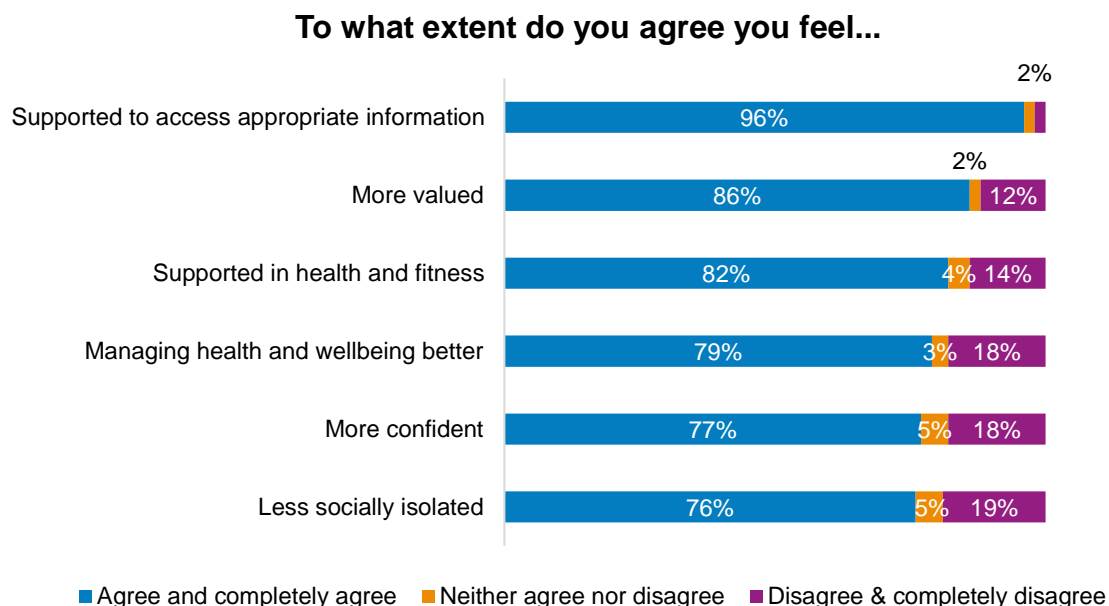


\*The "Other" category now includes 'Group meetings and activities', 'Coffee & Cope', 'Forest bathing', 'First aid mental health training', 'Getting help when I need it', 'Phone', and 'Support group', which collectively make up 3% of the total mentions.

The dataset from a carers support service highlights the diverse reasons why individuals utilise the service, with 'One to one support' standing out as the primary

reason at 36%. This indicates a significant preference for personalised, direct support, underscoring the importance of tailored assistance in addressing the unique challenges faced by carers. 'Respite funding (direct or non-direct)' follows at 15%, reflecting the critical need for breaks and relief among carers, suggesting that opportunities for rest and recuperation are highly valued. 'Carers Assessment' and 'Peer support' each account for 12% and 11% respectively, highlighting the importance of formal assessment processes in identifying needs and the value placed on connecting with others in similar situations for mutual support. 'Caring and Coping course/general education about caring' and 'One off information or signposting', both at 11% and 8%, indicate a demand for educational resources and guidance, pointing towards a desire for empowerment through knowledge and access to further services.

### Likert scale questions on usage of the service



An overwhelming 96% of respondents agree or completely agree that they have been supported to access appropriate information, indicating the service's effectiveness in providing valuable and relevant resources to its users. Similarly, the sense of feeling more valued stands out, with 86% of respondents affirming this sentiment, underscoring the service's role in enhancing users' self-esteem and sense of worth within the community or the support framework.

However, while the majority of feedback is overwhelmingly positive, there are areas with room for improvement. For instance, support in health and fitness, although still high at 82% agreement, shows a relatively larger percentage of neutrality (14%) and disagreement (4%), suggesting that the service's approach to promoting physical health and fitness might not fully resonate with or meet the needs of all users. Additionally, the aspects of managing health and wellbeing, feeling less socially isolated, and feeling more confident, though receiving strong agreement overall, also reveal a notable proportion of respondents who neither agree nor disagree, highlighting potential areas where the service could enhance its impact. These

insights suggest that while the service excels in providing informational support and fostering a sense of value among its users, there remains an opportunity to further tailor its offerings to more effectively address the diverse needs and preferences related to physical health, social connectivity, and confidence building.

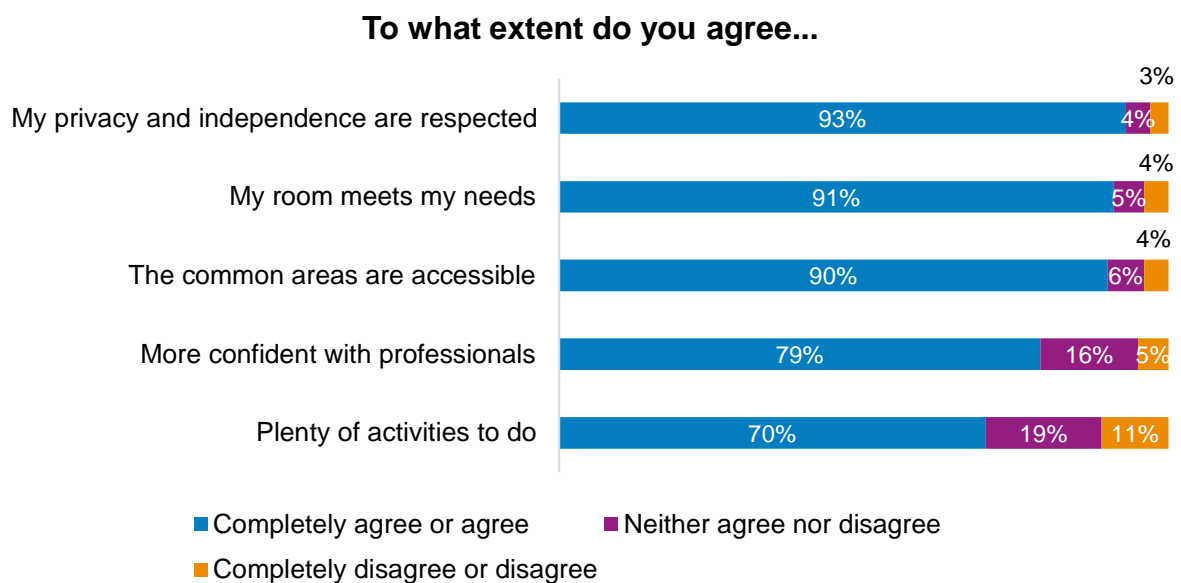
## CQC Residential Services

**Sample size: 102**

**About:** People living with mental illness feel most supported in their own communities, close to friends and family, and in a place they can call home. This is why we deliver a range of supported housing services that offer a safe environment in which people can recover and build confidence, helping them feel better equipped to live independently in the community.

Our housing services include shared living spaces where staff are on site and self-contained flats that staff regularly visit. In both environments, our trained staff work with people living with mental illness to identify their individual goals and aspirations and the support they need to make these ambitions a reality.

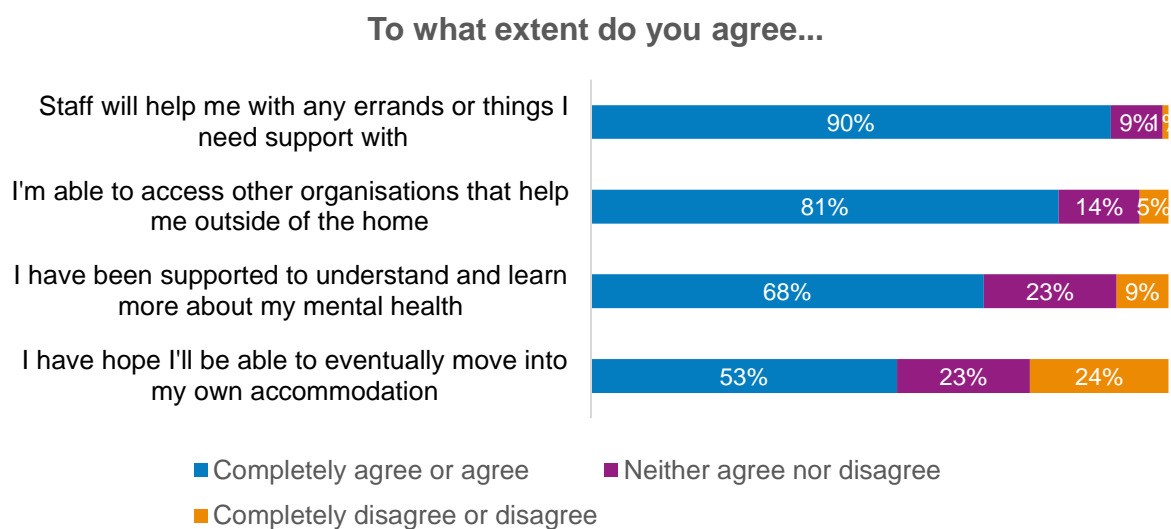
### Likert scale questions on usage of the service



93% of respondents completely agree or agree that these crucial aspects are well-maintained. This high level of satisfaction underscores the service's commitment to upholding the dignity and autonomy of its users, which is fundamental in fostering a supportive and empowering environment. Similarly, the satisfaction with personal living spaces is evident, with 91% of respondents agreeing that their room meets their needs, highlighting the service's success in providing comfortable and suitable accommodations. Accessibility to common areas is another strong point, with 90% satisfaction, indicating that the service effectively facilitates community engagement and social interaction, which are vital for mental health recovery.

However, while the majority of feedback is overwhelmingly positive, there are areas that receive more mixed responses. Although a substantial 70% of respondents feel there are plenty of activities to do, a notable 19% remain neutral, and 11% disagree, suggesting that the range or suitability of activities might not fully meet everyone's interests or needs. Similarly, while 79% of respondents feel more confident interacting with professionals, a combined 21% of users either feel indifferent or disagree, pointing towards a potential gap in building effective communication skills or trust between users and professionals. These less positive responses highlight areas where further improvements could enhance user experience and satisfaction, ensuring that the service not only excels in providing a safe and respectful environment but also fully meets the diverse needs and preferences of all its users.

### Likert scale questions on impact of the service



A standout positive is the overwhelming 90% of respondents who agree that staff are willing to help with errands or any support needed, reflecting the service's commitment to offering practical and comprehensive assistance. This is closely followed by an 81% agreement on the ability to access external organisations for additional support, indicating effective networking and resource sharing that extends the service's impact beyond its immediate environment. Furthermore, a significant 68% of respondents feel supported in understanding their mental health better, suggesting that the service plays a crucial role in educating individuals about their conditions and coping strategies.

However, the dataset also reveals areas with room for improvement, particularly regarding future independence and accommodation. While over half of the respondents (53%) hold hope for eventually moving into their own accommodation, a substantial 24% disagree with this sentiment, and 23% remain undecided, highlighting concerns or uncertainties about achieving this level of independence. Similarly, although the majority feel supported in understanding their mental health and accessing external help, the presence of respondents who neither agree nor disagree or outright disagree suggests that the service may not fully meet everyone's needs or expectations in these areas. These mixed responses underscore the

importance of tailoring support to individual aspirations and circumstances, especially concerning long-term goals like independent living, to ensure that all users feel equally supported and hopeful about their futures.

## Overall comment on experiences of accessing CQC Residential services

### Thematic coding of free-text responses



The free-text responses to this question reveals a spectrum of user experiences, ranging from challenges to positive outcomes. At the forefront, 'Support and Care Quality' emerges as the most significant theme, with 25% of responses highlighting the excellence in support and the quality of care provided, underscoring the pivotal role of effective support systems in enhancing user satisfaction and outcomes. Following closely, 'Independence and Self-care' and 'Mental Health Improvement' are identified by 20% and 18% of respondents, respectively, indicating that the service plays a crucial role in fostering personal growth, autonomy, and mental well-being. 'Social and Community Engagement' also receives notable mention, with 15% of responses, reflecting the importance of social connections and community involvement in the recovery process. However, the dataset also points to areas needing attention, such as 'Housing and Accommodation Satisfaction' and 'Challenges and Concerns', which are highlighted by 12% and 10% of the feedback, respectively. These figures suggest that while the service excels in several areas, there are still challenges to be addressed, particularly in ensuring satisfactory housing and in mitigating various concerns that users may encounter. Here are some select quotes for each thematic code below:

## **Independence and Self-care**

A significant portion of responses highlighted the importance of support in maintaining or gaining independence and self-care skills. Residents appreciated help with personal care tasks, accessing the kitchen, and managing medication.

"Helped me to stay independent, helping me to access the kitchen and to understand living with other people."

"I am now self-catering, and able to self-medicate for up to one week at a time."

## **Mental Health Improvement**

Many residents reported improvements in their mental health, attributing this to the supportive environment, medication management, and access to therapy and activities.

"Better, improve my mental health, I am always calm and stable."

"The home has helped me return to my normal self within my mental health for sure, the staff are so supportive."

## **Social and Community Engagement**

Responses indicated that engagement with the community and social activities was facilitated by the care home, improving residents' confidence and well-being.

"I have really enjoyed my travel training so that I can go to college independently."

"Previously confined and isolated. Living here has helped me come out more in the community and be myself."

## **Support and Care Quality**

The quality of support and care from staff was frequently mentioned, with residents feeling safe, supported, and respected. The staff's role in facilitating access to external services and activities was also highlighted.

"I feel safe and supportive. The staffing is getting better."

"The staff have given me a push/boost to ensure that I do things for myself."

## Housing and Accommodation Satisfaction

Satisfaction with the living conditions, including room furnishings and the cleanliness of the environment, was noted. However, some residents expressed a desire for more independent living arrangements.

"My room is bright and beautiful and well furnished to accommodate all of my belongings."

"I appreciate all the help I receive here but would really like my own residence again asap."

## Challenges and Concerns

A smaller percentage of responses highlighted challenges or concerns with the care home, including issues with medication, room assignments, and a desire for more progress or independence.

"I have been here for 7 years and feel that I have hardly made any progress."

"I shouldn't be here and I think being asked to take medication is poisoning."

## Supported Accommodation Services

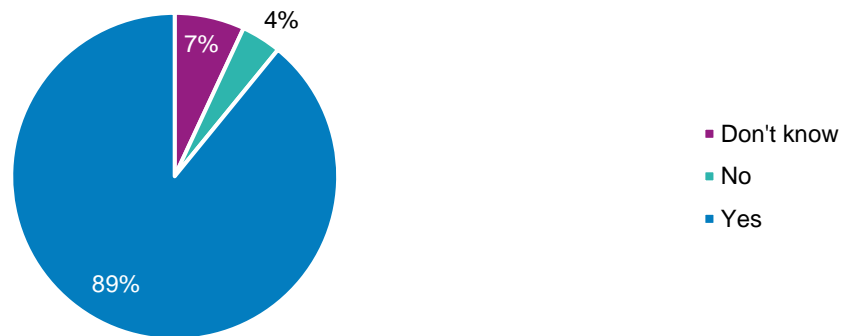
**Sample size: 101**

**About:** People living with mental illness feel most supported in their own communities, close to friends and family, and in a place they can call home. This is why we deliver a range of supported housing services that offer a safe environment in which people can recover and build confidence, helping them feel better equipped to live independently in the community.

Our supported housing services include shared living spaces where staff are on site and self-contained flats that staff regularly visit. In both environments, our trained staff work with people living with mental illness to identify their individual goals and aspirations and the support they need to make these ambitions a reality.

## Goal-setting within supported accommodation

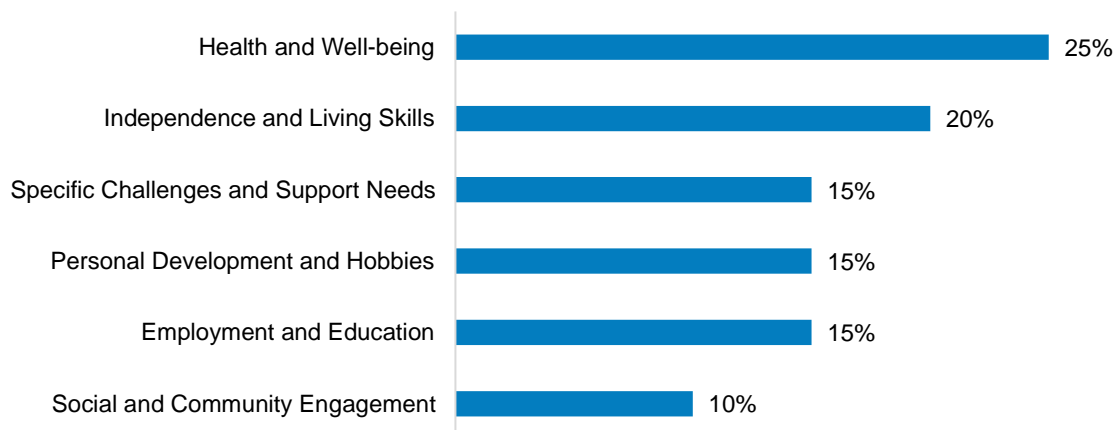
### Have you set any goals while staying at the service?



89% of respondents had set goals in the last twelve months while living in supported accommodation. Of those 89% (90 respondents), 58 detailed their progress with those set goals.

### Thematic analysis of goal setting

#### Thematic coding of types of goals set



Respondents focus on enhancing 'Health and Well-being', with a quarter of the emphasis (25%) placed on this area, underscoring the paramount importance of physical and mental health in the foundation of a stable life. 'Independence and Living Skills' follow closely at 20%, highlighting the critical role these services play in equipping individuals with the necessary skills for self-sufficiency and everyday living. 'Employment and Education', 'Personal Development and Hobbies', and 'Specific Challenges and Support Needs' each garner 15% of the focus, reflecting a balanced approach towards fostering personal growth, addressing unique individual challenges, and enhancing employability and learning. 'Social and Community Engagement' at 10% indicates a recognition of the importance of social connections and community involvement, albeit with slightly less emphasis compared to other



areas. This distribution of goals illustrates a comprehensive approach to support, aiming to build a well-rounded foundation for individuals to improve their health, gain independence, and pursue personal and professional development within a supportive community framework. Below are select quotes for each thematic code:

### **Independence and Living Skills**

A significant portion of responses highlighted goals related to gaining independence, such as living alone, managing finances, and maintaining a clean living space. This theme underscores the desire for self-sufficiency and the ability to manage daily tasks independently.

"Aim to live alone with move along help, exercise regularly, get back to independent living."

"Become more independent and stable...resulted in my mental health becoming more stable."

### **Health and Well-being**

Many individuals focused on improving their physical and mental health through exercise, healthier eating, and managing stress. Goals included attending the gym, participating in sports, and engaging in therapy for better mental health.

"Exercise more. Cut down smoking. Volunteer."

"Healthier overall, exercise, eat properly, stop drinking, manage stress."

### **Employment and Education**

Goals related to finding employment, engaging in volunteer work, and pursuing education, such as attending college for English and maths, were prevalent. These goals reflect a desire for personal development and societal contribution.

"Get a part-time job. Saving for a deposit."

"Joined the gym, Took part in 5 a side Sunday league, Enrolled in college to do maths and English."

### **Social and Community Engagement**

Respondents expressed goals of increasing their social interactions and community involvement, including making friends, attending group sessions, and participating in community activities. This theme highlights the importance of social support and engagement in the recovery process.

"Bettering myself for a start, as a person. I've been trying to get out of the flat as much as I can."

"Make friends, attend group session."

## Personal Development and Hobbies

Goals around personal interests and hobbies, such as learning to drive, cooking, and engaging in creative activities, were mentioned. These goals indicate a focus on personal growth and finding joy in new skills and hobbies.

"Cooking and going to the gym."

"To do voluntary conservation work. Exercise targets particularly cycling."

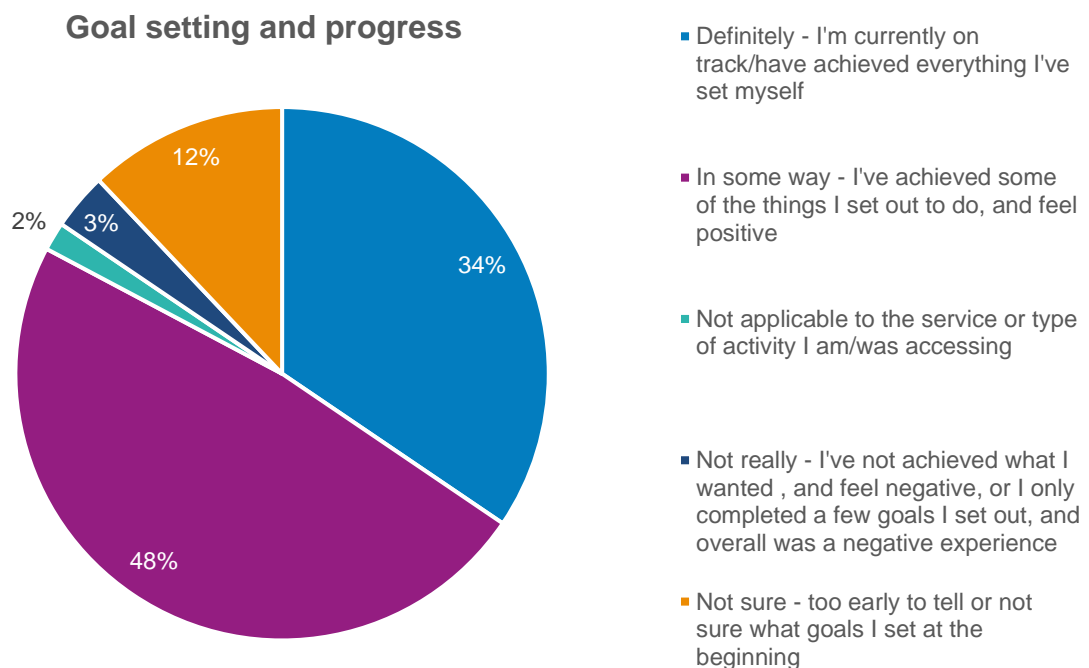
## Specific Challenges and Support Needs

Some responses highlighted specific challenges, such as managing addictions, self-harm, and sensory overload, and the need for support in these areas. Goals included managing medication, attending appointments, and seeking support for mental health and substance use.

"Manage self-harm - which I am doing. Look after myself."

"Support with managing appointments, managing finances/bills, managing repairs and keeping my house tidy."

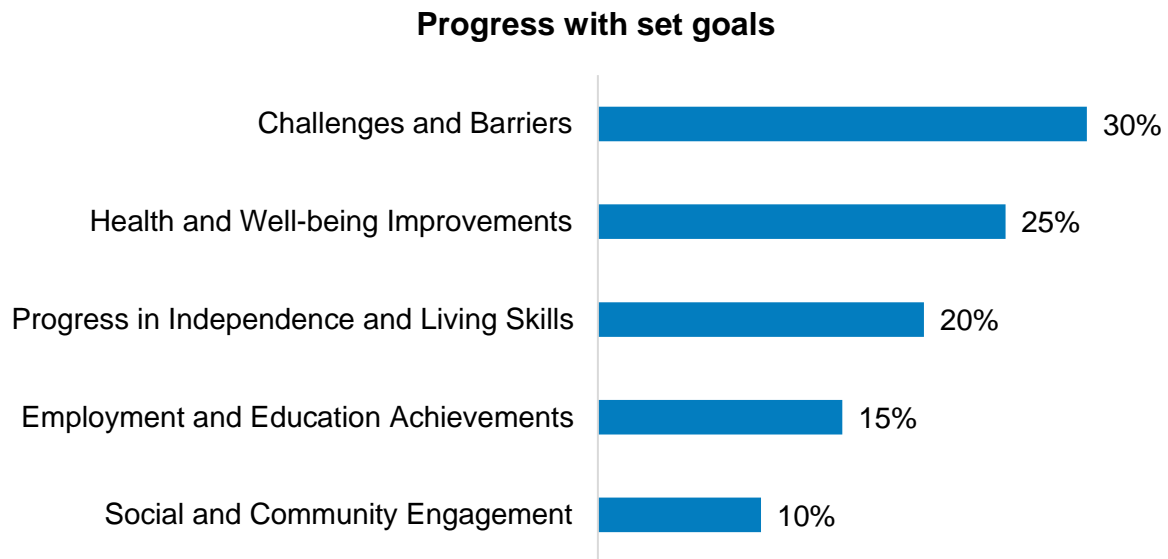
## Progress with set goals



82% of those respondents felt they were 'definitely' or 'in some way' on track to achieve their goals, or already have, and felt positive about the steps they had taken.

Only 3% believed they were 'not really' on track to achieve their goals, or had only completed a few goals they had set out.

### Thematic analysis of progress with set goals



'Challenges and Barriers' emerge as the most significant area, accounting for 30% of the focus, indicating that while strides are being made towards improvement, individuals frequently encounter obstacles that require attention and support. 'Health and Well-being Improvements' are identified as a key area of progress for 25% of the participants, underscoring the critical emphasis on enhancing physical and mental health as a cornerstone of personal development. 'Progress in Independence and Living Skills' follows with 20%, reflecting the importance of cultivating self-sufficiency and practical life skills as fundamental goals. 'Employment and Education Achievements' at 15% highlight the value placed on academic and vocational success as vital components of integration and personal fulfilment. Meanwhile, 'Social and Community Engagement' at 10% points to the recognition of the role of social connections and active participation in community life, albeit with a slightly lesser focus compared to other areas. This distribution suggests a holistic approach to support, prioritizing overcoming challenges and health improvement, while also fostering independence, educational attainment, and social involvement. Below are select quotes for each thematic code:

## Challenges and Barriers

Despite many successes, residents also reported challenges and barriers to achieving their goals, including lack of motivation, medication side effects, and waiting for therapy or assessments. These challenges highlight the complex nature of residents' needs and the importance of ongoing support.

"I am struggling with motivating myself getting over past issues."

"No progress in doing voluntary work. Side effects of medication for a long period combining restlessness with fatigue didn't enable me to function as a person the way I would have wanted."

## Progress in Independence and Living Skills

Many residents reported making significant strides towards independence, including cooking, cleaning, and managing finances. The emphasis on developing day-to-day living skills indicates a strong desire for self-sufficiency.

"Cooking has gone well with support from staff."

"I am very independent now."

## Health and Well-being Improvements

A significant portion of responses highlighted improvements in physical health, such as exercising more, quitting smoking, and eating healthier. Mental health improvements were also noted, with residents developing a more positive mindset and looking forward to the future.

"Exercise more - now do Pilates but not the gym as it closed."

"I have lost 3 stones due to regular swimming, over 9 months."

## Employment and Education Achievements

Some residents have successfully found jobs or are making plans to save, indicating progress towards financial independence and career development. Others have engaged in educational activities, enhancing their skills and knowledge.

"Successfully found job."

"I am working on my college courses and attend every Monday."

## Social and Community Engagement

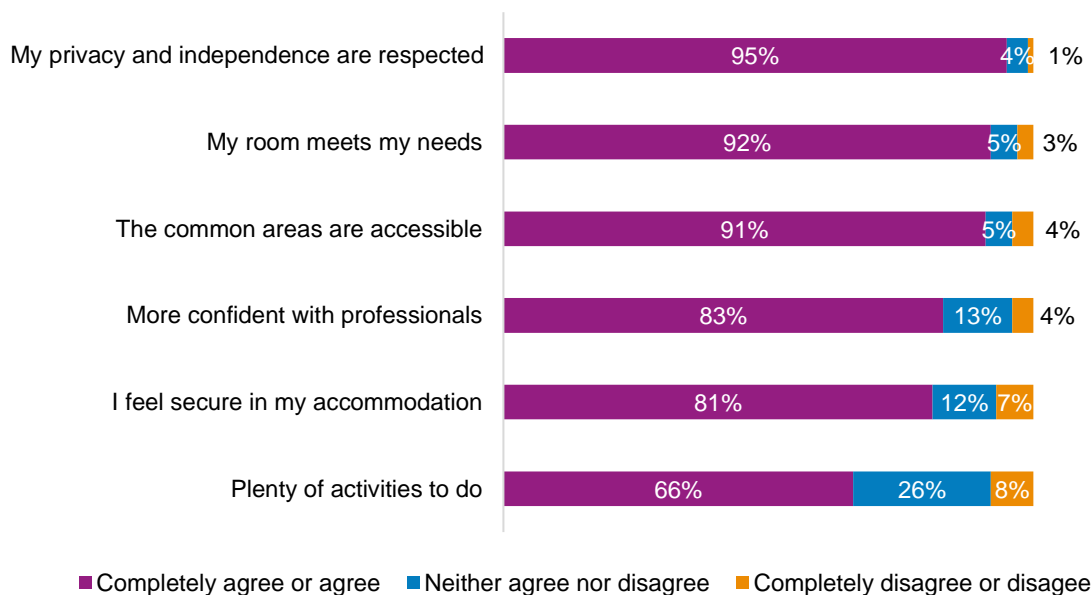
Progress in social goals was mentioned, with residents going out more often, gaining friends, and engaging in community activities. This theme underscores the importance of social connections and community involvement in residents' lives.

"I go out quite often and have gain many friends and acquaintances."

"I have been to the beach all Summer."

## Likert scale questions on usage of the service

### To what extent do you agree...

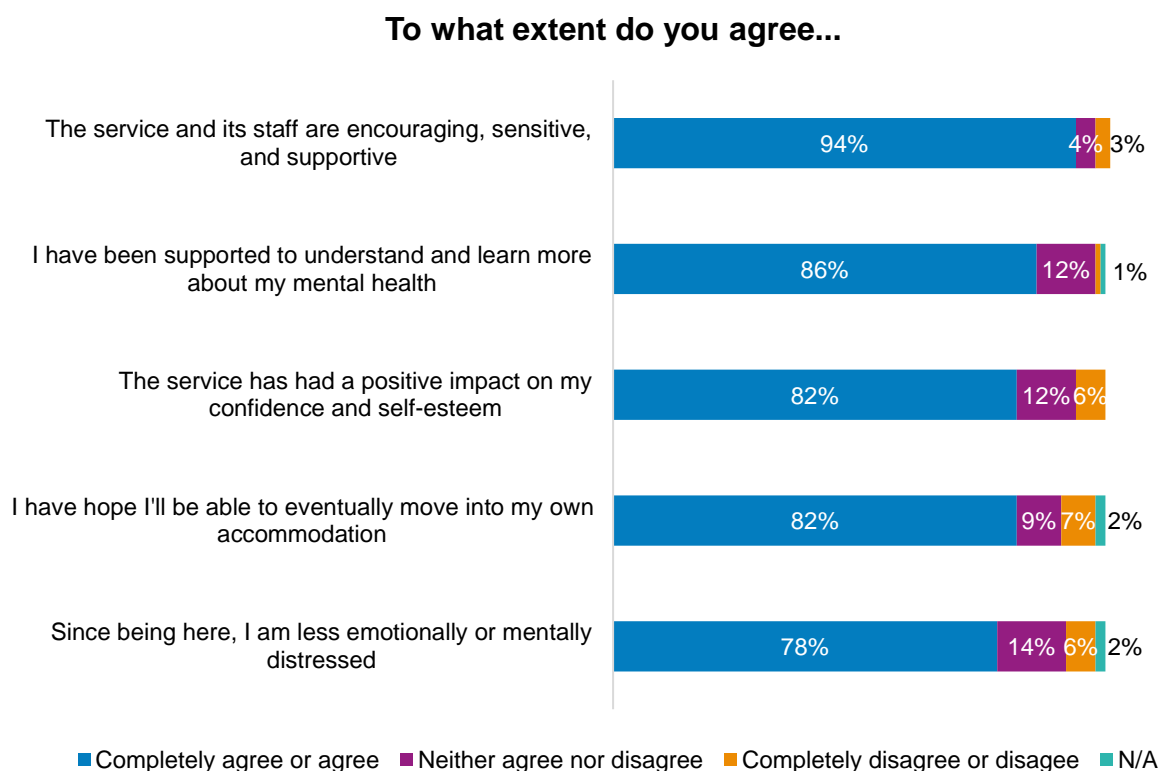


The data presents a largely positive reflection of the supported accommodation service from its residents, particularly highlighting the respect for privacy and independence, and the adequacy of personal living spaces, with both aspects receiving a commendation from 92% of respondents. This underscores the service's effectiveness in providing a comfortable and respectful living environment, which is fundamental to the well-being and satisfaction of its users. Similarly, the accessibility of common areas and the confidence in engaging with health and social care professionals are also viewed positively, with 89% and 83% agreement respectively, indicating that the service successfully fosters a supportive community and empowers its residents in their interactions with care providers.

However, the dataset also reveals areas with room for improvement, most notably in the provision of activities, where only 63% of respondents feel there are plenty of activities to do, and a significant 24% remain neutral. This suggests that while many are satisfied, there is a notable portion of residents who may desire more engagement opportunities or a wider variety of activities. Additionally, while the levels

of disagreement are generally low across all statements, the 7% of residents feeling insecure in their accommodation highlights a crucial area for attention, emphasizing the need for continued efforts to ensure all residents feel safe and secure. Overall, the feedback points to a service that excels in creating a respectful and supportive living environment but could benefit from enhancing its activity offerings and addressing the concerns of those who feel less secure.

### Likert scale questions on impact of the service



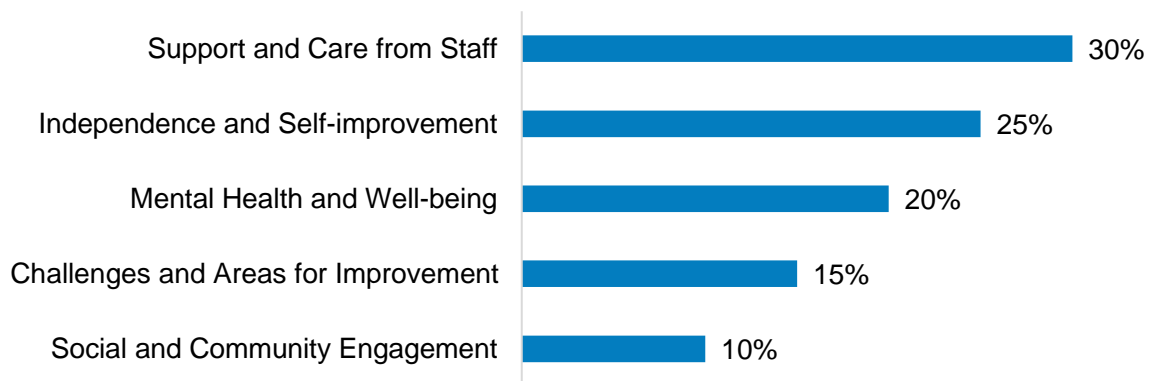
The dataset provides a compelling overview of the positive impact a mental health service has had on its users, with particularly strong feedback on the supportiveness and sensitivity of the staff, as highlighted by an impressive 94% of respondents who agree or completely agree with this sentiment. This overwhelming approval underscores the critical role that empathetic and encouraging staff play in the healing and support process, creating an environment where individuals feel valued and understood. Similarly, the service's effectiveness in enhancing users' understanding of their mental health stands out, with 86% of respondents feeling more informed, indicating a significant emphasis on education and empowerment within the service.

Further reinforcing the service's positive influence, 82% of respondents report an increase in confidence and self-esteem, alongside an equal percentage who now hold hope for future independence, such as moving into their own accommodation.

These findings reflect the comprehensive impact of the service, not just in alleviating immediate distress—evidenced by 78% of users reporting reduced emotional or mental distress—but also in fostering long-term optimism and self-reliance. However, despite these overwhelmingly positive outcomes, there remains a small proportion of users who have not fully benefited from the service, as indicated by the 6% to 7% who disagree with the statements regarding distress, hope, and confidence. This slight discrepancy highlights the ongoing challenge of meeting diverse needs within mental health services, underscoring the importance of continuous improvement and personalisation of care to support all individuals effectively.

## Overall experience of supported accommodation services

### Thematic analysis and coding of free-text response



Respondents' overall experiences of supported accommodation services underscores the paramount importance of support and care from staff, which emerges as the most valued aspect, accounting for 30% of the feedback. This highlights the critical role that compassionate, attentive staff play in the effectiveness of supported accommodation, directly impacting residents' satisfaction and well-being. Following this, 'Independence and Self-improvement' and 'Mental Health and Well-being' are identified as significant areas of focus, with 25% and 20% respectively, indicating that services facilitating personal growth and addressing mental health concerns are highly valued by users. These areas underscore the holistic approach of supported accommodation services in not just providing a place to live, but actively contributing to the personal development and mental health of its residents.

'Challenges and Areas for Improvement' at 15% suggest that while many aspects of the service are positive, there is recognition of the need for ongoing enhancements to address specific issues and barriers faced by residents. 'Social and Community Engagement', though valued by 10% of respondents, points to the importance of integrating social activities and community involvement in supporting broader well-being and social inclusion, albeit with slightly less emphasis compared to other areas. This distribution of responses paints a picture of a service model that is largely successful in nurturing independence, mental health, and well-being, with

room for further growth in social engagement and addressing specific challenges. Here are some select quotes for each thematic code:

### **Support and Care from Staff**

A significant portion of responses highlighted the support and care provided by staff as crucial to their positive experience. This includes help with medication, coping strategies, and moving towards independence.

"Staff help me to move on. They also help me to understand reasons when I am mentally distressed and cope with needed medication."

"Given me a place I can express, talk and be myself freely. I have continuous support with the friendly staff."

### **Independence and Self-improvement**

Many individuals reported on their journey towards independence and self-improvement, including gaining confidence, managing daily tasks, and pursuing personal goals.

"Being able to be heard without judgement...Helped me seek independence and purpose again, mostly rebuilding my self-esteem."

"I can do more stuff now like cleaning and I've done stuff like see the Doctor."

### **Mental Health and Well-being**

Respondents frequently mentioned improvements in their mental health and well-being as a result of their stay, citing reduced anxiety, improved stability, and better coping mechanisms.

"I am the most stable I have been in 6 years. Staff are a great support."

"My mental health has improved."

### **Social and Community Engagement**

Some responses highlighted the importance of social and community engagement facilitated by the supported accommodation, including making friends and feeling connected to the community.

"I really like having an accommodation at rethink because I get the support I need from my support workers and other residents because I like having a social aspect in my life."

"I feel more settled since being at Keward and more integrated into the community."



## Challenges and Areas for Improvement

A smaller portion of responses pointed out challenges and areas for improvement, such as the need for more staff, dealing with staff changes, and addressing specific needs more effectively.

"More staff would help maybe male as all female."

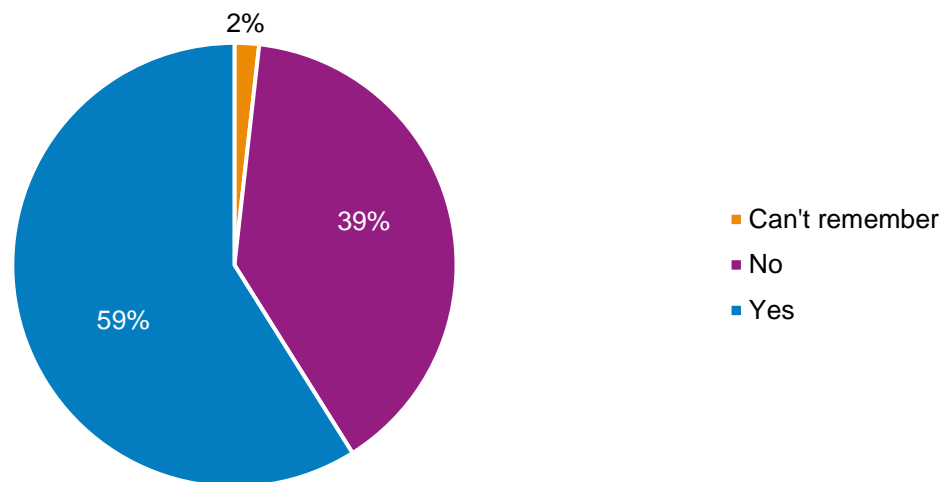
"Overall good despite occasionally having to switch between multiple people for my support due to staff changes."

## Helplines Services

**Sample size: 56**

**About:** Rethink Mental Illness provides a number of helplines across England. Staffed by highly trained professionals, they provide specific solution-based guidance and offer information and signposting. We are a member of the Helplines Partnership – all our helplines services adhere to their quality standards and are freephone as well as recovery focused.

### Is this the first time using the service?

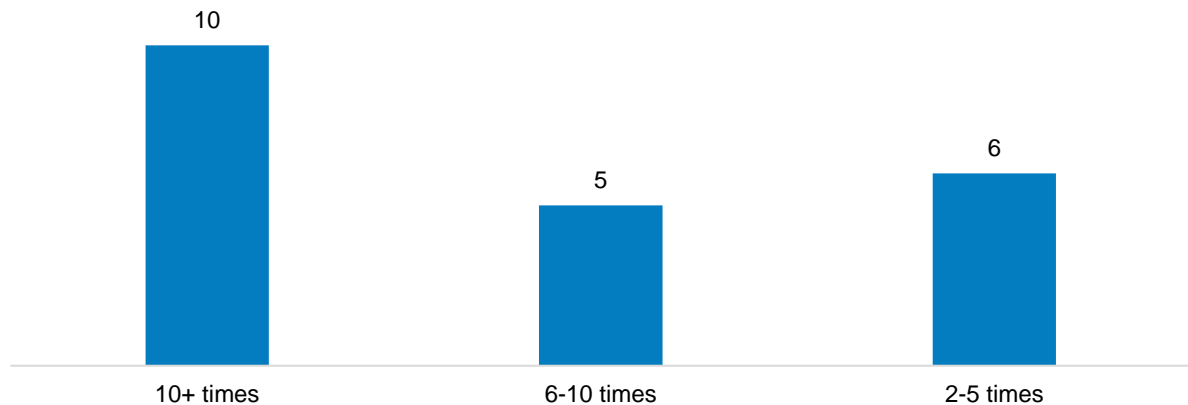


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Firstly, we asked a filter question to look into more detail about the experiences of return callers, 39% of responses we had to the survey.

## Return users to the helpline service

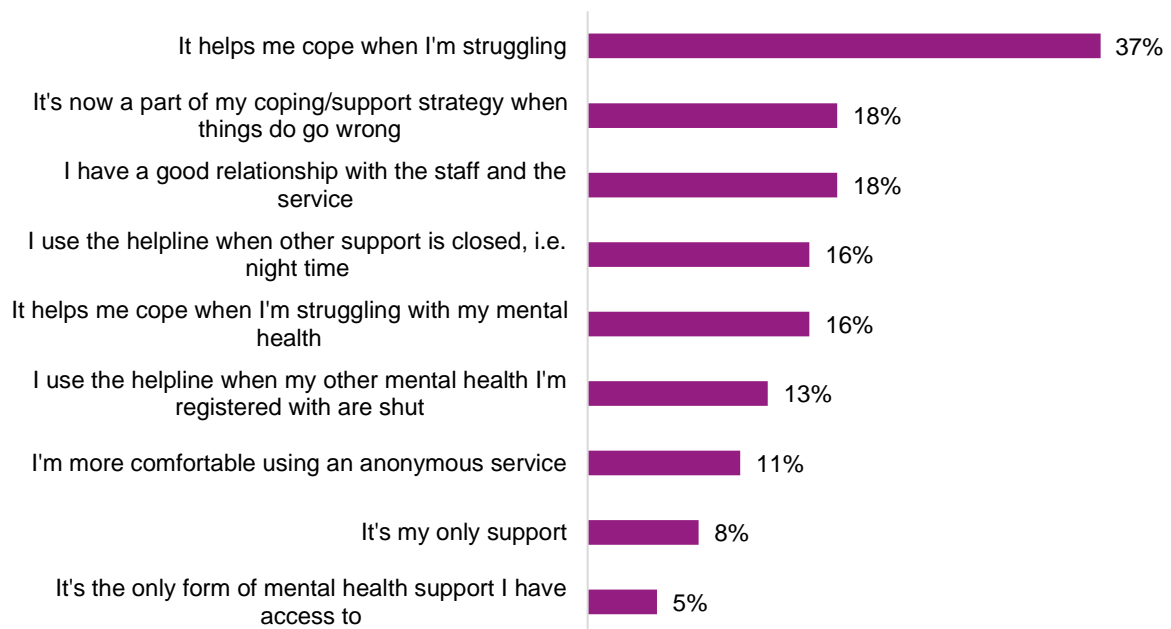
**If you remember, how many times have you used the helpline service over the last 12 months?**



The majority of return users of a helpline were using it 10+ times over a 12-month period, with 73% in total using it over 6 times over the same period.

## The reasons why return users continue to use helpline services

**For what reason/s do you continue to use a helpline service?**



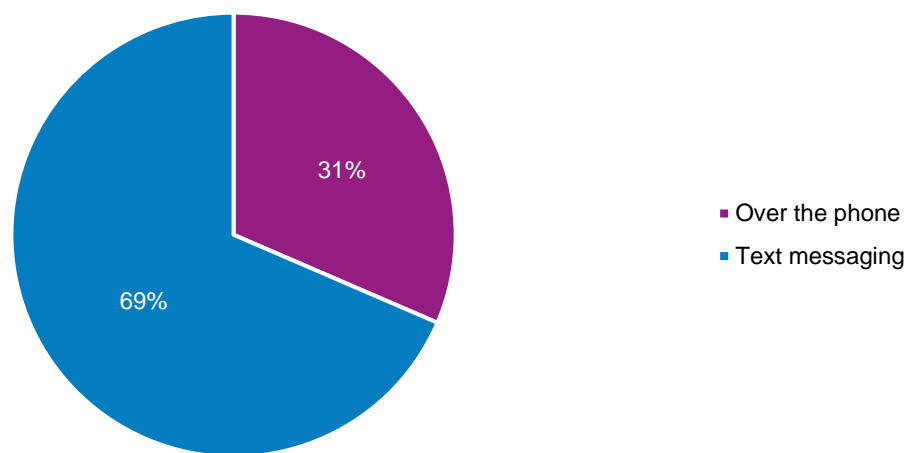
The above data highlights the critical roles these services play in respondents mental health management and coping strategies. Notably, the most significant reason for repeated use is the general assistance the helpline provides when individuals are struggling, accounting for 37% of the feedback. This underscores the helpline's fundamental role as a readily accessible source of support during times of distress. Equally telling is the 18% of users who consider the helpline as an integral part of

their coping or support strategy when facing difficulties, alongside the same percentage who value their relationship with the staff and service. These figures collectively emphasise the importance of the helpline not just as an emergency intervention but as a consistent and reliable component of users' broader mental health support systems.

Further analysis reveals that 16% of users turn to the helpline during out-of-hours periods, such as night time, or when other mental health services they are registered with are unavailable, highlighting the helpline's role in filling gaps left by traditional mental health services. The preference for the helpline's anonymity, cited by 11% of respondents, points to the importance of privacy and comfort in seeking support, suggesting that the discretion offered by helplines can be particularly appealing to those who might otherwise hesitate to seek help. Despite the relatively small percentages indicating that the helpline is their only form of support (5%) or their only support (8%), these responses nonetheless spotlight the critical safety net the helpline provides for individuals with limited access to other forms of mental health care

### All users of the helpline service

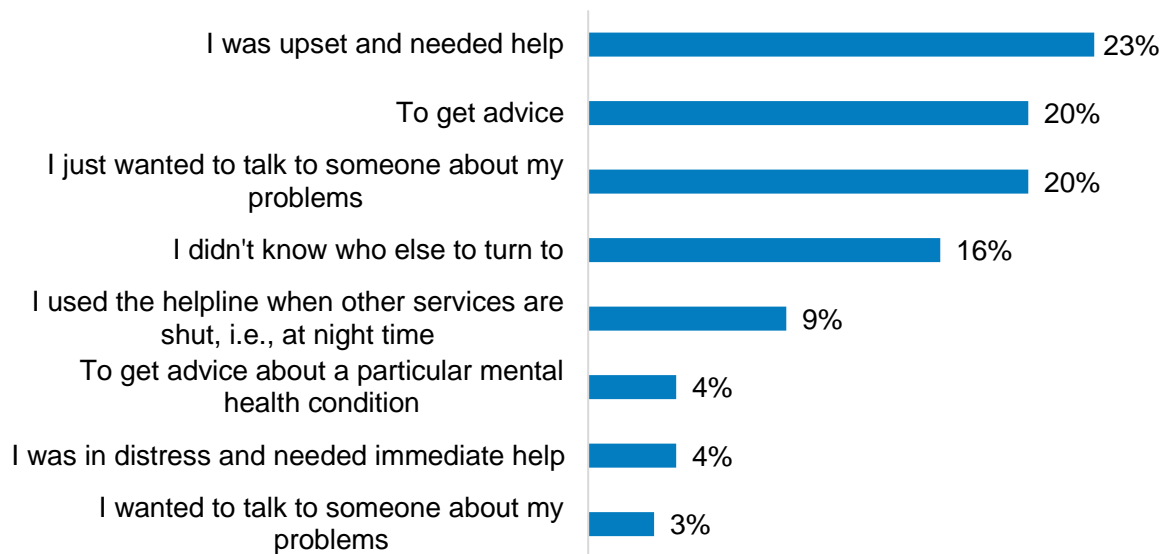
How did you contact the helpline?



69% of respondents were exchanging text messages with helpline staff, with 31% relying on telephone calls to reach out to the helpline. For some service, webchat is also available but none of the respondents used that medium to contact their respective service.

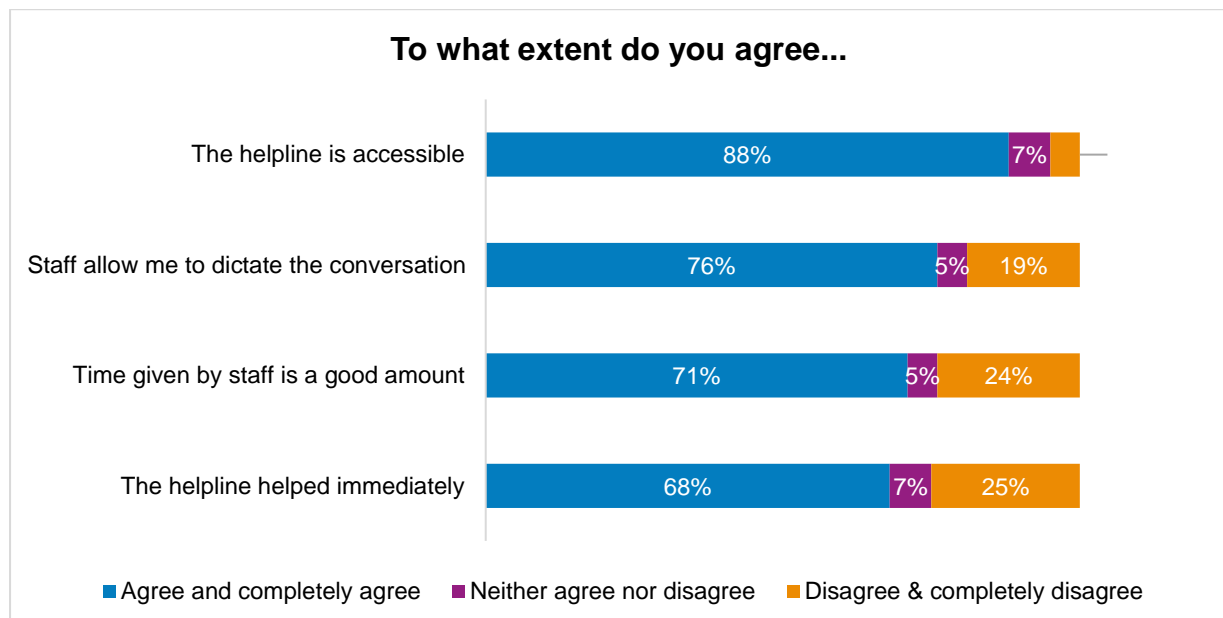
## Reason for using the helpline (\*this time for return users)

### What reason(s) did you use the helpline?



The most frequently mentioned reasons for using the service were "I was upset and needed help" (23%) and "I just wanted to talk to someone about my problems" (19%), closely followed by "To get advice" (19%). This highlights the service's role in providing immediate emotional support and advice. 9% of service users also use the service when "9-5" services are shut.

## Likert scale questions on impact of the service



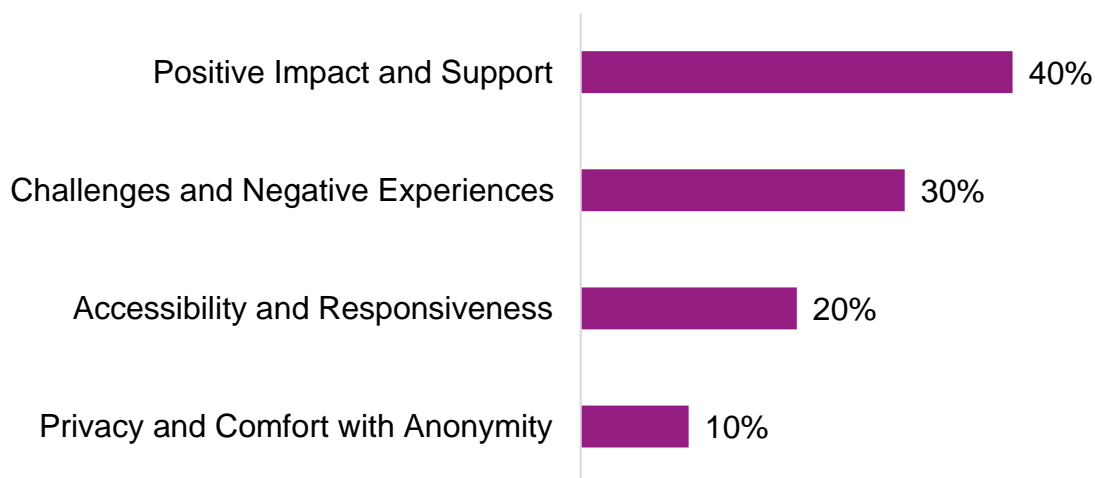
The accessibility of the helpline stands out, with an impressive 85% of respondents agreeing or completely agreeing that the service is accessible through various means of communication, underscoring its adaptability and user-friendliness. This is crucial in ensuring that individuals in need can reach out for support in a manner that

suits them best, whether through text, webchat, or phone, enhancing the service's inclusivity.

However, while the majority of feedback is positive, there are areas where a notable proportion of users express dissatisfaction. For instance, 24% of respondents feel that the time given to them by the staff is not sufficient, and 25% disagree that the helpline was able to help with their problem or issue immediately, indicating potential areas for improvement in response times and the effectiveness of immediate support. Despite these concerns, the overall high levels of agreement regarding staff allowing users to dictate the conversation (75%) and the adequacy of time provided (71%) reflect a service that is largely responsive to users' needs, offering them control over their interactions and dedicating a good amount of time to each case. These insights suggest that while the helpline performs well in terms of accessibility and user empowerment, striving for quicker resolutions and ensuring sufficient interaction time could further enhance user satisfaction.

### Overall experience of helpline services

**Thematic coding of overall experience using helpline services**



While many users find these services life-saving, offering a sense of being heard and supported, there are notable areas for improvement. Addressing the challenges related to responsiveness, perceived lack of empathy, and ensuring users feel valued and not just processed can enhance the effectiveness of these crucial services. The mixed feedback highlights the complexity of meeting diverse needs in crisis situations and the importance of continuous evaluation and adaptation of services to cater to these needs effectively. Below are a selection of quotes for each thematic code:

## Positive Impact and Support

A significant portion of users report a positive impact on their mental health, citing the helpline as a crucial support mechanism. Users felt listened to, understood, and supported, with some stating it saved their lives.

"I am so grateful to the person who helped me. They saved my life, thank you."

"Helped make sense of frantic mind."

## Accessibility and Responsiveness

Many users appreciated the helpline's accessibility and the staff's responsiveness. The ability to communicate through various means and receive quick responses was highlighted as beneficial. One user mentioned

"The person I texted replied really fast...was actually able to give me the name and contact number for my allocated mental health support worker."

## Challenges and Negative Experiences

However, not all experiences were positive. Some users reported feeling worse after using the service, citing issues such as feeling ignored, not listened to, or that the service was not helpful in a crisis.

"I didn't receive any support as I had to wait 40 minutes between each message I sent for a poor reply. I was left distressed and in crisis."

"It used to be my life line ... but now they are not allowed to talk to me, they just triage. It feels like pass the parcel."

## Privacy and Comfort with Anonymity

The anonymity of the service was a significant factor for some users, making it easier for them to open up about their problems.

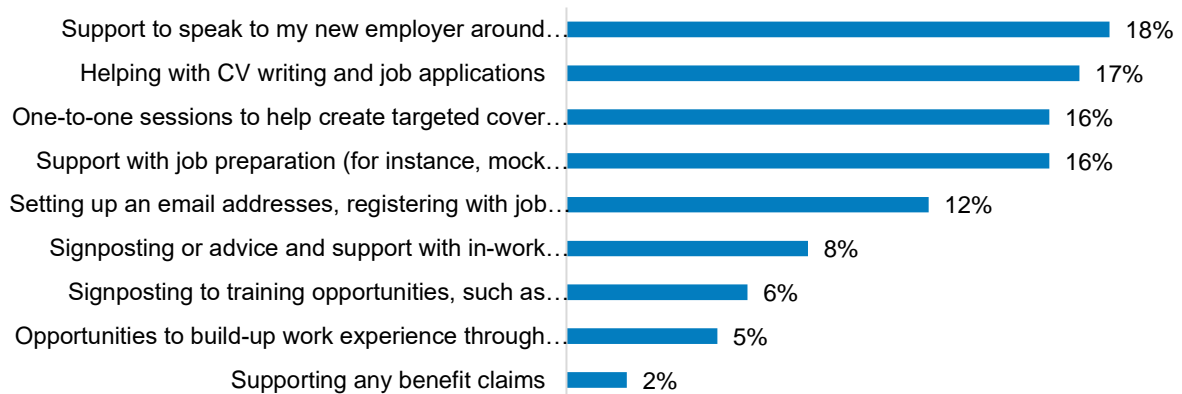
"I'm more comfortable using an anonymous service."

## Employment Services

Sample size: 43

**About:** Our Employment Specialists are trained to recognise and work with individuals with mental health problems and they concentrate on supporting people to quickly find work and retain their jobs using a person centered approach to ensure their job is the right one for them. We help people gain interview skills, access training and manage their health condition, through a personalised and holistic model of support that includes support with wider issues such as benefits, debt and housing challenges.

### What has employment service helped with you so far?



The most significant emphasis on 'Support to speak to my new employer around reasonable adjustments or other topics' at 18%, indicating the importance of facilitating smooth transitions into new employment roles. Following closely, 'Helping with CV writing and job applications' and 'One-to-one sessions to help create targeted cover letters and CV's for particular jobs' both highlight the critical role of personalized assistance in job application processes, making up 17% and 16% of the responses, respectively. This distribution underscores the value placed on tailored support in enhancing job readiness and securing employment, reflecting a comprehensive approach to employment support within the service.

### Use of Individual Place and Support (IPS) programme at an employment service

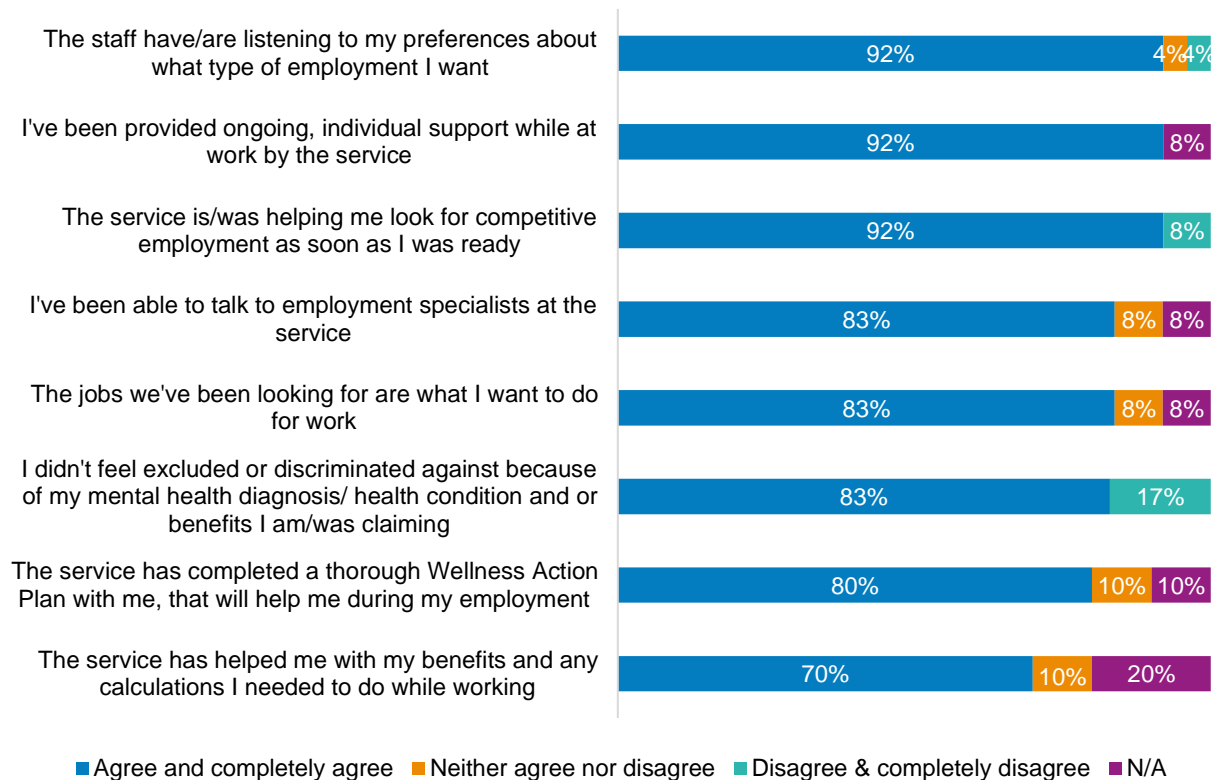
#### Did you/are you accessing an IPS programme at your employment service?



Of the 43 respondents, 12 have or are using the IPS programme, making up 28%.

### Likert scale questions on impact of the service

#### To what extent to do you agree...



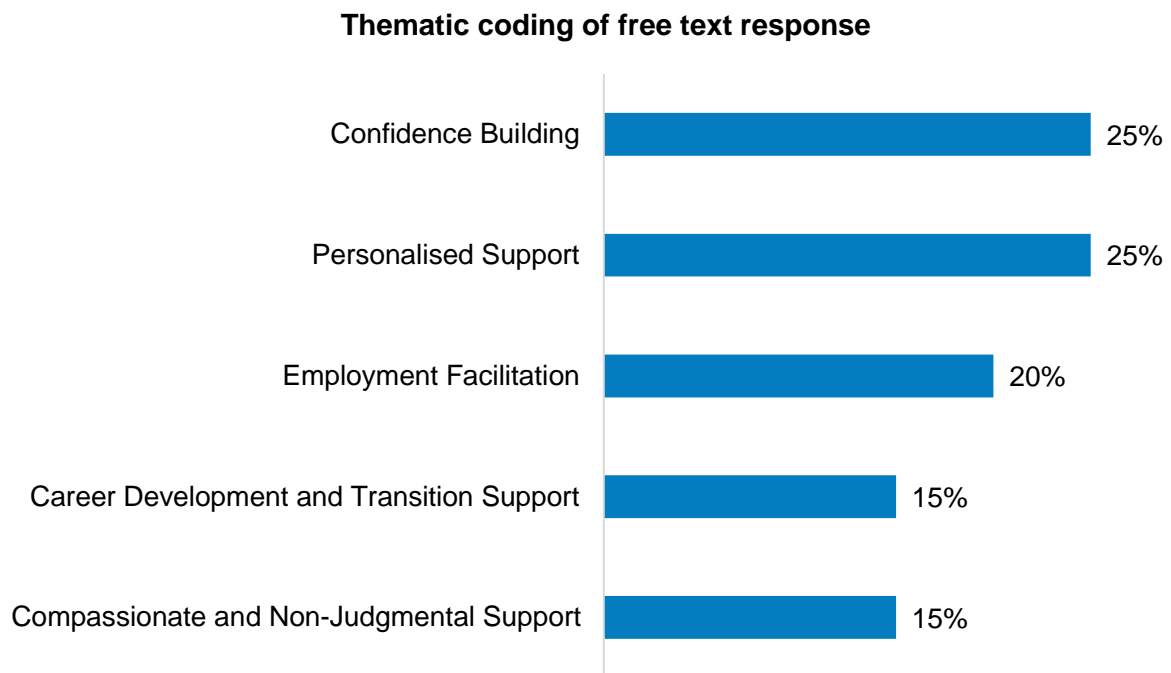
The responses predominantly positive experience among users of a mental health service focused on employment support, with particularly high approval rates for the service's role in facilitating the search for competitive employment and listening to clients' employment preferences, both scoring 92% in agreement. This suggests a strong alignment between the service's offerings and the individual aspirations of its users, emphasising a personalised approach to job searching that respects and prioritises the clients' desires and readiness for competitive work environments. Furthermore, the provision of ongoing, individual support while at work, also receiving a high agreement rate (92%), indicates the service's commitment to not only securing employment for its clients but also ensuring their stability and well-being in their new roles.

However, the service faces challenges in areas such as benefits support and calculations, where only 70% of respondents felt adequately assisted, pointing to a need for improvement in navigating the complexities of benefits while working. Additionally, while the majority did not feel excluded or discriminated against due to their mental health diagnosis or benefits status, a notable 17% of disagreement across several statements suggests that some clients may still experience barriers to full inclusion and support. These findings highlight the importance of continuous evaluation and adaptation of services to address all aspects of employment support, from job searching and workplace integration to benefits management, ensuring that



all clients feel supported, valued, and understood throughout their employment journey.

### Difference the IPS service made to you so far



Though these are presented as percentages, we only had ten participants give further detail on the impact of the Individual Placement and Support (IPS) programme within an employment support service for mental health. Notably, 'Personalised Support' and 'Confidence Building' each garnered 25% of the thematic focus, underscoring the critical importance of tailored assistance and the enhancement of self-assurance as central to the programme's effectiveness. The emphasis on 'Employment Facilitation' at 20% further highlights the programme's role in actively bridging the gap between individuals and employment opportunities, facilitating a smoother transition into the workforce. Additionally, equal attention to 'Compassionate and Non-Judgmental Support' and 'Career Development and Transition Support', both at 15%, reflects the programme's commitment to offering a supportive and understanding environment while also focusing on long-term career goals and transitions. Despite the limited number of responses, the distribution of themes clearly indicates a positive reception of the programme's multifaceted approach to employment support, particularly valuing its personalised, confidence-boosting, and compassionate strategies in aiding individuals with mental health challenges to navigate the complexities of finding and maintaining employment. Below are a selection of quotes for each thematic code:

## Personalised Support

Respondents highlighted the importance of receiving personalized and understanding support tailored to their unique needs and situations.

"Amazing support from Helen that supported all the way through my decisions related to my job steps..."

"Life changing - Alice Grant has been my IPS and has been INCREDIBLE. She has been supporting me for 2 years..."

## Confidence Building

Many individuals credited the service with significantly boosting their confidence, enabling them to return to work or pursue new career opportunities.

"I wouldn't be back at work without it. I didn't think I'd ever be able to work again but it gave me the confidence to do so."

"Being in work has improved my mental health a lot. I'm very grateful."

## Employment Facilitation

The service played a crucial role in facilitating employment opportunities, including job placements and assistance with job-related paperwork.

"Introduced me to the employer I'm working for."

"They have supported me to complete the paperwork I needed to get a job."

## Compassionate and Non-Judgmental Support

The compassionate and non-judgmental approach of the support workers was particularly valued by the service users.

"Sara has been incredibly kind, compassionate and non-judgmental and I really felt like she was there for me when I really needed help."

## Career Development and Transition Support

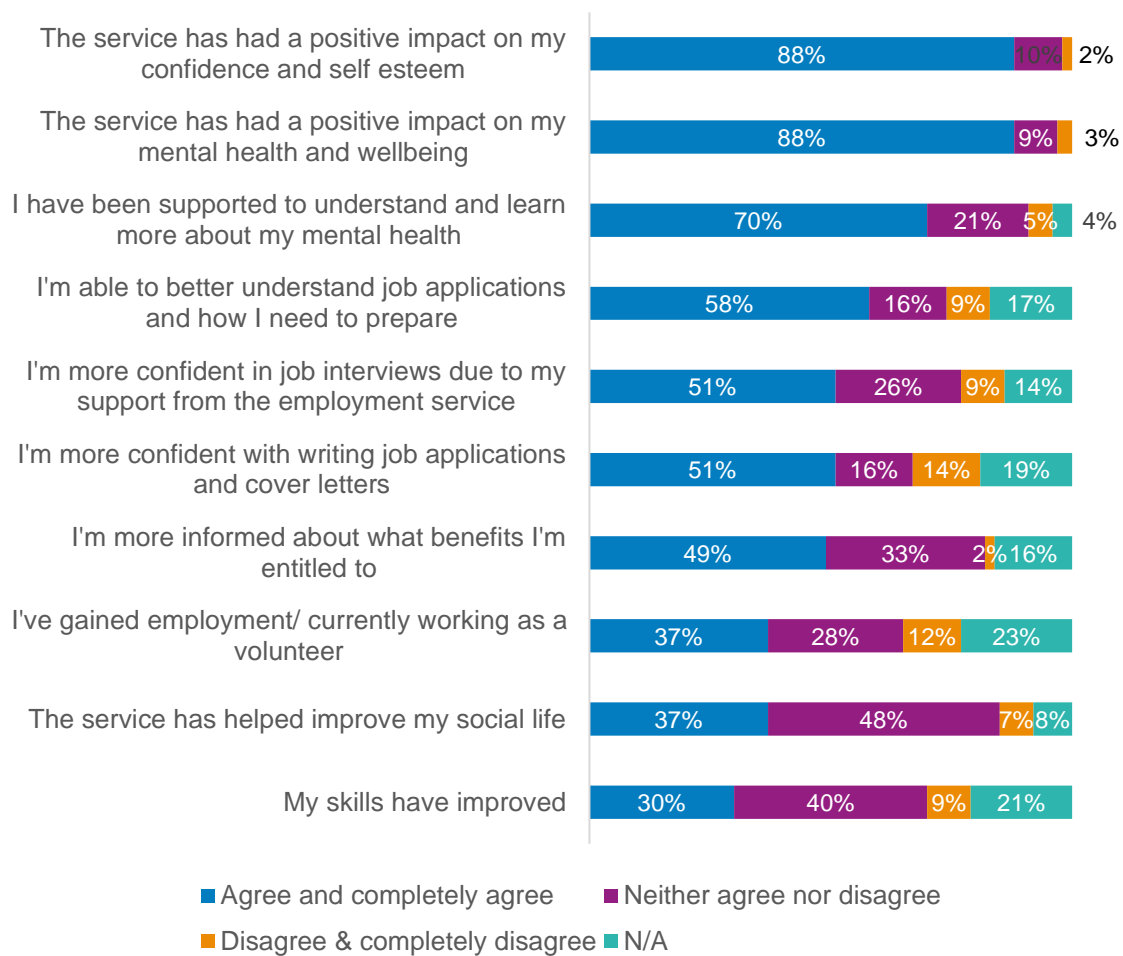
Support services were instrumental in assisting individuals with career development and transitions, including exploring new career options and training opportunities.

"Then gave me help and advise with my career options ahead."

"It's early days. I'm searching for direction and new options. Potentially training or cad a new CSCS card."

## All users of the employment service

### To what extent do you agree...



The highest levels of agreement are observed in the areas of mental health and wellbeing, and confidence and self-esteem, both receiving an 88% positive response. This underscores the critical role that employment support services play not just in job preparation but in bolstering individuals' overall sense of self-worth and mental health stability. Such outcomes highlight the service's effectiveness in addressing the broader challenges faced by individuals with mental ill health, going beyond employment to touch on fundamental aspects of personal development and wellbeing.

On the practical side of employment support, a majority of respondents report increased confidence in writing job applications and cover letters (51%), as well as in job interviews (51%), indicating that the service successfully imparts essential skills for job-seeking. Furthermore, 58% of participants acknowledge a better understanding of job applications and preparation, suggesting that the service effectively demystifies the job application process for its users. However, the data also reveals areas with room for improvement, particularly in skills improvement and social life enhancement, where a significant portion of respondents remain neutral. These findings suggest that while the service excels in boosting confidence and

mental health, there could be a greater focus on developing specific job-related skills and facilitating social connections. Overall, the employment support service appears to make a substantial positive impact on the lives of individuals with mental ill health, particularly in enhancing confidence, understanding of job applications, and most importantly, in supporting mental health and wellbeing.

### Overall experience of employment support services

**Thematic coding of free-text responses**



The thematic coding of the free text responses to this question offer insight into users' overall experiences with an employment support service, highlighting the diverse aspects of support that contribute to their journey towards employment. Notably, 'Supportive and Understanding Staff' and 'CV Writing and Interview Preparation' emerge as the most valued aspects, each accounting for 20% of the feedback, underscoring the critical role of empathetic staff and practical job application skills in enhancing users' readiness for the job market. 'Encouragement and Confidence Building', 'Career Guidance and Job Retention Advice', and 'Navigating Workplace Challenges' each receive 15% of the thematic focus, reflecting the service's comprehensive approach to not only securing employment but also sustaining it and thriving within it. These areas highlight the importance of bolstering users' self-esteem, providing strategic career advice, and equipping them to overcome potential obstacles in the workplace. Meanwhile, 'Mental Health Improvement' and 'Initial Engagement and Expectations' are acknowledged as well, with 10% and 5% respectively, indicating that while improvements in mental health and initial service engagement are recognised, the emphasis is more significantly placed on the practical and interpersonal support aspects. This distribution of themes illustrates a well-rounded service that prioritises both the emotional well-being of its users and their professional development. Below are a selection of quotes for each thematic code:

## **Initial Engagement and Expectations**

Initial interactions with the service are crucial for setting expectations and beginning the support process.

"I have only just started working with rethink so we have not looked at much yet."

## **Supportive and Understanding Staff**

The kindness, understanding, and supportive nature of staff play a significant role in the effectiveness of the service.

"Support worker is kind, informative, understanding and perhaps most importantly, helps me to remain grounded."

"It is great to feel heard and understood."

## **Career Guidance and Job Retention Advice**

Receiving guidance on career options and job retention is highly valued by service users.

"Currently employed and receiving job retention advice."

"Excellent so far. John has been great to talk to. Discussing my needs and career options."

## **CV Writing and Interview Preparation**

Assistance with CV writing and interview preparation is a critical component of the support provided.

"Helped me write my CV and job interview prep."

"Supportive of evaluation of cv, working the covering letter leading to interview stages."

## **Encouragement and Confidence Building**

The encouragement from support workers significantly boosts users' confidence in job applications and interviews.

"My adviser encouraged me to apply for a post which I didn't think I was qualified for... I did apply, and got the job."

"My support worker has been very supportive and encouraging, this has improved my confidence in making applications and attending interviews."

## Mental Health Improvement

The support services have a positive impact on individuals' mental health, enabling them to find a way forward.

"The support I gained through Zoe and rethink improved my mental health in the most incredible way and enabled me to find a way forward when I couldn't see one."

## Navigating Workplace Challenges

Support includes navigating challenges within the workplace, especially when facing a lack of engagement from employers.

"A lack of engagement from my employer has caused unnecessary challenges and limits the feedback I can provide."

## Black, Asian, or Other Minority Ethnic Services

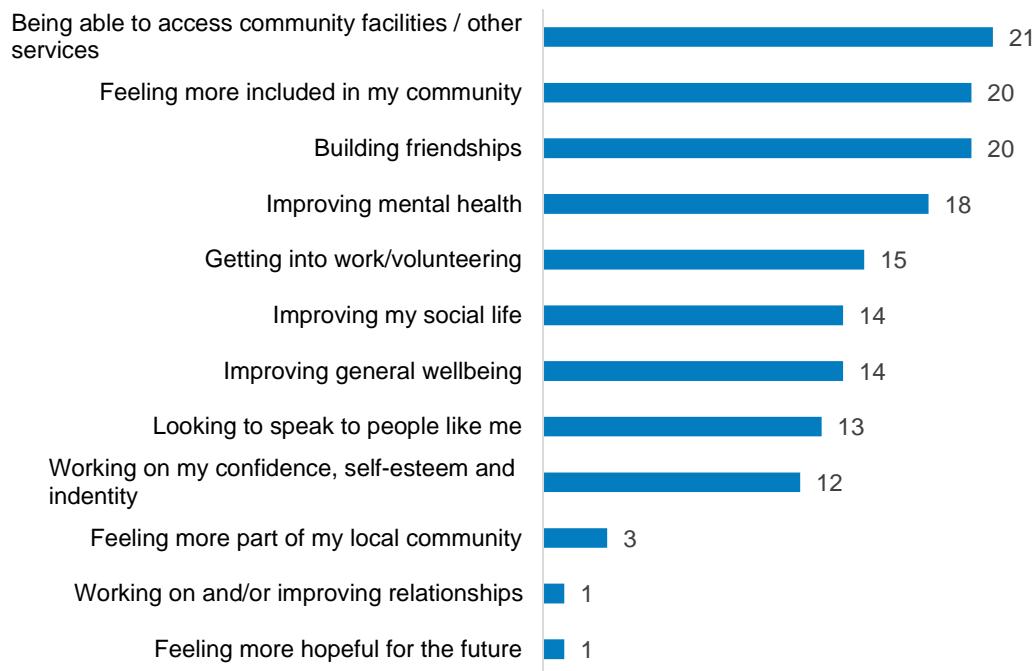
**Sample size: 35**

**About:** If you are from a Black, Asian or Minority Ethnic background, you may experience different rates of mental illness than the white population. Things like fear, stigma and lack of culturally sensitive treatment can act as barriers to accessing mental health care for people from BAME backgrounds.

There are some organisations that provide mental health support or services specifically to people from a Black, Asian or Minority Ethnic background. Rethink Mental Illness have two of these services, Sahayak BAME Service and Bristol BAME Service.

## Service outcomes

### What have been the main outcomes of using the service? Frequency

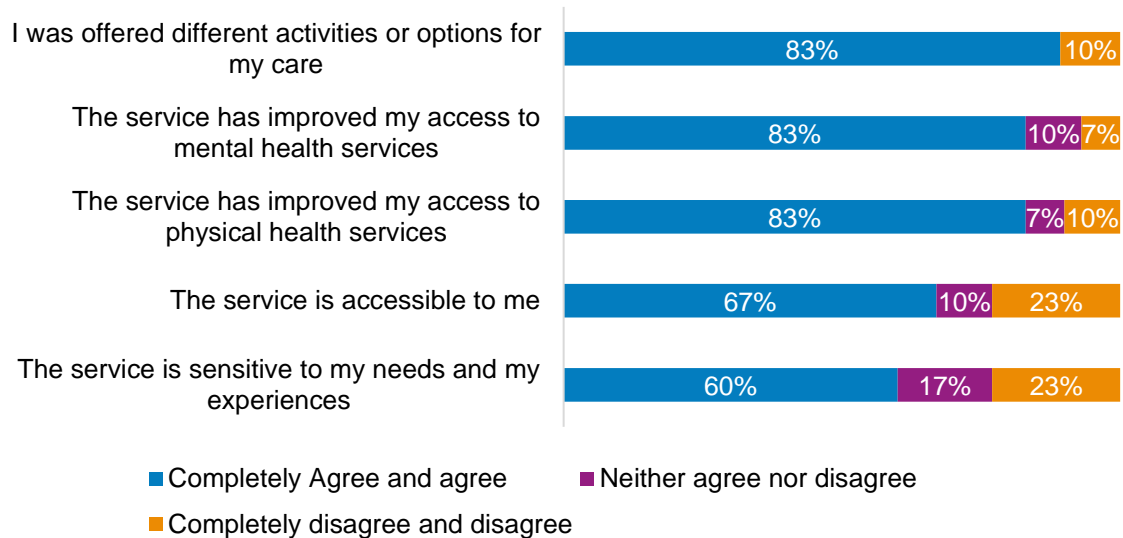


This data in the table above provides a revealing snapshot of the priorities and outcomes for individuals accessing a BAME mental health service. The most frequently cited benefits include 'Being able to access community facilities / other services' and 'Feeling more included in my community', each with 21 mentions. This underscores a significant desire among service users for integration and engagement within their local environments, highlighting the importance of community connectivity and accessibility in supporting mental health. 'Building friendships' also emerges as a top priority, with 20 mentions, indicating the critical role of social connections in fostering a sense of belonging and support.

On the other end of the spectrum, 'Feeling more hopeful for the future' and 'Working on and/or improving relationships' are mentioned least, with just one mention each, suggesting that while these areas are recognised, they may not be the primary focus for users at the point of accessing the service. The emphasis on 'Improving mental health', 'Getting into work/volunteering', and 'Improving my social life', with 18, 15, and 14 mentions respectively, illustrates a strong link between mental health support and practical outcomes such as employment, volunteering, and social engagement. This analysis highlights the multifaceted nature of mental health support within the BAME community, where improving mental health, building social connections, and enhancing community inclusion are intertwined goals.

## Likert scale questions on usage of the service

### To what extent do you agree...



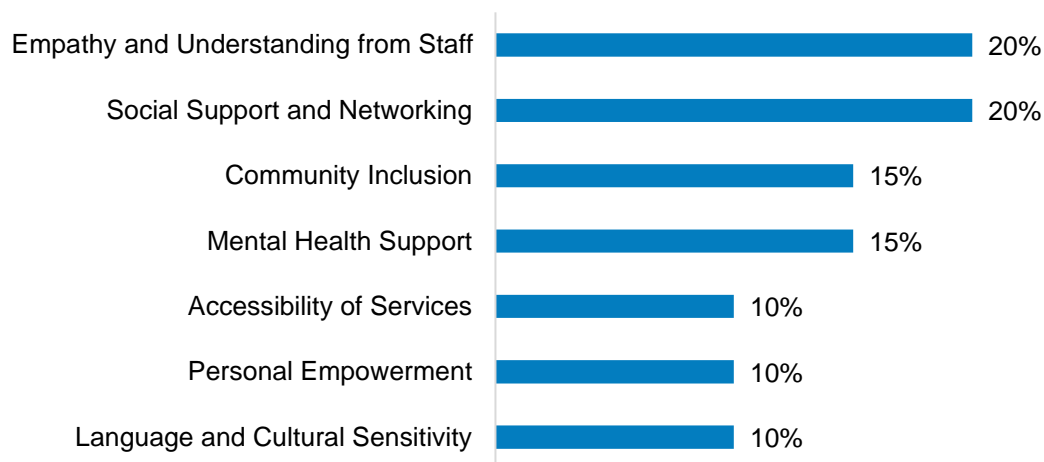
The Likert scale responses above reflect positively on the experiences of users accessing BAME mental health support services, with a significant majority expressing satisfaction across several key areas. Notably, 83% of respondents agree that the service has improved their access to both physical and mental health services, indicating a substantial enhancement in healthcare accessibility for BAME individuals through this service. Similarly, the same percentage of users agree that they were offered a variety of activities or options for their care, suggesting a tailored and flexible approach to treatment that recognises the diverse needs of its users. This level of personalisation and accessibility is crucial in providing effective support and demonstrates the service's commitment to addressing the specific health disparities faced by BAME communities.

Furthermore, 67% of respondents find the service accessible, which is essential for ensuring that support is readily available to those who need it. The fact that 60% of users feel the service is sensitive to their needs and experiences underscores the importance of cultural competence and understanding within mental health provision. However, there is room for improvement, as indicated by the 23% of users who disagree with the statements regarding the service's sensitivity to their needs and its accessibility. This feedback highlights the ongoing challenge of fully meeting the diverse requirements of BAME service users and underscores the need for continuous dialogue and adaptation of services to better serve this community. Overall, the data suggests a strong foundation of support, with significant positive impacts on users' access to health services and satisfaction with the care provided.



## Overall experience of BAME services

### Overall experiences of accessing BAME services



The overall experience of accessing BAME mental health services, as reflected in the thematically coded responses, underscores a comprehensive and nuanced approach to mental health support that prioritises cultural sensitivity, personal empowerment, and community inclusion. A significant 20% of responses highlighted the empathy and understanding from staff, alongside the value of social support and networking, illustrating the service's strength in creating a supportive and empathetic environment. This is complemented by another 15% of responses each pointing to the importance of community inclusion and dedicated mental health support, indicating that these services not only address individual mental health needs but also foster a sense of belonging and participation within the community. Accessibility of services, language, and cultural sensitivity, each receiving 10% of the thematic focus, further reflect the service's commitment to being inclusive and responsive to the diverse backgrounds of its users. Personal empowerment also emerges as a key theme, with users feeling more enabled and confident in managing their mental health, showcasing the service's role in facilitating not just recovery but also resilience and self-advocacy among BAME individuals. Below are some selected quotes for each thematic code:

### Mental Health Support

Responses talk about the direct impact of the service on individuals' mental health, with users acknowledging the benefits of learning coping strategies and gaining insights into managing their mental health effectively. The quotes reflect appreciation for the knowledge and coping mechanisms acquired through the service, which have been instrumental in users' mental health journeys.

"Helped with my mental health."

"I have learnt a lot while attending the rethink group, on mental health and how to cope."

## Community Inclusion

Responses under this theme underscore the significance of feeling connected and actively participating in one's community. The service is praised for its role in fostering a sense of belonging among users, who value the opportunity to learn and contribute within a community setting, enhancing their sense of purpose and belonging.

"Helped me feel part of my community."

"learning together in the group and helping out to make a difference in the community."

## Social Support and Networking

The essence of the support network established through the service, offering hope, purpose, and a sense of belonging. Users value the supportive network that surrounds them, providing practical help and information, which is crucial for their mental health and wellbeing.

"The service has provided me with hope, peers, purpose and support."

"I have a supportive network around me that can offer help and give information."

## Language and Cultural Sensitivity

The importance of language and cultural understanding is evident in this theme, with users expressing satisfaction with services that are accessible in their native languages. This sensitivity ensures that users fully comprehend the support being offered, enhancing the effectiveness of the service.

"My key worker always ensures its translated in my language so I can properly understand what's being said and benefit."

"I am happy with the service I have a good key worker who understands my language and can support me whenever I'm unsure."

## Empathy and Understanding from Staff

Users highly value the empathy and understanding demonstrated by staff, noting the positive impact of having support workers who are responsive and empathetic. This approach contributes to a secure and supportive environment, crucial for users' mental health.

"My key worker is exceedingly responsive and shows empathy which I admire."

"It has helped to have a understanding and empathetic support worker. This makes me feel secure."

## Personal Empowerment

Responses indicate that the service plays a significant role in empowering users, enhancing their autonomy in support planning and boosting their confidence and self-esteem. This empowerment is a key factor in users' improved mental health and overall wellbeing.

"I have gained autonomy in my support planning and needs which has improved with my overall confidence and self-esteem."

"I really enjoy the support received from Rethink Sahayak, I have improved in self-esteem and confidence as my situation has improved."

## Accessibility of Services

The accessibility of services is highlighted as a critical aspect, with a call for the expansion of such services to reach more individuals, including the elderly. The personal connections formed with support workers, likened to familial relationships, underscore the importance of accessible and personal support.

"Need more services like this for elderly people like myself and my wife."

"very good...my support worker is like my sister to me, and the team at sahayak are like family to me."

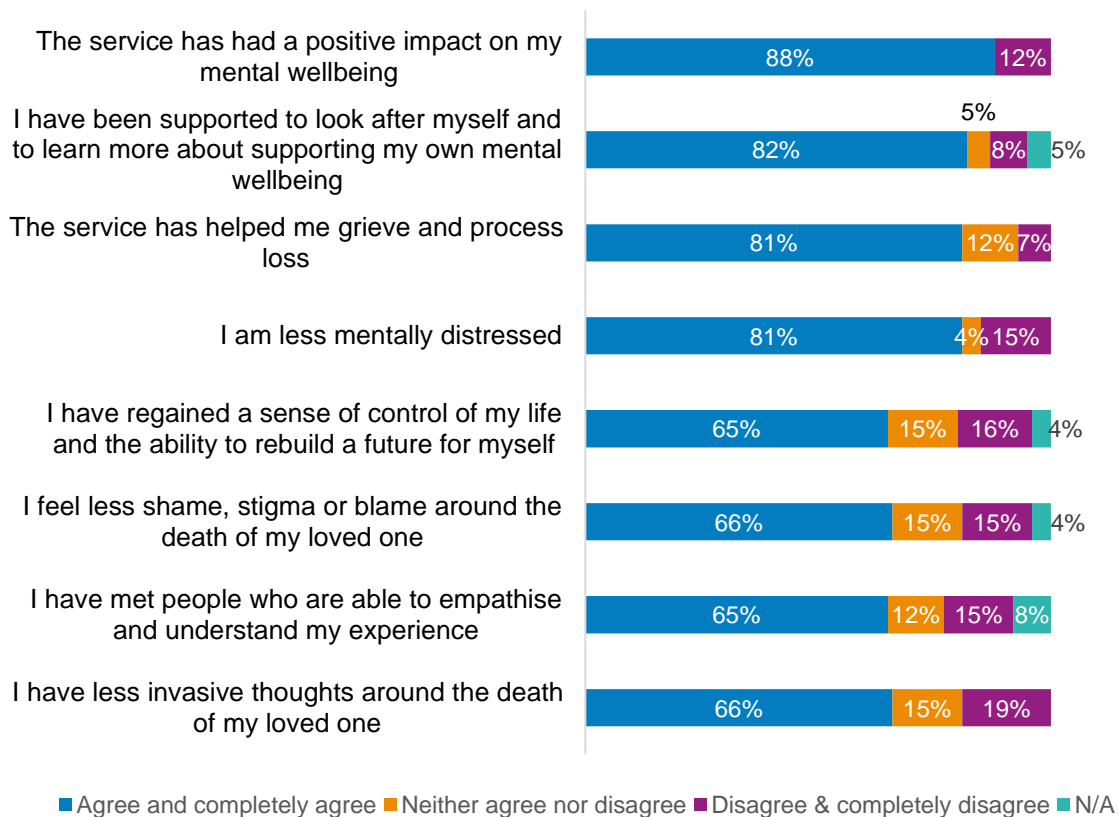
## Bereavement by Suicide Services

**Sample size : 26**

**About:** Rethink Mental Illness provides specialist support services for people who are bereaved by suicide. These services provide a range of practical and emotional support to help service users through their bereavement.

## Likert scale questions on impact of the service

### To what extent do you agree...



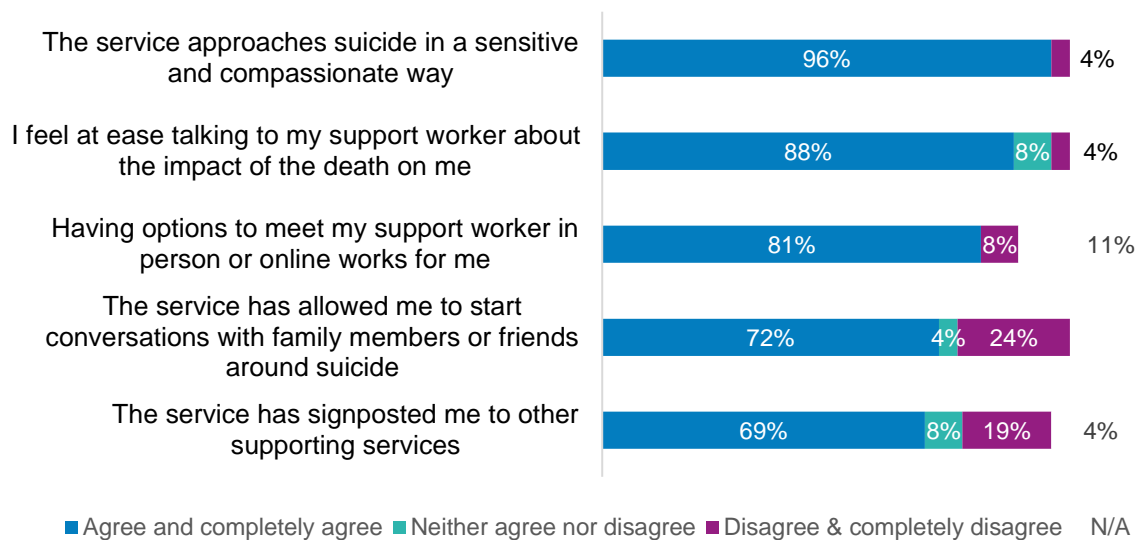
The bereavement by suicide service has evidently had a profoundly positive impact on its users, with a significant majority reporting improvements across various aspects of their mental and emotional wellbeing. Notably, 88% of respondents felt that the service had a positive impact on their mental wellbeing, underscoring the effectiveness of the support provided. Furthermore, 81% agreed that the service helped them grieve and process their loss, and an equal percentage acknowledged that they are less mentally distressed as a result of the support received. These figures highlight the crucial role the service plays in facilitating the healing process, offering a space where individuals can navigate their grief with understanding and empathy. The fact that 82% of users feel supported in looking after themselves and learning more about supporting their own mental wellbeing indicates the service's success in empowering individuals to take proactive steps towards their recovery.

On the other hand, the data also reveals areas of nuanced response, with a small percentage of participants expressing neutrality or disagreement regarding the service's impact. While 66% reported having fewer invasive thoughts around the death of their loved one and a similar percentage felt less shame, stigma, or blame, there remains a portion of users who have not experienced these changes to the same extent. This variance underscores the complex and highly individual nature of grief, particularly in the context of suicide, and suggests the need for ongoing

evaluation and adaptation of the service to meet diverse needs. Despite these challenges, the overwhelmingly positive feedback demonstrates the service's vital contribution to the wellbeing of those it serves, offering hope, understanding, and a pathway towards healing and rebuilding a future.

### Likert scale questions on impact of the service

#### To what extent do you agree...

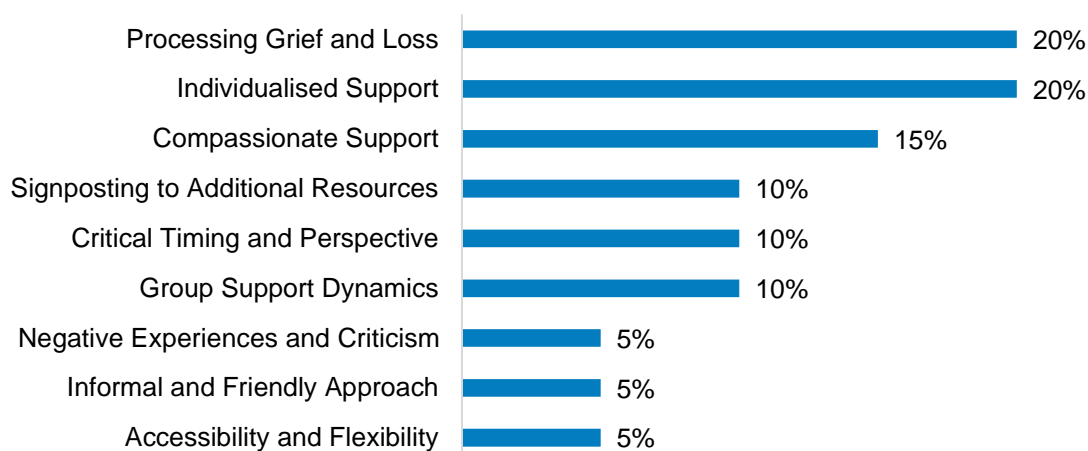


The bereavement by suicide service has evidently made a significant positive impact on its users, facilitating their journey through grief with a range of supportive measures. A notable 96% of respondents felt that the service approaches suicide in a sensitive and compassionate way, highlighting the care and understanding embedded in its operations. Additionally, the flexibility in support options, with 81% of users appreciating the ability to meet their support worker either in person or online, demonstrates the service's adaptability to individual preferences and needs, ensuring accessibility for all. The high level of comfort in discussing the impact of their loved one's death, as reported by 88% of participants, further underscores the trust and safety users feel within the service, crucial for effective support and healing.

Moreover, the service has played a pivotal role in broader aspects of users' lives, with 69% acknowledging that it has effectively signposted them to other supporting services, thereby extending the network of care available to them. Furthermore, 72% of respondents have been empowered to initiate conversations with family members or friends around the subject of suicide, indicating the service's success in breaking down barriers and fostering open dialogue around a traditionally stigmatised topic. These findings reflect the comprehensive approach of the bereavement by suicide service, not only addressing the immediate emotional and mental health needs of individuals but also equipping them with the tools and confidence to navigate their social environments and access further support, contributing to a holistic healing process.

## Overall experience of accessing bereavement by suicide services

### Thematic analysis of free text responses



The bereavement by suicide service has been instrumental in providing targeted support to individuals navigating the complex terrain of grief and loss, as evidenced by the thematic coding of free text responses. A significant portion of feedback, accounting for 20% each, highlights the value of individualised support and the facilitation of processing grief and loss, underscoring the service's ability to tailor its approach to meet the unique needs of each user and assist them in working through their emotions and experiences. Compassionate support was another key theme, with 15% of responses praising the empathy and understanding extended by the service, which has been crucial in creating a nurturing environment conducive to healing.

In terms of accessibility and flexibility, as well as the informal and friendly approach, both themes were noted by 5% of respondents, indicating that while these aspects are appreciated, they may represent areas for further development or emphasis. Similarly, negative experiences and criticism, also at 5%, suggest that while the service is highly valued, there is always room for improvement and responsiveness to user feedback. Group support dynamics and the critical timing and perspective of the support received, each accounting for 10% of the feedback, highlight the importance of community and timely intervention in the healing process. Additionally, the same percentage of responses acknowledged the service's effectiveness in signposting to additional resources, illustrating its role not only as a direct provider of support but also as a gateway to broader assistance. Below are some selected quotes for each thematic code:

#### Compassionate Support

The compassion and understanding provided by support workers are highly valued, offering a sense of empathy and connection.

"Compassionate and helpful. She gave me tools to deal with the death of my dad."

"Lisa has been amazing and caring."

## Group Support Dynamics

Group sessions provide a sense of community and shared experience, though logistical challenges can impact participation.

"A small group of 3 bereaved plus 3 support workers... I found the sessions helpful."

"The groups have been a big help to me. I no longer feel alone."

## Individualised Support

One-on-one support tailored to individual needs is crucial for navigating grief and undertaking practical tasks.

*"I have received one on one support which really helped me achieve tasks which I had stopped doing."*

*"My wonderful support worker is truly empathetic, insightful, completely reliable."*

## Accessibility and Flexibility

The ability to access support in flexible formats (in-person or online) is appreciated, though technical issues can be a barrier.

"Having options to meet my support worker in person or online works for me."

## Informal and Friendly Approach

An informal, friendly approach to counselling is preferred by some, offering a conversational space similar to talking with a friend.

"It was very informal and not like other counselling services... it was like talking to a friend."

## Critical Timing and Perspective

Support received during critical times provides valuable perspectives, helping individuals support their families and process their grief.

"It was at a critical time where I needed someone to talk to outside of my immediate family."

## **Signposting to Additional Resources**

Being directed to further support services is beneficial, enhancing the overall support network.

"My support worker was great and listened to me and was able to signpost me to other support."

## **Processing Grief and Loss**

The service plays a significant role in helping individuals process their grief and come to terms with their loss.

"The sessions have been invaluable at such a devastating time... The support offered by my support worker, Annabelle has been immense."

## **Negative Experiences and Criticism**

Some responses indicate dissatisfaction or unmet expectations regarding the support received.

**\*Trigger warning [suicidal themes]:** "Not at all let's all kill our self then they say we here for you"



## Conclusions and next steps

### Our Impact

This survey shows us that we are on our way to our mission, that people affected by severe mental illness have the best possible quality of life. 83% of service users agree that the support they received improved their quality of life and we have examples for all service types of the specific ways in which the support has improved domains of quality of life for service users.

### Better access to health and social care support

**72%** agreed 'I have access to the right support when I need it' – An "I" statement question answered by all respondents, regardless of service type accessed.

- **96%** of carers agree or completely agree with being supported to access appropriate information and accessing social care services they weren't previously aware of i.e. respite care.
- **85%** of supported accommodation residents noted its positive impact on mental health and wellbeing through better access to health and social care interventions.
- **85%** found the helpline service was accessible through various means of communication, improving access to telehealth interventions.
- **81%** and **80%** of supported accommodation and CQC residential residents, respectively, were in agreement on the ability to access external organisations for additional support while staying at their accommodation.

### Having a place to call home

**80%** agreed 'I have a place I can call home' - An "I" statement question answered by all respondents, regardless of service type accessed.

- For those accessing supported accommodation, **94%** of respondents agree or completely agree with the supportiveness and sensitivity of the staff in making them feel comfortable and secure while staying there.
- **91%** of CQC residential residents had a high level of satisfaction with personal living spaces.

## **Being supported into meaningful employment, education, training and volunteering opportunities, which enhances self worth**

**60%** agreed 'I have opportunities in my life to develop the way I want'. An "I" statement question answered by all respondents, regardless of service type accessed.

- **92%** of those accessing employment support services agreed the service was helping them look for competitive employment and listening to their employment preferences.
- **92%** agreement rate for the provision of ongoing, individual support while at work. This means service users are more likely to stay in employment or voluntary positions.
- From our BAME services, when thematically analysing set goals and progress, **52%** highlight the value placed on 'getting into work/volunteering' as a key part of their support received.
- From our community services, when thematically analysing set goals and progress, **15%** highlight the value placed on 'Employment and Education Achievements' from using the service.

## **Improved physical health**

**62%** agreed 'I am able to look after my physical health'. An "I" statement question answered by all respondents, regardless of service type accessed.

- **83%** of BAME service users agree that the service has improved both physical and mental wellbeing.
- **82%** of those accessing carers support services are in agreement the help has allowed them to have the time to improve their health and fitness.
- **25%** of supported accommodation responses, from thematically analysed free-text responses, said their progressed goals were being met on improving 'Health and Well-being'.

## **Developing and sustaining social connections that are meaningful to them**

**72%** agreed 'I have social connections that are meaningful to me' and **59%** agreed 'I have fulfilling personal relationships' – These are both "I" statement questions answered by all respondents, regardless of service type accessed.

- **77%** of respondents accessing community support services were in strong agreement/ agreement on the service's role in reducing feelings of social isolation.

- **76%** of respondents accessing crisis accommodation services were in strong agreement/ agreement that being being at the house helped alleviate feelings of social isolation and diminishing suicidal thoughts.
- From our CQC Residential and supported accommodation services, when thematically analysing set goals and progress, **15%** of responses for overall experience believe 'Social and Community Engagement' is a key part of their recovery, while **10%** in Supported Accommodation indicated the importance of social connections to them.

### **Not ending up in debt because of their mental illness, or becoming more unwell because of money problems**

- **57%** agreed 'I have enough money to meet my needs' - An "I" statement question answered by all respondents, regardless of service type accessed.

### **Areas for Improvement**

We've been able to identify some key areas where we think there is scope for improvement based on the feedback received in the survey. Some of these are specific to service types, and others are more general, or in relation to the survey itself.

#### **Service specific**

- There should be more focus on reducing social isolation and improving confidence for carers services.
- We should look to expand our activities offer in CQC regulated and supported accommodation services.
- There should be a greater focus on service users ultimately moving into independent accommodation in the future for CQC regulated services.
- We should focus on how helpline service users can be supported to more positive outcomes when they require more in depth support.
- We must ensure we are more strongly promoting anti-discrimination of people due to their mental illness in our employment services.

#### **General points**

- We should be improving level and variety of activities available to all service users.
- We must promote more co-production and involvement of service users in service development and improvement.
- We should consider areas of impact and best practice demonstrated by other services within the same respective area of service provision.

#### **In the Service User Experience Survey**

Through implementing the Service User Experience survey for over a year now, we have some key areas for improvement which we have learned.

### **Translations into the most common spoken languages**

We realise the survey is limited in its scope, regarding language, with the survey only available in the English language. We appreciate staff that have painstakingly translated surveys into English from the original language it was filled in with. We want to create both online and paper versions of the survey in the most commonly-spoken languages. This will be a future area of development by us to further increase the accessibility of the survey.

### **Increase reach and scope of service user experience survey**

There has been some confusion with the accessing the right survey for those using care navigation services. The majority of respondents are using the incorrect service path; this is partially our fault for not having enough depth within the first version of the published surveys; we intend to include the more nuanced and bespoke surveys, already creating surveys for physical health and outreach/crisis navigation workers.

### **Improving response rates**

To improve response rates, we need to address this twofold:

- Continue promoting and tailoring our service user experience survey to an expanding and ever-changing organisation.
- Working with services to target underrepresented groups in service use representation i.e. underrepresented ethnicities or religions, where possible.

### **AI-driven semantic analysis**

Continue to develop and refine our deployment of AI-driven semantic analysis in our analysis of service users' responses. This includes staying at the 'cutting-edge' of using software developments available to us while also being mindful and considerate of the ethical debate surrounding AI as a tool of analysis.

We are always seeking to improve and learn, and are open to more suggestions on how to improve the service user experience survey, so if you have any suggestions, please email: [glenn.raymond@rethink.org](mailto:glenn.raymond@rethink.org)



Leading the way to a better quality of life for everyone severely affected by mental illness.

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