

## Tees, Esk and Wear Valleys NHS FT briefing – May 2021

This briefing is a collation of feedback gathered by Healthwatch North Yorkshire since mid-2019. This is non-exhaustive due to how we record our intelligence, and it is likely this briefing does not include relevant data about TEWV's Community Mental Health Team (CMHT), but has not been labelled as a TEWV service – Healthwatch North Yorkshire will investigate methods of improving how we monitor intelligence relevant to TEWV in the future. However, there is little to suggest this would alter the general impression given from our collected intelligence.

This briefing summarises all pieces of feedback which we have been able to identify as relating to TEWV's services. The first set are for specific services run by TEWV, the second is data linked to TEWV in general, usually its CMHT and crisis helpline. The specific comments have not been analysed themselves, their presentation here is for the purpose of contributing to the wider analysis conducted by relevant stakeholders.

Notable is that we have received no positive feedback regarding TEWV's services – however this must be caveated that members of the public are far less likely to contact us simply to record positive experiences than to express frustrations and seek help in navigating services.

### Locations

TEWV runs a significant number of services around North Yorkshire and beyond. Collating feedback regarding specific services has been hampered by a lack of an exhaustive (or exclusive) list of services run by TEWV.<sup>1</sup> Despite this, we have been able to identify the relevant pieces of feedback regarding specific locations:

- September, 2020: Appointments with Elis Centre are infrequent, appointments cancelled 'very last minute' and rearranged for month later. No appointment for 3 months, no communication, explanation, or apology. Complained to PALS and then discharged to GP. Tried to speak with Elis Centre, "but they do not want to know."
- July, 2020: Rude staff, and told they're stressed by Elis Centre, after mental health crisis and suicide attempt, diagnosis of BPD.
- July, 2020: Caller saying medication given out too readily, at Elis Centre.
- June, 2020: Elis Centre 'rubbish at recognising complex needs', and 'downplayed' illness – according to member of public.
- June, 2020: Person complaining that they have not been involved in the decisions concerning their loved one, who was about to enter The Orchards.
- May, 2020: Person had been suffering, called Worsley Court, but heard nothing back 'what they have come to expect of Worsley Court'.
- November, 2019: Elis Centre took a year to refuse someone's referral. Had a 2nd referral, called and the receptionist was rude and abrupt.
- October, 2019: West Park Hospital Person's relative is receiving inpatient mental health care. They feel that they are not being included in the triangle of care and common sense confidentiality is not being applied. They feel that they are not being treated respectfully by staff They say they have complained through PALS but have yet to hear from them.
- October, 2019: West Park Hospital, someone's son went in for 11 weeks and the family say they have had no contact with him or information during this. Son said not want to share with family, family member concerned they're unable to consent to such.

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<sup>1</sup> TEWV's website lists services across the regions it covers beyond those it operates itself (non-exclusive), whilst the CQC does not list all services TEWV operates (non-exhaustive).

## General

We have received slightly more feedback regarding services will less of a fixed location provided by TEWV, such as CMHT and IAPT (Improving Access to Psychological Therapies).

- February, 2021: Caller asking for help to make complaint about CMHT at Friarage Hospital; feels lied to by manager, after being told reallocated to different staff worker, subsequently anxiety increased.
- February, 2021: Caller asking for help contacting CMHT in Scarborough as no response when calling.
- February, 2021: Concern that beds are being reduced.
- July, 2020: Person feels bounce about by services.
- June, 2020: Someone saying IAPT referrals taking long time due to COVID.
- May, 2020: Someone called mental health but said not supportive.
- May, 2020: A report that appointments erratic (prior to COVID)
- April, 2020: CMTH not supportive of family.
- April, 2020: Someone reporting that their letter from CMHT services felt corporate and impersonal. Would have liked something which was more human and compassionate, that showed the services care and expressed that they know things are tough.
- April, 2020: Another saying felt unsupported by the team that provides help for care.
- April, 2020: TEWV CMHT were very slow to get in contact.
- December, 2019: 21-weeks for IAPT appointments.
- October, 2019: Long waiting times for CMHT.
- May, 2019: Person saying they were discharged from CMHT with little warning, no advice or signposting, having been in CMHT care for 18 years (across different trusts).
- July, 2019: 3 (different) people saying difficult to get support.
- June, 2019: One concern about closing of beds, another that prioritising short term interventions.

## Potential feedback\*

To increase coverage, we also include feedback about CMHT which has not been directly linked to TEWV in our database. TEWV provides the CMHT service covering most, but not all, of North Yorkshire. Not all intelligence we gather contains enough detail for us to be able to allocate it to a location. Therefore, some of the below intelligence may be for CMHT services provided by other organisations.

- March, 2021: Comment that mature and experienced staff have left, difficult to get support, minimal support since end of 2019.
- March, 2021: Called mental health worker about son's support after hearing nothing for 4 weeks. Worker said spoken with the son, but the son and parent have no recollection of this. Feel unfair to be told son needs to participate or lose support when they feel mental health worker does not make the effort.
- December 2020: Person said mental health appointment low quality and very long waiting list to be seen by mental health team.
- October 2020: Person experiencing regular suicidal thoughts, called crisis team but felt judged by the representatives and do not feel heard.