

Relocating Mental Health Services (Focus House) Consultation feedback

Key findings

Overview

- The consultation ran for six weeks, from 19/11/2018 to 28/12/18 and had 19 responses, of which the largest majority were Focus House staff (31.6%) or residents (26.3%)

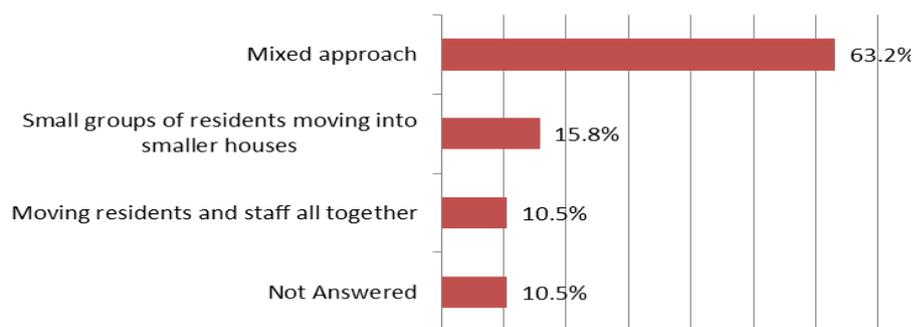
| Q1 | Number of response's | % |
|---|----------------------|-------|
| I work in the Focus House service | 6 | 31.6 |
| I currently live at 14 or 16 Castle Crescent | 5 | 26.3 |
| Other stakeholder (health, voluntary organisation, etc) | 4 | 21.1 |
| I am a Reading resident | 3 | 15.8 |
| I currently receive support from Focus House staff but do not live at either 14 or 16 Castle Crescent | 1 | 5.3 |
| Grand Total | 19 | 100.0 |

- 84.2%** of responses agreed that the council should continually improve its services and make better use of its resources (16), with none disagreeing¹.
- 89.5%** agreed with the Council's longer-term vision to keep and extend the services delivered by Focus House staff for people with mental health needs (17)²
- 78.9%** agreed with co-locating (or placing within the convenient access) Focus House services with other mental wellness activities and support³
- 84% agreed** with the approach to work more closely with other organisations to provide additional services to support 'mental wellness' (16)⁴

Model of service - options

- The largest majority of respondents favoured a mixed approach of service delivery (63.2% or 12 respondents). The mixed model would enable some residents to move together and continue receiving additional support from staff in a new location, and others to move into smaller, supported living accommodation. The service would look to expand or provide convenient access to mental wellness activities from its new location, to support residents and build independence.

Options considered



¹ 2 responses neither agreed or disagreed and one did not answer.

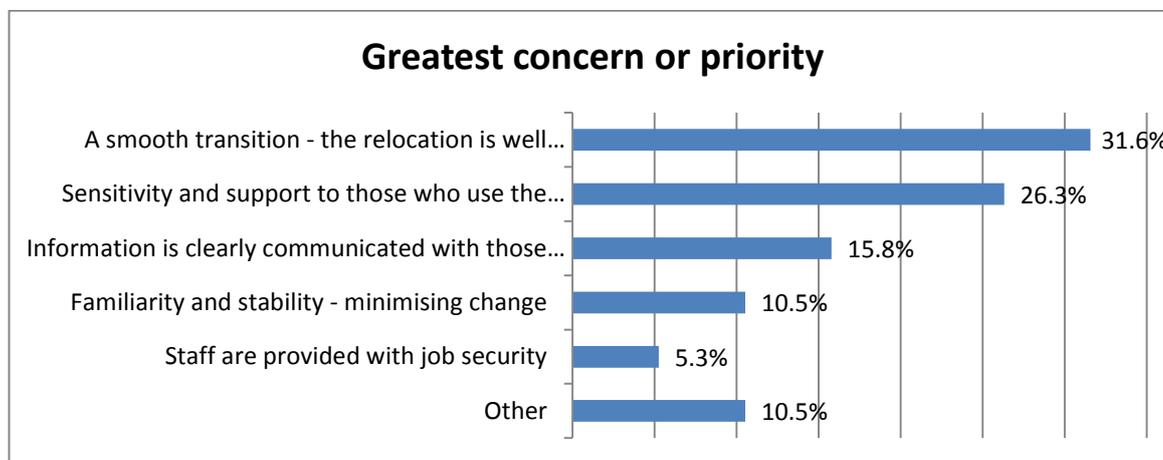
² 2 responses neither agreed or disagreed

³ 3 responses neither agreed or disagreed and one disagreed

⁴ 2 disagreed, 1 neither agreed or disagreed

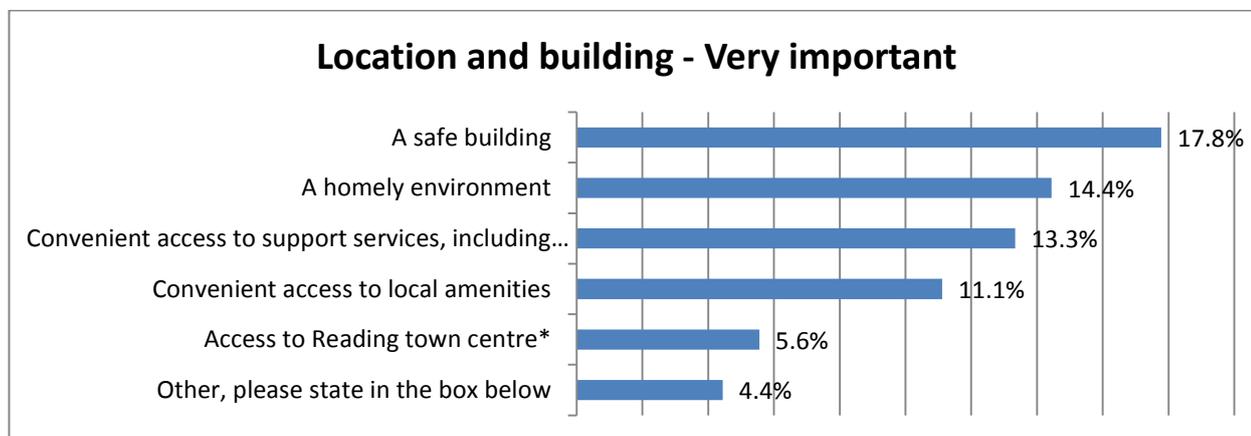
Greatest concern or priority

- The largest proportion felt that a smooth transition was the biggest priority regarding a move (31.6% or six respondents). There were four additional priorities mentioned under 'other' which included: a suitable premise, a suitable location (e.g. private and secure), providing help to more people with mental health needs in Reading, and the continued safety of residents and the community.



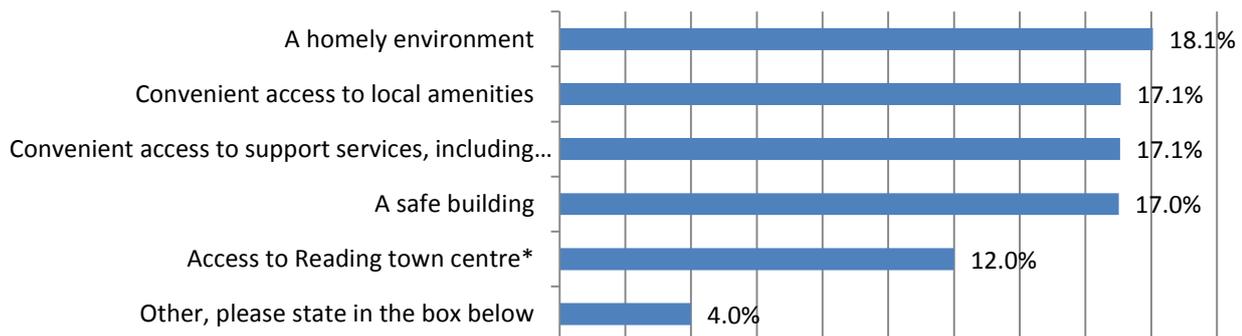
Location and building

- The top three priorities in terms of the location and building for Focus House services were: A safe building (17.8%), a homely environment (14.4%) and convenient access to support services, including other health and mental health services (13.3%).
- Four 'other' priorities were also stated in relation to the location and building, which included: indoor exercise space, ensuring that facilities are available to all who need it, facilitating healthy relationships, and good quality building which is well maintained.



- When combining very important / important priorities, priorities became of more equal weighting, with the top 3 priorities 'a homely environment' (18.1%), convenient access to local amenities (17.1%) and convenient access to support services (17.1%).
- Access to Reading town centre was the lowest priority in both cases, with a 5.6% rating of 'very important' and a 12% rating as 'important', as well as one person rating it as 'very unimportant'.

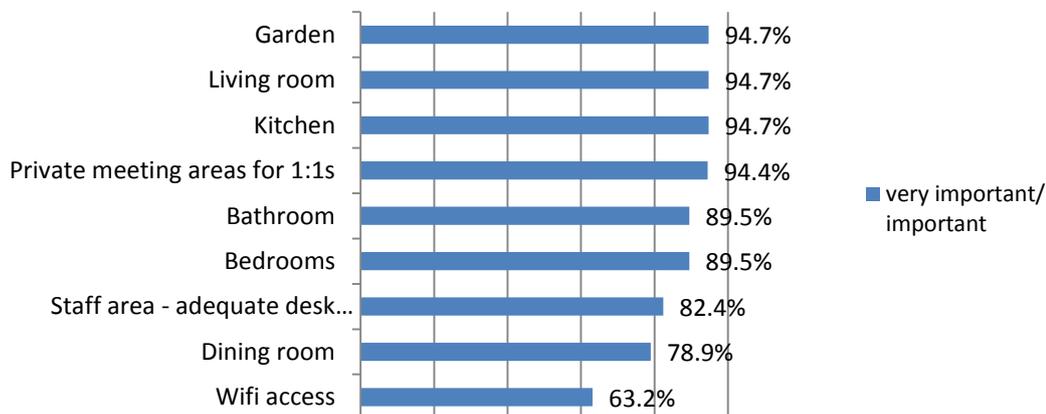
Location and building: Very Important/ important



Facilities

- The top three priorities in terms of facilities within the building for Focus House services, were: garden, living room, and kitchen (94.7% rated very important/ important for all). Wifi access was seen as the least important of those listed.
- Five other suggestions were put forward, which were all rated as ‘very important’, which were:
 - Adequate space (separate from the living quarters) to run therapeutic activities and provide support to people from outside of Focus House
 - Covered smoking area
 - Adequate storage space e.g. cleaning cupboard, cloak room
 - The important thing is the relationships between all of those using the above
 - A good quality sensory room, where appropriate

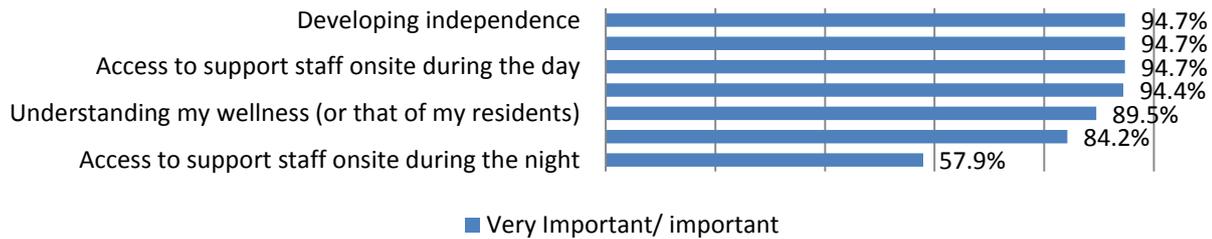
Q9 Thinking about the facilities within the building, how important are the following?



Service

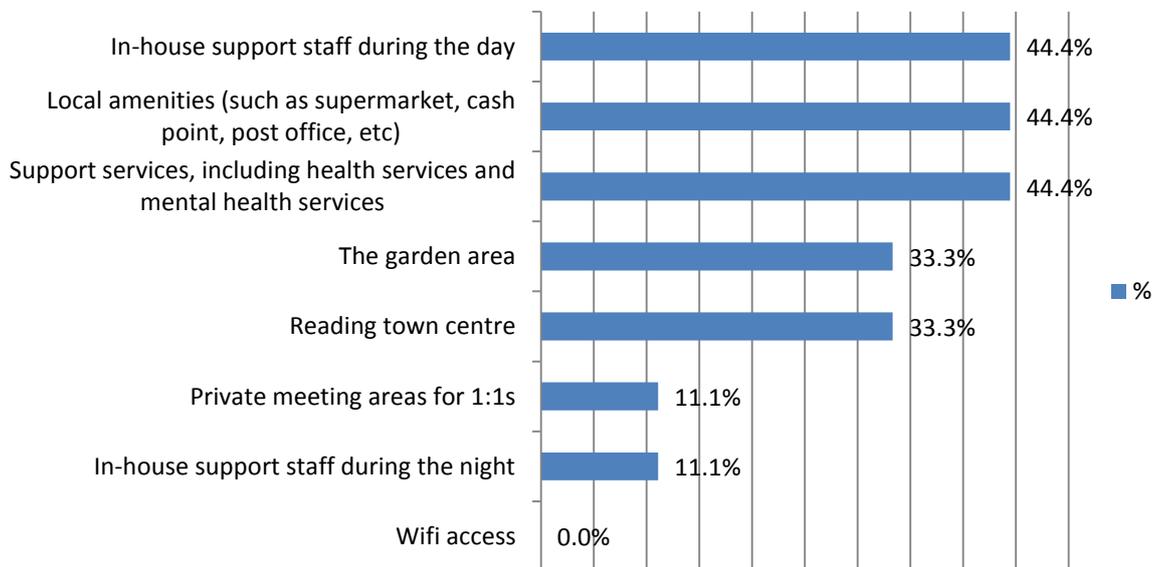
- The top three priorities in terms of the Focus House service were: Developing independence, socialising with other residents and having peer support, and access to support staff onsite during the day (94.7% rated very important/ important for all).
- Access to support staff during the night was seen as the least important of those rated.
- Four other suggestions were put forward, which were all rated as ‘very important’, two of these were around developing independence, the others were: access to staff and transport, and developing the right relationship between staff and residents.

Q10 Thinking about the service itself, how important are the following?



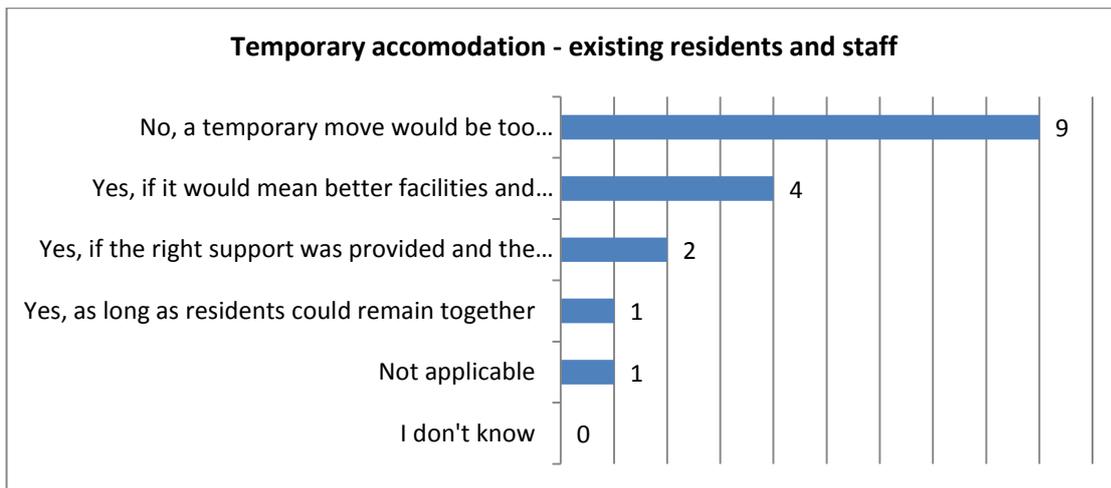
- Use of the service - A total of nine residents from 14 or 16 Castle Crescent responded to the consultation in terms of frequency in using the service. The majority of these respondents identified the services that they use every day, with only a couple of these services used less frequently, if at all. Over 50% said that these services were not applicable to them or that they didn't know how often they used them.
- Daily usage - Four of the nine respondents (44.4%) said they utilised daily access to Focus House staff during the day, local amenities, and other support services. Three out of the nine (33%) used the garden area and went into Reading Town Centre daily. Only one resident utilised in-house support during the night on a daily basis and one resident also had one-to-one meetings with staff on a daily basis.
- Weekly access - Three respondents said they had one-to-ones with staff between once and 3 times a week, one respondent said that they used Reading town centre 2 to 3 times a week, one respondent said they used the garden 2 to 3 times a week, and one-to-ones with staff, between once and three times a week,
- Monthly access - One resident said they used the night service once a month.

Residents of 14 and 16 Castle Crescent: Daily usage of services



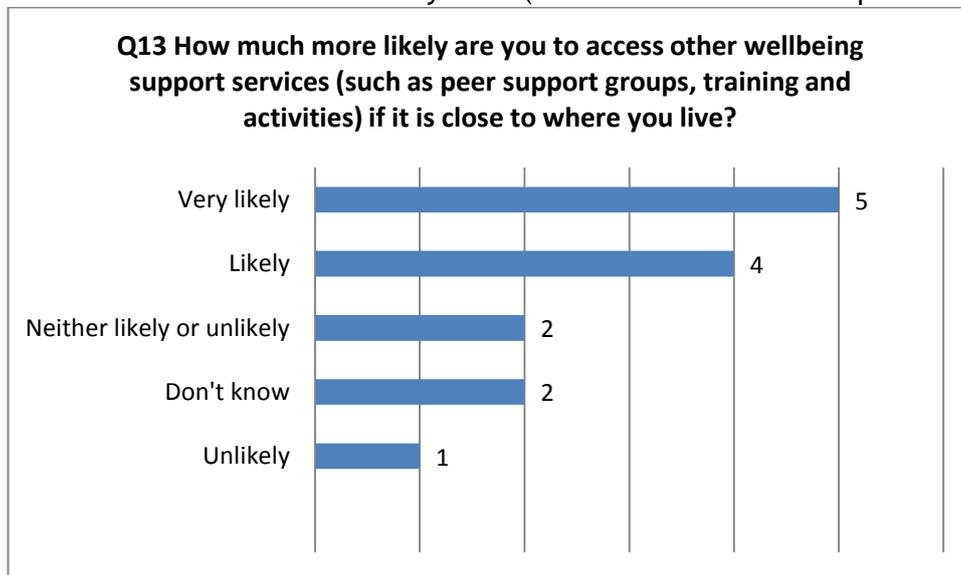
Temporary accommodation

- A total of 17 respondents expressed their views in consideration of a temporary move, with the majority (53%) saying that a temporary move would be too unsettling and stressful for existing residents. However, seven respondents (41%) said that they would consider a temporary move.



Other support services for mental wellness

- 64% said that they would be more likely to access other wellbeing support services if they were close to where they lived (9 out of a total of 14 respondees).



Additional feedback, concerns and suggestions

- A number of additional comments were received, the majority of which reiterated the priorities within the consultation. For instance, the importance of sourcing the right premise which is safe and within convenient access to local amenities and transport links and the importance of ensuring a smooth transition for residents and staff. There were also some comments in support of both the proposal to help futureproof the service and the service itself.
- There were also some additional suggestions, for instance:
 - Better utilising existing staff by supporting more people with mental health needs - through additional properties for supported living.
 - Working to improve social housing in Reading to help residents who are ready to move into the community
 - The potential to work more closely with the Recovery College and to increase uptake of the Recovery College by Focus House residents. For instance, running courses such as WRAP from the mental wellness hub and incorporating them into the Recovery College prospectus.
 - The importance of maintaining a professional relationship and service between staff and residents.
 - Managing the move

- Use the mental health recovery star when assessing individual needs, to identify those who would be at most risk with these changes.
- Work closely with staff on the options available and future requirements for the service
- Allow additional one to one time with residents and staff

Equalities monitoring

16 of the 19 respondents answered the majority of the questions to monitor equality and diversity⁵.

- Gender - 53% of respondees said they were male (9), 47% female (8)
- Age - 82% of respondees were aged between 45 - 64 (13), 13% were aged 65-74 (2), 6% were between 35-44 (1).
- Disability - 56% of respondees said they did not have a disability, long-term illness or health problem (12 months or more) which limits their daily activities (9), 44% said that they did have a disability (7)
- Ethnicity - 88% of respondees said that they were White-British (14), 6% said they were Asian or Asian British - Pakistani (1) and 6% said that they were White - Any other White (1)⁶.
- Religion or belief - 38% of respondees said that they were of no religion (6), 31% said they were Christian (5), 19% preferred not to say (3), 6% said they were Muslim (1) and 6% identified themselves as 'other' (1) which was specified as a Quaker.
- Sexual Orientation - 82% of respondees said they were heterosexual/ straight (14), 6% said they were gay or lesbian (1), 11% preferred not to say (2)

⁵ 2 respondees didn't answer any of the questions on equalities, but one respondee answered two of the questions.

⁶ 'Any other White' was specified as 'Descended directly from King Malcolm interred in the Abbey (Reading) the rightful King of England.