

**Liverpool
Care Matters**

healthwatch
Liverpool

**Crown Street Hub
Report
January 2019**



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Introduction

As part of our Liverpool Care Matters project we were asked by Liverpool City Council (who commission social care and support services in Liverpool) to gather the experiences of people using Crown Street Hub and explore its role in their life and wellbeing.

In June 2018, we began visiting Crown Street Hub to speak to people accessing the services there. We wanted to get a better idea about what it feels like to use Crown Street and what part it plays in the lives and wellbeing of those service users. We were also interested in hearing about other activities or services that people access to help keep them well.

We would like to thank all of those who helped with this project. In particular we'd like to thank the service users who took the time to share their experiences with us.

Outline of Crown Street and Parthenon services

Crown Street Hub is a Mental Health Resource Centre run by Liverpool Social Services for people living within the Liverpool City area.

Crown Street Hub provides short term services to enable people to move forward with their mental health recovery. They work in partnership with people's care coordinator (Social worker / Psychiatrist/psychiatric nurse/ doctor).

There are currently two aspects to support provided by Crown Street Hub. Those programmes based within the Hub itself, and support based in the community (often referred to as Community Support Team or CST) where the service user can be supported directly from their home environment or from pre-arranged meeting points within the city.

Individual service users can access:

- At the hub, people will be able to access specific programmes and interventions in order to enhance their recovery, independence and wellbeing.
- They have the opportunity to meet other people who have lived experience and socialise with them in a 'Safe Space'.
- They have one to one support from a Community Support Worker (Key Worker).
- There are programmes of various activities (therapeutic, creative and skills building)

Since Crown Street first opened much has changed in mental health support services. Then, much provision in Liverpool and around the country was as day centres, where people typically attended for multiple days during the week, often for long periods of time. Over time, the focus around mental health support has moved to one of "recovery" and "inclusion", with more of an emphasis on helping people develop or regain independence skills and improve their quality of life. More importance also began to be placed on the value of mutual or peer support and building on people's strengths and capacities.

Recovery - In mental health, recovery does not always refer to the process of complete recovery from a mental health problem in the way that we may recover from a physical health problem. For many people, the concept of recovery is about staying in control of their life despite experiencing a mental health problem. Putting recovery into action means focusing care on supporting recovery and building the resilience of people with mental health problems, not just on treating or managing their symptoms.

Liverpool's mental health provision went through similar changes as elsewhere in the country, and the amount of day provision provided by the council was reduced. Now, more people with mental health issues are supported by voluntary sector services than by services provided in-house by the council of which only Crown Street and the smaller Parthenon Drive service remain.

Crown Street reopened in July 2016 as a mental health hub following a £1.2 million pound refurbishment with a café, an outdoor growing space and a range of attractive meeting spaces and activity rooms.

How we collected the data

We conducted one-to-one semi-structured interviews (9 at Crown Street Hub and 5 at Parthenon), one focus group of about 15 people at Crown Street Hub, and delivered surveys to both Crown Street Hub and Parthenon service users. We received 24 surveys back from Crown Street Hub (14 long-term and 7 short-term self-identified users, others were unsure if they were long-term or short-term) and 8 from service users at Parthenon. One of the service users in the focus group self-identified as a short-term service user but said that they had been a service user since 05/01/18. Another said they had been a service user for a year and identified as a long-term service user.

Questions that were asked in the one-to-one interviews and at the focus group can be found in Appendix A and those asked in the surveys for Crown Street and Parthenon service users can be found in Appendix B and C respectively.

Additionally, we reached out to referrers to both sites, however only two gave us feedback, one via email and another via phone. The questions that referrers were asked can be seen in Appendix D.

Themes identified from feedback

The service users' safe place

The word 'safe' was brought up often when describing how Crown Street Hub and Parthenon made the service users (both long-term and short-term) feel. Many talked about how isolating their mental illness was and how it had affected their independence in their personal lives, further showing how important being able to come to Crown Street was to them:

"It's quite isolating, I can't go on buses anymore, my mum and dad have to do shopping for me now because I can't handle the shops, this was my safe place"

"It got to a point where my brother had to make me go out and get the milk because I was too afraid to leave the house."

The building and grounds of Crown Street

As Crown Street and Parthenon are on two different sites, service users' experience of the facilities, activities and numbers of people were distinctly different. For example, some service users at Parthenon felt that the facilities were not as nice as previous services they had used:

"It's worse than Unicorn, the service I used to go to before but it closed. Unicorn was great, it was very big, there were a lot of seats, you could watch TV, play pool. There was a kitchen area, they did courses on computers. There were a lot more activities at Unicorn. There were more people there too."

Whereas people commented on and were more positive about the physical atmosphere, facilities and grounds of Crown Street:

"The ambience here - the other places I've been to aren't as nice as here. It's a nice place to sit and have a meal."

"The whole ethos was so incredible when I came here, the grounds are very open and the people here are skilled at what they do"

"I was quite happy at South Drive but it got shut down and we moved here. One good thing here that is different is that it has its own grounds and its own garden and it is spread out and spacious and South Drive was just a house"

However, both service users from Crown Street as well as Parthenon felt that coming to a non-public building meant they did not have to fear judgment from the general public if they were having a bad day with their mental health. One of the referrers who spoke to us echoed this:

"Crown Street provides us with an opportunity to refer our patients to a warm and welcoming environment to slowly build up their confidence outside of their comfort zone. The staff and volunteers there create an atmosphere of kindness, community and acceptance which are not found in more public venues, which makes the experience far less intimidating for the people we refer."

Building friendships and trusting relationships

People also attributed this safe feeling to being in an environment where they felt understood and accepted, and did not have to worry about being judged by either staff or other service users. It was apparent that being around 'like-minded people' going through similar struggles to them, and feeling part of a group, greatly added to their feelings of security and trust:

"I have been able to build friendships with like-minded people who know what it is like."

"They really helped me here and absolutely changed my life. I know so many people that feel the same, when I talk to my friends they say the same thing here. There is contentment in seeing the same people every day of the week, or nearly every day and being part of a group that knows you and you feel safe and secure."

"It's a place where I am accepted even though I have a mental health disorder, that I am accepted is probably the thing I value the most. Most of my friends are from Crown Street, we understand each other."

"It is good for me because I can interact with people here because they are on the same wavelength"

Improving mood, maintaining mental health and building confidence

Many said that although they felt their mental illnesses can't be cured, coming to Crown Street had been instrumental in improving and maintaining their mental health:

"I take medication three times a day and coming here has helped with my psychosis, I don't have as many voices, I just need to keep taking my meds as it can't be cured but it can be helped."

"It keeps you occupied and helps you take your mind off things. I get depressed so this helps me focus on something else, like I come in for the discussion groups."

The service provided them with structure, stability and routine in their day or week, which they felt they were otherwise unable to create for themselves (due to numerous reasons such as the nature of their mental illness). It was also seen as an opportunity for service users to live a fuller life and not be defined or restricted by their condition.

Service users reported that attending Crown Street gives them a sense of purpose and motivates them to get out of the house due to the variety of activities on offer and the relationships they have there. This also gives service users a break from being at home and left alone with their thoughts, which many people we spoke to said negatively affects their mood and increases feelings of isolation.

"It's the structure, getting out of the house, it reduces isolation. When you feel low by yourself at home, you think no-one feels as shit as you. It really helps to come here."

"It gets me out of the house, it breaks my time down."

"Coming here changes the scenery for me, during the weekend I can't wait for Monday to come."

“I don’t want to end up walking round town like a zombie again. I come here to get out of the house...I don’t want to just be walking around town again with nowhere to go. When I come here, I’m getting out of the house.”

“It gets me out of the house to do something worthwhile.”

“It is just such a friendly place and it helps the day pass and I feel I have achieved something at the end of each day when I go home and think about the day, rather than just staying at home.”

“Life wasn’t as full back then as it is now, I am doing better things now than I was back then.”

“It gives structure to my day and otherwise I just stay in the house unless I have to go to the shops.”

“If I didn’t come here I would be stuck in my room listening out for noises and looking out of my window.”

“At the weekends I look forward to Monday and meeting people and the music and getting out the house. Otherwise I would just be staring at the walls.”

Almost all service users talked about how approachable and friendly the staff were, and described their key workers as fantastic and helpful. As some service users had been accessing Crown Street for a long time, strong relationships had been built between fellow service users and staff. A few talked about how they felt the staff knew them well enough to see when their mental health was starting to decline and were able to intervene before it got worse:

“People have relapses time after time, here it’s pre-empted. It’s the bond between us, that understanding of each other that we share, everyone recognises it.”

“In the last XXX years I have only had one admission to hospital, I think it is because lots of the time the staff can see my symptoms coming up and intervene. It’s played a massive part in me not having a break down and given me better perspective of myself and my illness.”

“It has provided me with the confidence to be more myself and give me the platform to help cope with my issues. And when I’m feeling low, stressed, the staff are quick to spot when you are feeling low and are there to help.”

“If I didn’t go to Parthenon I would end up back in hospital and I like the staff, and the service users that go don’t question me about my problems and illness.”

Another thing that was greatly appreciated was the security in knowing that even if their key-worker was unavailable that they would be able to talk to another member of staff, especially in a time of crisis:

“Just having staff here when you really need to talk, even if your key worker isn’t here someone will jump in and will look after you. You can also ring them up.” (Service users from Crown Street)

This sense of familiarity and reliability of staff seems to have reinforced and further contributed to the sense of security attached to the service and buildings, especially for those whose mental health issues make change difficult to adjust to:

“I did try going to the Life Rooms but I didn’t feel comfortable, it was a different setting and a different part of the city for me which is an issue for me”

Many talked about how the service had helped them improve their social skills and had given them the opportunity to also learn additional skills which had improved their confidence. Again, this was seen as instrumental to coping with their mental illnesses:

“I take my medications and then I come here all day, I come to the discussion sessions, the music and so on so I am getting better rather than getting worse. I just finished a computer course with the laptops (like tablets) but the man left now, it was only 6 weeks. The activities are marvellous.”

“Things I have learnt here have helped me not only with my mental health but with my quality of life. I have learned so much here, it has given me the confidence to go to a museum or a walking group or just ramble in the countryside. The engagement is great.”

“I never started conversations I just used to sit in the corner, but now if I see someone is not ok I can go up to them and ask if they are alright, everyone helps everyone here.”

“It makes life more interesting. I’m learning new skills. Things have improved over time, I’ve learned to action things- voice my opinion, write songs. I always need Crown Street, they are there for my troubles.”

“Just being able to meet and mix with people, I am actually even acting now. The first 3 weeks I didn’t talk to anyone and just sat in the corner that is how shy I was. And then it just took one person asking me to play pool and I couldn’t ignore them and it all snowballed from there. I actually have staff that remember me from then saying XXX I miss when you didn’t talk because you never shut up now!”

For some, accessing the service had built their confidence so much so that they were able to do things they did not think they were capable of. For example, one service user talked about how they now run a group that they used to attend:

“I used to go to *** (a voluntary sector community service) and they run a creative writing course. And now I even run a group for creative writing and poem writing! And they really seemed to enjoy it and I enjoyed it, it felt really good to do that. I couldn’t believe I ran a course.”

Protection from isolation

Although both the referrers we spoke to were of the opinion that the service promoted and enabled service users to re-integrate back into the wider community:

“This also serves to provide a stepping stone for our patients to integrate from the *** (referrer’s service), to Crown Street with a view to finding the confidence to re-integrate back into the community in general.”

It was apparent from the feedback from the service users that for many, this was not the case. Although many expressed that the service had helped them connect and interact with people, for most this seemed restricted to other service users and staff at Crown Street or Parthenon.

There were some that described that learning how to interact with people at Crown Street had helped them with their personal relationships:

“Coming here has also helped with my relationship with my dad and I am able to talk to him now and about other things.”

However, there were very few, if any, that spoke about having developed new friendships outside of the service. Nevertheless, the crucial role that the service plays in protecting these service users from social isolation was evident:

“When I don’t come here I’m isolated at home.”

“I wanted to say that Crown Street is a very important part of my life and other people’s lives that come here. It is a special place, it is really important that we have this service because otherwise we would be left on our own.”

“I am able to talk to people, I have friends, I was lonely and stuck in the house 24/7 and never went out. I have developed friendships here.”

“I like to come in because then I see people, otherwise I don’t see people. And we go to the pub together sometimes. We go out for a meal about 3 times a week otherwise I am in my apartment and I just have a microwave meal.”

“I don’t really have outside friends”

“I only have connections with my family so this is the only outside interactions and routine I get. So it is so good for my social isolation”

“I have got family but not really friends outside of Crown Street...”

What keeps you coming to Crown Street rather than other services?

We asked service users at Crown Street and Parthenon what keeps them coming to these services rather than any others. As mentioned, many service users talked about the positive relationships they have developed with staff and other service users which have given them a sense of safety, comfort and in some cases being part of a family, which they haven't found elsewhere. The above themes have illustrated the different aspects of the service that has contributed to this and how they are all connected.

There were additional issues discussed that the service users felt were barriers to them accessing other services the way they do Crown Street and Parthenon.

Familiarity and Location

As previously discussed, people valued the familiarity of Crown Street: knowing the location, the staff and other service users provides a sense of comfort and stability, that people particularly value during times of worsened mental health. Many expressed that they did not feel as comfortable when they had accessed another service. For some, the unfamiliarity of other services was a major barrier to accessing them.

"I find meeting new people very nerve-racking"

Others that had accessed different services while at Crown Street described them as being not as welcoming, uncomfortable and that other service users were 'cliquey'. Although some did reflect that these feelings could again be linked to their mental health issues (e.g paranoia, anxious being in new settings), it is understandable why they were hesitant to access services outside of Crown Street.

"I did try going to the Life Rooms but I didn't feel comfortable, it was a different setting and a different part of the city for me which is an issue for me, I told my key worker."

"I have not tried other services because of my XXX (condition) I stick to the same activities and routine, I don't like new places or to try new things."

"The (Life Rooms course) I managed to get on was the Anxiety Management. It was ok but it was all new people, I didn't know anyone, so I found that nerve wracking. I know the people and the staff here so you know when they are joking or not, whereas with the people there I didn't know, so it was different experience."

"I am familiar with the staff, service users and the Crown Hub. I feel comfortable at the Crown Hub. My friends attend the Crown Hub. It is not too far to travel to"

In addition, the location of the services is also important. Crown Street and Parthenon are local and easy to get to for many service users, whereas other services may be further away and more difficult or expensive to travel to. However, some mentioned that they prefer to travel outside of their local area as they would prefer more anonymity in accessing the service.

"I used to go to Unicorn. I don't use other services. I don't want to go where I live because I don't want people knowing my business. I come here because everyone has got something wrong with them like me"

Lack of availability of alternative options

A number of services users said they were unaware of any alternative service options and assumed their key worker would encourage them to use them if there were:

“Not that I know of, I haven’t been told but if I think there was then my key worker would tell me and help me apply.”

Even though there are other services that have availability around Liverpool that offer similar activities, these are operated differently. For example, The Umbrella centre run by PSS offers psychoeducational and therapeutic activities for people experiencing anxiety and depression, however service users can only access the service within the activity times. This prevents service users from being able to use these services as a safe environment to socialise and use as a day centre as the Crown Street and Parthenon service users seem to do at present.

“It’s also local here, and it is a chilled out group even if nothing is on you can just spend time with people. Or even if it is not a hard course like art it is just something that can occupy your mind.”

“Some days I might not feel up to activities but I will come in even if it’s just for half a day, just so I know I have gotten out the house”

“Crown Street also offer a lot of familiarity and stability, I trust them, even if a group is not running and I come in they will make sure I am occupied. I feel safe. Some days I really don’t feel up to it but I force myself to come just to get out the house and if I go into the sessions and if feel I can’t cope or focus, I also suffer from migraines and epilepsy, then I come out and just have a drink or socialise, I know someone will come make sure I am ok.”

In addition to this, service users have key-workers at Crown Street that not all (if any to our knowledge) other services offer. The uniqueness in how Crown Street operates seems to add to the perception that there is no direct equivalent to this service. This would also explain why service users (especially long-term) feel so dependant and reliant on this service, and are reluctant to access other services instead of Crown Street.

Due to the nature of mental illness (individuals can go through periods of being well and then unwell), long-term service users saw the service as a ‘safety-net’ which they did not want to lose as they did not feel empowered enough to be totally independent.

“I want to keep coming as long as I need it, but I know I need to make improvements on my own. Things would be terrible if I didn’t have the centre.”

We were told by some service users that they sometimes felt pressure to become more independent from the service before they felt ready to and had worries about the impact this would have on them:

“I worked in mental health before, I worked with three patients who committed suicide and it was because they were getting pushed and pushed to be more independent. And they trust the professionals, they will just go along with it. But that isolation and reduction in services is what damages people. To witness that was terrifying.”

Referrers to the service had similar concerns especially with regards to the short-term service users:

“My only criticism of the service is unfortunately not within their control as far as I am aware. Due to recent structural changes they have had to instate a 12 week time limit to their service. I believe for many of the people I refer it takes a long time for them to establish themselves and grow in confidence and that having a set cut off point can be very limiting. Whilst I am not advocating for an ‘unlimited service’ I believe that more flexibility would be in service users’ interests.” (Referrer 1)

“12 to 16 weeks is perhaps too short for people to build their confidence and become integrated back into society but I have heard of service users benefiting greatly even in that time frame in terms of confidence and social integration. 6 months would be the ideal length of time people could be allowed to stay and then be referred to other services like Umbrella service.” (Referrer 2)

Some service users said they had tried to access different services (e.g. The Life Rooms) but weren't able to get a space on courses and activities as these were already oversubscribed:

“I get all I need here. My Psychiatrist suggested the Life Rooms, but it never took off because they are always fully booked.”

“I tried to join Life Rooms but all of their courses are always fully booked, this was in January.”

Funding cuts (to other services and benefits) and costs

Many service users we spoke to told us that they don't feel other services are available to help them as many have been closed due to a lack of funding:

“In some cases, psychiatric services have been stopped. So now this is essential for us.”

“Nearly everyone is having their psychiatrist taken off them. If you go to your GP they say “we don't know about mental health.” There's a gap in services. “

“You see a psychiatrist once every 6 months, a social worker once every few months. You're lucky if you have a CPN. So here, we have support 2-3 days a week. It's so much better.”

“Most of the other services have now closed or have had cuts in their services.”

“I used to be in supported accommodation. The year before last, the money was taken away for that. You get less and less support. If they take this away as well, what have we got?”

These issues around costs were echoed by referrers:

“I have used other agencies and referred on from Crown Street to other agencies but there have been so many cuts that Crown Street is now invaluable to us.” (Referrer 2)

“Due to the cuts the fact that it is easy to access makes it even more of a value to the community.” (Referrer 2)

Some service users said that the possible cost of going to a different service is off-putting:

“I have to pay to come here for 3 days a week so I couldn’t afford to pay to go to another service. I have got no money at the end of the week if I also have to pay for transport and food. So I would consider somewhere else if I didn’t have to pay, but I think my key worker would have told me if there was somewhere.”

Barriers to using Crown Street more

While speaking to service users at Crown Street and Parthenon, a number of people said that they would like to use the services more but recent changes have meant they can only access activities on fewer days.

“When I first came here, I came five days a week. Then the changes started and my days were reduced. Then it was down to one day a week. When I don’t come here I’m isolated at home. I couldn’t learn to trust people again at a new place, not a second time.”

When asked how the service could be improved, a number of long-term service users at Crown Street and Parthenon said that they thought the service should be available to them on more days:

“We should be able to come in on weekends, and for more days.”

“There should be weekend opening times.”

“I would like more days for the centre to be open.”

Many short-term services users at Crown Street also said that they would like to be able to use the service on more days:

“Can I come in on more days and do groups and talk to my keyworker”

“I want to come to Crown Street on a night and at weekends”

“I want to come in on more days, from 2 to 3 maybe.”

Some service users at both Crown Street and Parthenon told us that cost to use the services prevents them from attending the centres more often:

“I can’t afford to come any more days...”

“A lot of people don’t come here more often because they can’t afford it or they don’t want to pay for it. It’s a protest (at having to pay.) That’s why they don’t come.”

“The charges should be cheaper because then I might be able to afford to come more than one day a week, as I also pay £40 a week for a carer”

Summary

In summary, we asked service users what made them keep coming back to Crown Street Hub and whether they used other services and if not why not. People spoke about a variety of different reasons for these and it was apparent that the following all contributed to their reliance on the service: the nature of their mental health issues or conditions (needing familiarity of setting and people); not having many friendships outside of the service; the uniqueness of how the service is run (being able to access the centre even if they are not attending an activity); the facilities and grounds (relating to Crown Street); and funding cuts to the social care system and lack of what they saw as good alternative services.

Key learning points

- The relationships among service users and between service users and staff play an important role in the wellbeing of people who attend Crown Street and Parthenon. Service users feel there would be a hugely detrimental impact on their lives if these were lost by going to a different service.
- The familiarity of the services provides a sense of comfort to service users. Many service users feel that a change to a new environment and new people (service users and staff) would be overwhelming.
- Attendees reported that the locations were convenient. Some are worried about the possible financial cost of attending a different service.
- Some service users aren't aware of what other services are available to them, and in some cases these are already oversubscribed. Some services have closed as a result of cuts meaning that fewer alternative options are available.
- Most mental health support services that remain are activity focused whereas Crown Street service users are used to being able to drop in on their days even if they are not attending a specific activity. The uniqueness in the way the service is run means that there are few, if any, services that would provide the service users with the support they feel they get from Crown Street Hub. This explains perhaps why service users (especially the long-term service users) reported being socially isolated outside of Crown Street Hub and being reliant on the service.

About Healthwatch Liverpool

Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool. We're here to make sure that those running services put people at the heart of care.

One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.

At Healthwatch Liverpool we also provide a dedicated information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.



Appendix A - Questions used in 1-1 interviews and focus group

1. How long have you been coming to Crown Street?
2. What do you most value about coming here?
3. What is it that keeps you coming back?
4. What difference has Crown Street made to your life? How has that changed over time? Are there times when you when need it more than others?
5. Is there anything that could be improved about the service?
6. Are there any differences between Crown Street and other services you are currently using or have used in the past?
7. Have any other services been offered to you / has anyone told you of other services?
8. What keeps you coming to THIS service rather than other services?

Appendix B - Survey for service users at Crown Street



Tell us what you think about Crown Street

Healthwatch Liverpool is an independent organisation, outside the council and the NHS. Our role includes finding out what people think about health and care services and helping people to know and understand their options.

People find it easy to tell us what they think about health services but we want to make it easier for people to tell us what they think about social care services. We are starting a new project called Liverpool Care Matters to do this. As part of Liverpool Care Matters we have been asked by the council to speak to people who use Crown Street or know it well. We want to get a better idea about what it feels like to use Crown Street and what part it plays in your life and wellbeing. We would also be interested in hearing about other activities or services that you access to help keep you well.

We'll pull together what people tell us but we won't name or identify any individuals. We want you to be able to talk to us openly and honestly. We have already spoken to a few of you, however we would like to get feedback from as many people as possible. This is why we are asking you to fill in these surveys. If you prefer, you could talk to us by phone or arrange to visit our office in the city centre.

The council are looking at all the mental health services they provide or fund to see how they should best be provided in future. What you tell us will give them a better understanding about Crown Street's role in mental health services in Liverpool



Katie Montague



Collette Venturas

Contact us
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Text / WhatsApp: 07842552878
Email: enquiries@healthwatchliverpool.co.uk

Please turn over to take the survey and place it in the Healthwatch Liverpool

1. Which of the following best describes your situation?

- I am a long term user of the services at Crown Street
- I'm a new or short-term user of the services at Crown Street

2. How long have you been coming to Crown Street?
 (Don't worry if you don't know exactly. An estimate is fine)

3. How many days of the week do you attend Crown Street?

4. Do you regularly take part in any of the activities or sessions here? Yes No

If yes, which activities do you do?

If no, how else do you spend your time at Crown Street?

5. What are the best things about coming here?

6. What difference has Crown Street made to your life? How has that changed over time? Are there times when you need it more than others?

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7. Is there anything that could be improved about the service?

8. Are there any differences between Crown Street and other services you are currently using or have used in the past?

9. Have any other services been offered to you / has anyone told you of other services?

10. What keeps you coming to Crown Street rather than other services?



Is there anything else you'd like to tell us?

Feel free to use this box to continue any answers to questions 1-10 or if you want to tell us anything about your experience at Crown Street that isn't covered by our questions.

Thank you for taking part in this survey!
 Please place it in the Healthwatch Liverpool suggestion box at reception or return using the FREEPOST envelope enclosed

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Appendix C - Survey for service users at Parthenon



Tell us what you think about Parthenon

Healthwatch Liverpool is an independent organisation, outside the council and the NHS. Our role includes finding out what people think about health and care services and helping people to know and understand their options.

People find it easy to tell us what they think about health services but we want to make it easier for people to tell us what they think about social care services. We are starting a new project called Liverpool Care Matters to do this. As part of Liverpool Care Matters we have been asked by the council to speak to people who use Parthenon or know it well. We want to get a better idea about what it feels like to use Parthenon and what part it plays in your life and wellbeing. We would also be interested in hearing about other activities or services that you access to help keep you well.

We'll pull together what people tell us but we won't name or identify any individuals. We want you to be able to talk to us openly and honestly. We have already spoken to a few of you, however we would like to get feedback from as many people as possible. This is why we are asking you to fill in these surveys. If you prefer, you could talk to us by phone or arrange to visit our office in the city centre.

The council are looking at all the mental health services they provide or fund to see how they should best be provided in future. What you tell us will give them a better understanding about Parthenon's role in mental health services in Liverpool.



Katie Montague



Collette Venturas

Contact us
Telephone: 0300 77 77 007
Text / WhatsApp: 07842552878
Email: enquiries@healthwatchliverpool.co.uk

Please turn over to take the survey and return using the FREEPOST envelope attached

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1. How long have you been coming to Parthenon?
 (Don't worry if you don't know exactly. An estimate is fine)

2. How many days of the week do you attend Parthenon?

3. Do you regularly take part in any of the activities or sessions here? Yes No

If yes, which activities do you do?
 If no, how else do you spend your time at Parthenon?

4. What are the best things about coming here?

5. What difference has Parthenon made to your life? How has that changed over time? Are there times when you when need it more than others?

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6. Is there anything that could be improved about the service?

7. Are there any differences between Parthenon and other services you are currently using or have used in the past?

8. Have any other services been offered to you / has anyone told you of other services?

9. What keeps you coming to Parthenon rather than other services?

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Is there anything else you'd like to tell us?

Feel free to use this box to continue any answers to questions 1-10 or if you want to tell us anything about your experience at Parthenon that isn't covered by our questions.

Thank you for taking part in this survey!
 Please return using the FREEPOST envelope enclosed

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Appendix D - Questions asked of the referrers

1. What do you think of the services that Crown Street offers?
2. What benefit do you think Crown Street provides to the people you refer there?
3. Have you ever had any difficulties referring into the service?
4. Do you think anything could be improved about the service?