

What happened when people asked for help, care and support in a mental health emergency

An EasyRead version of a CQC report:
'Right here, right now: people's
experiences of help, care and support
during a mental health crisis'

EasyRead

About this report



This EasyRead report is from the Care Quality Commission.



We looked at what happens when people ask for help, care and support in a mental health emergency in England.



The sorts of emergency (sometimes called a 'mental health crisis') we looked at were:

- people thinking about or trying to kill themselves



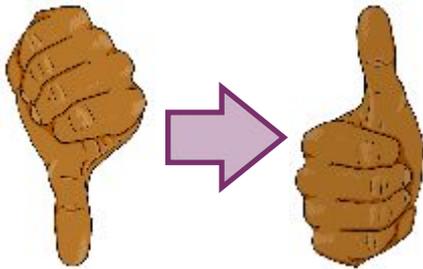
- people having panic attacks or getting very anxious



- people who weren't sure about what was happening or were hearing voices in their head



- people who were out of control and could be a danger to themselves or others.



We end this report by saying what we think should change.

Getting the right help, at the right time



We looked at what happened when people tried to get help at:



- their GPs



- mental health services



- A&E



- when made to be somewhere under the Mental Health Act.



GPs are the main place to go for many people.



Nearly 3 out of 4 people got the help they needed.

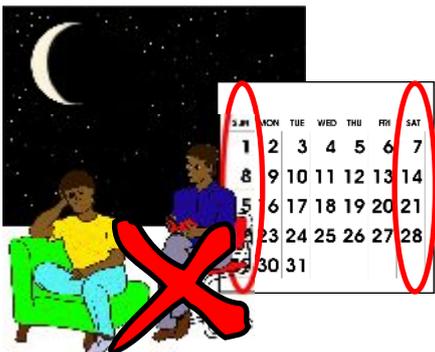
But 1 in 4 people said that they did not get the help they needed from their GP.



This could mean people are forced to go somewhere else for help like A&E.



But A&E is not usually the best place to get support.



Getting support in the evenings, at night and at weekends was one of the biggest problems.



Many people did not know where to go to for help and advice in the community, or had to wait for a long time to be seen in A&E.



Across all of the services, 4 out of 10 people said the care they got did not help to deal with their emergency.

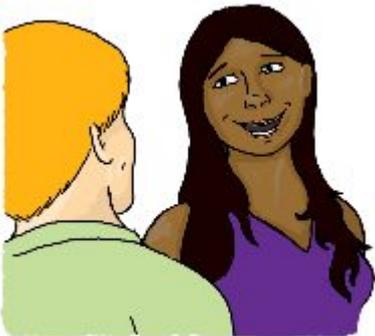


We think that this is not good enough.



Services need to make sure they:

- have the skills to support people in an emergency



- listen to what people need



- are able to give the right support for that person quickly.

Caring services



How people were treated when they asked for help was a big issue.



This was very different in different parts of the country and in different services.



Most people said they felt respected by services.



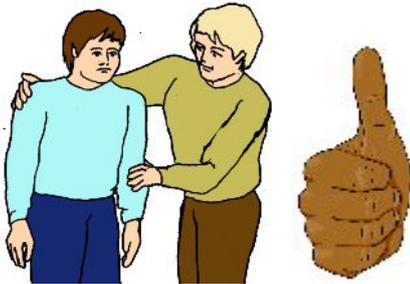
GPs and charities were best.



And A&E was the worst.



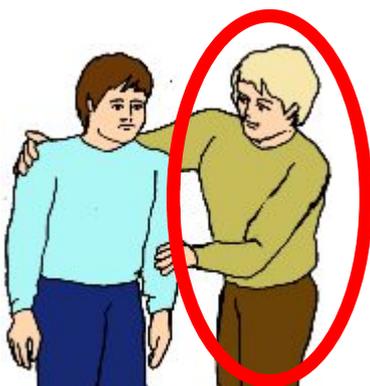
Almost everyone who went to A&E because they had harmed themselves had something bad happen.



But there were some people who were very caring and gave good care.



A half of people said community mental health teams and home treatment teams were caring.



But it was often because of one caring person who saw them and might not be the service.



Some of the best people to deal with were with the police.

Involving people and their carers



All people who use services should be involved in making decisions about their care.



But 1 in 4 people said they had not agreed to the care they got.

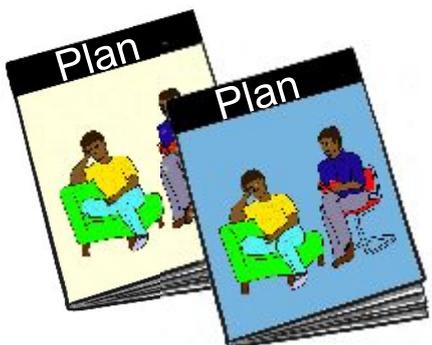


And more people said they did not feel involved enough in their care planning.

Carers also said they felt left out and not listened to by health professionals.



Care plans should include what patients and carers think.



They should also change as people's needs change.

What we want to see change



We know that everyone in an emergency sees things differently.

What services do and how they do it is a very important part of helping someone through a difficult time.



We want the people who buy services for a local area to make sure services are working together.



We want local Crisis Care groups to make sure:

- good care is there at any time, in any place, for anyone who needs it
- the people buying services are buying ones that follow the rules about being good enough
- everyone is told about examples of good work and they are used in other services.



How to contact CQC



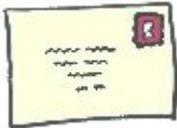
Telephone our Customer Care Team on:

03000 616161



Email:

enquiries@cqc.org.uk



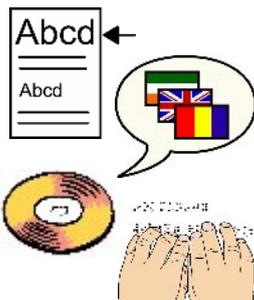
Write to:

**CQC
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA**



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