



## Summary Report

### Service User and Care Experience of South Worcestershire Community Assessment and Recovery Service

March 2021

#### Our Work

Healthwatch Worcestershire carried out a survey with people who use South Worcestershire Community Assessment and Recovery Service (SW CARS) and their Carers to find out about their experience of the service.

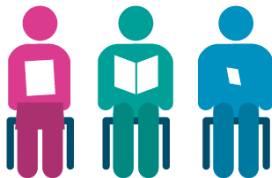
Between 11<sup>th</sup> January and 11<sup>th</sup> February **180 Service users** and **19 Carers** responded to our surveys.

We wanted to know about:

- ❖ Waiting times for support
- ❖ Patient and carer involvement in care and crisis planning
- ❖ Patient and carer awareness of how to make a complaint



#### Waiting times for support



**52%** of Service Users had their first appointment within four weeks of joining SW CARS. However, **31%** waited longer than six weeks.

After their first appointment **64%** started treatment within six weeks, **18%** waited between six - twenty-four weeks and **18%** waited longer than six months.

#### Patient involvement in care planning

**53%** of respondents said they do not have a Care Coordinator and only **52%** of respondents have a care plan.

Some people who had a care plan said they were out of date and a few said they had not been revisited for years.

**67%** of those with a care plan said they had partial or full involvement in the development of their plan.

**55%** of respondents said they had a crisis plan.

Findings show that Service Users are twice as likely to be satisfied with CARS if they have a care plan.



## Carer involvement in care planning



71% of Service User respondents said they have someone supporting or caring for them.

HWW note that CARS was only able to engage on our behalf with 70 Carers from 951 Service Users. The number of Carers responding to this survey are small, however, they represent 27% of Carers known to CARS and therefore provide valuable representation.

55% of Carer respondents said they had little or no involvement in the care planning of the person they care for. 42% said there were expectations of them in the care plan whilst 42% were not sure.

78% of Carer respondents said they felt little or no inclusion by the CARS team.

## Key themes

Additional themes identified by Service Users include:

### Communication

Concerns were expressed by some about accessing support, some had difficulties when contacting the service - particularly if they did not have a Care Coordinator. One person raised concern about the lack of access to Crisis Support for people who are deaf and requested an emergency SMS or email system that would provide an immediate response.

### Staff turnover

A consistent theme regarding staff turnover emerged from respondents and the impact this had on their treatment when Care Coordinators, Community Psychiatric Nurse, Psychiatrist or Social Worker left. For many this resulted in a loss of treatment and a lack of continuity.



**Key findings** show the importance of the Care Coordinator role and presence of a Care Plan are significant in improving the experience and satisfaction levels of the Service User.

Carers play a critical role in supporting the recover of the Service User and they are largely unknown to CARS. Carers want to be involved, listened to and supported.

Healthwatch Worcestershire have made recommendations based on our findings to Herefordshire and Worcestershire Health and Care Trust.

You can read the full report on our website:

[South Worcestershire Community Assessment and Recovery Service Report | Healthwatch Worcestershire](#)