

Carer Feedback Acute Psychiatric Inpatient Survey Online

1. Gender of person you care for?

answered question **6**
skipped question **0**

Male
Female

Response	Response
Percent	Count
50.0%	3
50.0%	3

2. Age of person you care for?

answered question **6**
skipped question **0**

16-17
18-21
22-25
26-30
31-45
46-60
over 60

Response	Response
Percent	Count
16.7%	1
0.0%	0
33.3%	2
16.7%	1
0.0%	0
33.3%	2
0.0%	0

3. Which ward was the person you care for an inpatient of?

answered question **5**
skipped question **1**

Lomond Ward,
Stratheden Hospital

Roths Ward,
Whyteman's Brae
Hospital, Kirkcaldy

Woodbank Ward,
Whyteman's Brae
Hospital, Kirkcaldy

Ravenscraig Ward, ,
Whyteman's Brae
Hospital, Kirkcaldy
Ward 2, Queen Margaret
Hospital, Dunfermline

Response	Response
Percent	Count
40.0%	2
0.0%	0
40.0%	2
0.0%	0
20.0%	1

4. When was the person you care for an inpatient of an acute ward?

answered question **5**
 skipped question **1**

	Response Percent	Response Count
In the last year	60.0%	3
From one to two years ago	20.0%	1
From two to five years ago	20.0%	1
From five to ten years ago	0.0%	0
Over ten years ago	0.0%	0

If more than one stay in an acute inpatient ward please give details:

"over the last 12 years of my sons illness he has been in Whytemans Brae kirkcaldy once and Ward 2 at Queen Margaret (including present) about 3 times"
3/10/2011 19:08

"also 2008 and 2006"
7/7/2011 9:53

5. How were they referred to acute inpatient care?

answered question **4**
 skipped question **2**

	Response Percent	Response Count
GP	25.0%	1
Psychiatrist	0.0%	0
CPN (community psychiatric nurse)	50.0%	2
Social Worker	0.0%	0
MHO (mental health officer)	25.0%	1
Police	0.0%	0
Other means of referral? Please comment on the referral process	25.0%	1

"Where do I start with this one. Each time my son has become ill we have seen the crisis coming and tried to get the community outreach team to act before a full blown crisis situation occurs- each time we have failed and it has resulted in my son being caged in the back of a police van or taken by us to Queen Margaret. We have a concession for which I am very grateful in as much as we can phone direct to the ward if we are really concerned - the usual route is to go via A&E which is extremely stressful for all concerned. I am acutely aware of the lack of support for carers and users alike in the Dunfermline area and unfortunately although I have been involved with various groups over the years the situation has not improved one bit!!"
3/10/2011 19:25

6. How long were they in an acute inpatient ward?

answered question **4**
 skipped question **2**

	Response Percent	Response Count
under 4 weeks	25.0%	1
4 weeks to 3 months	25.0%	1
3 months to 6 months	25.0%	1
more than 6 months	25.0%	1

How do you feel about the length of stay? (eg was it too long, too short, just right?)

"Even if a patient is admitted and then sectioned within a very short period of time (in fact arguably I think this is seen as essential to recovery) they can be allowed out for long period of time either to their own homes or just as out time - as a carer I have always found this to be a very stressful time - knowing that the person you care for is even more vulnerable because of the deterioration of their illness but that they are allowed out under no supervision or even worse with reliance on us to do the caring and supportive role without any consideration to our lifestyles or work patterns."

3/10/2011 19:25

"about right"

8/7/2011 18:13

"too long"

7/7/2011 9:53

7. Please describe the acute inpatient care experience for the person you care for

answered question **3**

skipped question **3**

	strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Response Count
The nurses listened to and supported them	33.3% (1)	0.0% (0)	0.0% (0)	66.7% (2)	0.0% (0)	3
The psychiatrist(s) listened to and supported them	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3
Advocacy was available when they asked for it and was helpful	33.3% (1)	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	3
They were invited to multi-disciplinary (staff, carer, advocate) meetings to discuss their care plan	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
They felt safe and secure in the ward	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
They were happy with the medication given to them	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
They agreed with the diagnosis given to them	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
They had access to occupational therapies	33.3% (1)	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	3
They had access to psychological/talking therapies	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
They were encouraged to discuss their hopes and plans for the future	33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3
There was a focus on recovery	33.3% (1)	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	3
The acute inpatient experience was a positive one for the person I care for	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3

"One of the comments I made last November when my son was admitted was that as a patient of a hospital why did he not receive a hospital booklet outlining hospital policy after all if you go for an operation etc you are given one - i was told that it was in the process of being reviewed and should be available in the new year He was released in March but readmitted in August still no booklet!!! At the end of the day it is still a hospital admission and they should be treated with the same respect as other patients"

3/10/2011 19:31

"not an experience I would want to repeat"

7/7/2011 9:54

8. Please comment on your experience of visiting the acute ward and of your carer role

	answered question						
	skipped question						
		strongly agree	agree	neither agree nor disagree	disagree	strongly disagree	Response Count
The nurses listened to me and were supportive		33.3% (1)	0.0% (0)	0.0% (0)	66.7% (2)	0.0% (0)	3
The psychiatrist listened to me and was supportive		33.3% (1)	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	3
Advocacy was available to me in respect of my caring role		33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
I was able to visit whenever I wanted (within visiting hours)		66.7% (2)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3
There was information on different therapies available for the person I care for		33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
There was information available on carer rights and support for carers		33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
I was consulted regarding the care plan for the person I care for		33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3
I was invited to attend meetings with staff to discuss the progress of the person I care for		33.3% (1)	0.0% (0)	0.0% (0)	33.3% (1)	33.3% (1)	3
The acute inpatient care experience was a positive one for me as a carer		33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	66.7% (2)	3

Please suggest any improvements that you think could be made in the acute inpatient setting

"When my son was first under the community care team we used to get regular meetings and issued with a care plan. While they were not ideal they were certainly better than what we get now which is absolutely nothing. If we do not ask for meetings or information then we get no information whatsoever until that is they need us to take on some extra caring duties. There is no help with sorting out benefits care of his home while he is in the ward etc; If we try and criticise the lack of information then we are accused of being abusive!!!"

3/10/2011 19:37

9. If you would like to discuss your experience of caring for a person in an acute inpatient ward, confidentially in a one-to-one interview, please contact: Chrys Muirhead Convener Peer Support Fife Email: chrismuirhead@gmail.com Tel: 01334 656341 or leave your name and contact details below

answered question **1**
skipped question **5**

Notes

- Respondent **2** ticked 'strongly agree' for every choice in Q7 & Q8
- Respondent **3** only answered Q5-8
- Respondent **4** didn't complete Q7-8
- Respondent **6** didn't complete Q3-8

Therefore I suggest there were only **2** complete 'true' responses to this online survey into the carer experience of acute inpatient care in Fife.