

ANNEX A - LEARNING FROM LOSS SURVEY QUESTIONNAIRES

Learning from Loss: tell us about your experience of the investigation of the death of a person being treated for mental illness, personality disorder, or learning disability: Family and carers survey

The questionnaire was accompanied by a leaflet – a copy is attached as Annex C.

Overview

The Scottish Government is carrying out a review of the arrangements currently in place for investigating the deaths of people who use mental health services. Once the review has been completed we will publish it and present it to the Scottish Parliament.

As part of this review we want to hear from people who have experience of these investigations. This includes where people have died by suicide. If you are a family member, carer or friend of someone who died and can tell us more about what investigation there was (or if there was no investigation at all) then we would like to hear from you.

Why we are consulting

When someone dies when they are receiving mental health care and treatment, several different organisations can be involved in looking into what happened. These can include health and social care organisations as well as justice organisations and others.

However, it's very important that we get the views of families, carers and friends who have direct experience of these investigations so that we can understand what does and doesn't work well. We can then help others in a similar situation. Families, carers, and friends will have a unique viewpoint which will be different to that of the services involved.

The information provided by this survey will help to inform the final report which will be presented to the Scottish Parliament in December 2018.

This survey forms part of the Scottish Government's work to review the arrangements for investigating the deaths of patients — who at the time of death were in hospital, voluntarily or subject to detention, for treatment for mental disorder — as set out in section 37 of the Mental Health (Scotland) Act 2015.

Questions

1. How long is it since your family member, friend, or the person you were caring for died?

[Free text box]

2. Did the person die at home, in hospital or somewhere else?

[Please select only one item - Home / Hospital / Somewhere else]
If somewhere else, please state.
[Free text box]

3. Was the person receiving treatment under the Mental Health Act when they died? (This could mean that they were receiving compulsory treatment, or were detained in hospital against their wishes. This is sometimes known as being 'sectioned'.)

[Please select only one item - Yes / No / Don't know]
[Free text box]

4. Do you know if the death was investigated in any way?

[Please select only one item - Yes / No / Don't know]
[Free text box]

5. Did you have to ask for an investigation or did the health board or hospital start it themselves?

[Please select only one item - I asked / the health board / hospital]
[Free text box]

6. Who was involved in investigating the death? Please list any organisations who were involved.
For example: NHS board; Police Scotland; Mental Welfare Commission for Scotland; Crown Office and Procurator Fiscal Service; Care Inspectorate; Healthcare Improvement Scotland; Scottish Public Services Ombudsman (SPSO). There may be others who were involved in the investigation, please list them.

[Free text box]

7. How long did the investigation take?

[Free text box]

8. Were you kept informed about the progress of the investigation?

[Please select only one item - Yes / No]

9. Were you offered a meeting with anyone as part of the investigation process?

[Please select only one item - Yes / No]
[Free text box]

10. Did you feel you and your family were involved enough and that your views were taken into account?

[Please select only one item - Yes / No]

[Free text box]

11. Were you informed about the result of the investigation?

[Please select only one item - Yes / No]

If so was this done by:

[Please select only one item - written report / in person from the investigation team / by phone from investigation team]

Did you have to ask for feedback or have you not received any?

[Please select only one item - Yes / No]

[Free text box]

12. Did you think the investigation was effective? Did you feel it clearly identified the key issues surrounding the death? Do you feel it provided you with the information or answers you were looking for?

[Free text box]

13. How did you feel about the investigation overall? Was it:

[Please select all that apply – helpful / unhelpful / traumatising / cathartic / a relief / stressful / handled sensitively / intrusive / respectful / frustrating]

Please share how you felt about the investigation.

[Free text box]

14. As far as you know, did anything change as result of the investigation?

[Please select only one item - Yes / No / Don't know]

[Free text box]

15. What changes would you make to improve the process for the future?

[Free text box]

16. Is there anything else you would like to say?

[Free text box]

About you

What is your name?

[Free text box]

What is your email address?

Entering your email address allows you to return to edit your consultation at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

(Required)

[Free text box]

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

(Required)

[Please select only one item – Yes / No]

Evaluation

Please help us improve our consultations by answering the questions below.
(Responses to the evaluation will not be published.)

How satisfied were you with this consultation?

[Please select only one item - Very dissatisfied / Slightly dissatisfied / Neither satisfied nor dissatisfied / Slightly satisfied / Very satisfied]

Please enter comments here:

[Free text box]

How would you rate your satisfaction with using this platform (Citizen Space) to respond to this consultation?

[Please select only one item - Very dissatisfied / Slightly dissatisfied / Neither satisfied nor dissatisfied / Slightly satisfied / Very satisfied]

Please enter comments here:

[Free text box]

Learning from Loss: tell us about your experience of the investigation of the death of a person being treated for mental illness, personality disorder, or learning disability: Staff survey

The questionnaire was accompanied by a leaflet – a copy is attached as Annex D.

Overview

This is a survey to gather the views and experiences of staff working in health and social care in Scotland in respect of the investigation of the deaths of people being treated for mental disorder.

Why we are consulting

To ensure that the review required by section 37 of the Mental Health (Scotland) Act 2015 has evidence from staff.

The report of the review under section 37 of the Mental Health (Scotland) Act 2015 will be published by the end of December 2018.

Questions

1. What's the nature of your involvement in investigation(s)?

[Free text box]

2. Who is your principal employer?

[Please select only one item – NHS board / Local authority / Third sector organisation / Independent healthcare provider / Other? Please specify.]

If other, please specify.

[Free text box]

3. Does your organisation have a policy and/or operating procedure that includes reference to the following aspects of internal investigations/adverse incident reviews:

openness and transparency of such investigations?

[Please select only one item - Yes / No / Don't know]

commissioning and organising such investigations?

[Please select only one item - Yes / No / Don't know]

communication and information sharing with families and carers in such circumstances?

[Please select only one item - Yes / No / Don't know]

scrutiny and assurance of the quality of an investigation?

[Please select only one item - Yes / No / Don't know]

disseminating learning from such investigations?

[Please select only one item - Yes / No / Don't know]

4. Have you received any training to understand the investigation process after a patient or service user dies?

[Please select only one item - Yes / No / Don't know]

Please use the space to tell us more about this

[Free text box]

5. When you have participated in INTERNAL investigation(s) has there been:

- a. clarity of purpose and method, in other words was it clear why the investigation was being carried out and how it was being carried out?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- b. sensitivity to the needs of families, carers, victims and other service users?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- c. an investigation team which had the appropriate membership?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- d. an investigation in a timely and proportionate manner?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- e. openness to external scrutiny? In other words someone separate from the investigation team reviewing their findings.

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- f. appropriate support for staff members?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- g. clarity in the presentation of findings?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- h. appropriate links made with other agencies and sources of information?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

Questions I, J and K relate to the elements of systems of accountability that support investigatory processes:

- i. a process and opportunity for complaints be made or issues you disagree with brought to the investigation team's attention and satisfactorily addressed?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- j. a system of evaluation so that participants can give feedback regarding the process?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- k. a mechanism to ensure that recommendations made are implemented?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

6. When you have participated in EXTERNAL investigation(s):

- a. Which organisations were involved in commissioning the investigation?

[Free text box]

- b. clarity of purpose and method, in other words was it clear why the investigation was being carried out and how it was being carried out?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- c. sensitivity to the needs of families, carers, victims and other service users?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- d. an investigation team which had the appropriate membership?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- e. an investigation in a timely and proportionate manner?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- f. openness to external scrutiny? In other words someone separate from the investigation team reviewing their findings.

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- g. appropriate support for staff members?

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Please use the space to tell us more about this

[Free text box]

- h. clarity in the presentation of findings?

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Please use the space to tell us more about this

[Free text box]

- i. appropriate links made with other agencies and sources of information?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

Questions I, J and K relate to the elements of systems of accountability that support investigatory processes:

- j. a process and opportunity for complaints be made or issues you disagree with brought to the investigation team's attention and satisfactorily addressed?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- k. a system of evaluation so that participants can give feedback regarding the process?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

- l. a mechanism to ensure that recommendations made are implemented?

[Please select only one item – Never / Rarely / Sometimes / Very Often / Always / Don't know]

Please use the space to tell us more about this

[Free text box]

Final Comments:

- 7. Please use this space to give us your views on the arrangements for the investigation of deaths of people being treated for mental illness, personality

disorder, or learning disability in Scotland. What works well currently and what could be improved? Have the investigations you've been involved in led to any changes? Please tell us more.

[Free text box]

About you

What is your name?

[Free text box]

What is your email address?

Entering your email address allows you to return to edit your consultation at any time until you submit it. You will also receive an acknowledgement email when you complete the consultation.

(Required)

[Free text box]

What is your organisation?

If responding on behalf of an organisation, please enter the organisation's name here.

[Free text box]

We will share your response internally with other Scottish Government policy teams who may be addressing the issues you discuss. They may wish to contact you again in the future, but we require your permission to do so. Are you content for Scottish Government to contact you again in relation to this consultation exercise?

(Required)

[Please select only one item – Yes / No]

Evaluation

Please help us improve our consultations by answering the questions below.
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How satisfied were you with this consultation?

[Please select only one item - Very dissatisfied / Slightly dissatisfied / Neither satisfied nor dissatisfied / Slightly satisfied / Very satisfied]

Please enter comments here:

[Free text box]

How would you rate your satisfaction with using this platform (Citizen Space) to respond to this consultation?

[Please select only one item - Very dissatisfied / Slightly dissatisfied / Neither satisfied nor dissatisfied / Slightly satisfied / Very satisfied]

Please enter comments here:

[Free text box]