

Independent Review into the Delivery of Forensic Mental Health Services

What people told us

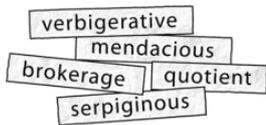
August 2020



Forensic Mental Health Services Review



This is an easy read report of the **Forensic Mental Health Services Review**.



Difficult words are in **bold**. We will tell you what they mean.



The forensic mental health services are for people who have a **Mental Disorder** and have been in trouble with the law.



A **Mental Disorder** includes people with a mental health problem or a learning disability.



We asked staff, families and people to tell us what they think about the **forensic mental health services**.



The report tells you the things that people said about the **forensic mental health services**.



The person in charge of the review is Derek. He says thank you to everyone who helped.

What people said about the forensic mental health services



Lots of people use the **forensic mental health services**.



The service is very busy and sometimes it is very difficult to get the right support.

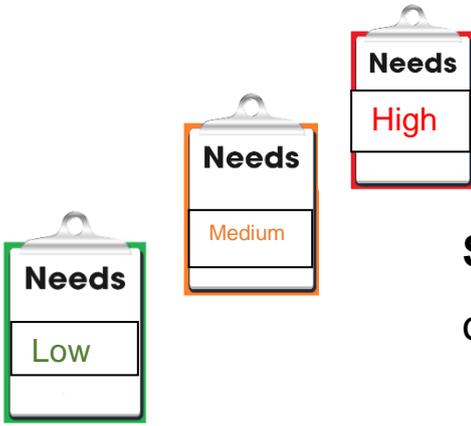


There are different ways that people get support in Forensic Mental Health Hospitals.

These different ways are called **Security Levels**.



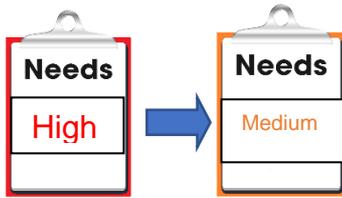
Security levels are the different ways of support that a person needs and how much they need to be looked after.



Security Levels are low medium or high levels of support.



Support can be in hospital or in the community.



People can be on different **security levels**
People can change to a different **security level**.



This may be because medication or other things are helping them get better.



If the services are too busy it can take a long time to change to a different **security level**.



If the services are too busy, staff find it harder to do their job.



This means that people do not always get the support that they need.



Sometimes people have to move to another part of the country to get a service that is right for them.



This makes it harder for people to stay in touch with their family and friends.

What people said about services working differently



People said that services work very differently.



Sometimes it is good for services to work differently.



This can help services to be able to do the right thing for different people.



But this can make it hard for people to move into different services when they need it.



Some staff said that it is hard for the services to talk to each other.



Staff said they would like an agreement about how the services will work together.

What people said about moving between different services



There can be a long wait for a different service because they are busy.



Sometimes this can mean that people have to stay in the wrong place.



If someone cannot be moved to a more secure place, they may need more staff.



Sometimes staff want a person moved to a different service that is better for their needs.



Sometimes this does not happen.



Sometimes staff do not understand why this does not happen.



Sometimes people go on overnight stays before they leave the hospital.



Some people thought this was good when the person had been in hospital for a long time.



It can help people to get used to being back in the community.



Sometimes it leaves people with money problems because they had to pay for their overnight stays.

What people said about support in the community



When people are ready to leave hospital they need support and somewhere to live.



Sometimes it takes a long time to get support and housing sorted out.



When this happens the person needs to stay in hospital for longer.

What people said about getting plans agreed by the Scottish Government



Some people have to get parts of their treatment agreed by Scottish Government Ministers.



Some people think that this can take a long time and hold up treatment.



Sometimes agreed treatment plans change when people move to a different hospital.



This can mean that people cannot do some things that they were allowed to do.



People have a legal right to make an appeal to live in less security.



If people get their appeal, there may not be a place in the right service for them.



This can put people off from making an appeal.



Some people think that you are taken less seriously if you do not appeal.

What people said about sharing information with families and other workers



Families say they want more support from the services.



Families want to be involved in decisions made about the person who is in the service.



Sometimes the families can give advice that would help the doctors to make good decisions.



Sometimes staff need to have agreement from the person before they can talk to their family.



Some families think they have this agreement, but they cannot show it.



Some information needs to be shared with other people.

These are things like a person's assessments.



Sometimes there are problems sharing these with the right people.



This can mean the person has to stay in the service longer.

What people said about the Care and Treatment



Some people said they did not get enough information about the medicine they were given.



Some people said they did not get enough information about the side effects of the medicine.



People said it was helpful when they had support from a psychologist.



People with poor mental health may also have bad physical health.



Some people said that health is really important.



Some people want support to be able to make healthy food and exercise choices.



People thought that good relationships with staff are important.

Some people said that it was easier to talk to staff they know well.



Wards can be short staffed.

A lot of occasional staff may work in the wards.

This makes it much harder to get to know the person.



Some people said they would like staff to make more effort to get to know them.



Staff need to try to share information with people.



Information needs to be easy for the person to understand.

What people said about the buildings used in forensic mental health services



Some people live in the hospital for a long time. It is important that they feel like it is like a home for them.



Some hospitals were different from other hospitals.



People want to be able to go to their own bedrooms when they wanted.



People wanted to be able to keep some of their own personal things.



Sometimes they could not take them with them to a different service.



Some people were unhappy about rules about smoking.



Some people said the hospital was too hot or too cold.



Some people said that they wanted to be able to talk on the phone or see their visitors in private.

It is not always possible to do this.

What people said about having things to do



People said that having things to do is important.



If people have activities, they can learn how to do new things.



Having things to do helps people to have a routine.



People are supposed to be able to take part in things outside of the hospital.



Taking part in things outside of the hospital helps people to prepare to move out of the hospital.



People said that opportunities to do activities in the community have gone down.



Some of the people that run activities in the community said they need some advice on how to support people who stay in hospital.



Some places had rules about having phones or other technology.



Some people were not happy about the rules because it made it hard to keep in touch with people outside.

What people said about feeling safe



Some people said they did not always feel safe.



Sometimes there is not enough staff to make sure people are safe.



People find it scary when there is **restraint** used on wards.

Restraint is when a person is held by staff.



Staff said they thought it was better to be able to put someone into a place by themselves when they are very upset.



Staff said there is not always a safe place to put the person on their own.

Some groups of people have special problems with forensic mental health services



We wanted to know if any groups of people have more problems using **forensic mental health services**.

These groups we wanted to know about are:



- Women
- People with learning disabilities
- People with autism
- Young people
- Older people.

What are the problems for women in forensic mental health services?



There are not enough spaces for women in **forensic mental health services.**



There are no spaces for women who need High Security.



This means that women might not get the right support.



They might be in prison instead of hospital.



They might need to go to England to get a place.



This means they do not get to see their families or friends.

What are the problems for people with learning disabilities and people with autism in forensic mental health services?



There are not always enough spaces for people with learning disabilities.



People with learning disabilities stay in hospital for longer.



They find it hard to get the right support to live in the community.



It can also be harder to show that they are safe to be in the community.



People said they did not get support to go to court.



People who went to hospital instead of prison said it took longer to get back into the community again.



Some staff thought they could work with people who have autism but others said they could not.



Some people said better training was needed to help staff to know when a person has a learning disability or autism.

What are the problems for young people in forensic mental health services?



It is hard for young people to get mental health services.



Some families said that if there was more help for young people it might stop them getting in trouble.



There are plans to make a new service that will help young people.

What are the problems for older people in forensic mental health services?



There are a more older people in **forensic mental health services** now.



People can get ill or disabled as they get older.



Some things like dementia happen mostly to older people.



Staff said it is hard for them to support people with new problems.



Staff said they need training.



Some people said there should be special services for older people who also need **forensic mental health services**.

What did people say about the Criminal Justice system?



The **Criminal Justice System** is all the different organisations a person will have to deal with if they might have done a crime.



Police, courts and judges and prisons are all part of the **Criminal Justice System**.



Sometimes police have to help people who are unwell with mental health problems.



If special services are not open for example at night, the police have to do this without help from others.



Police do not think they have the right training for this kind of work.



Police say helping people like this takes up a lot of time.



The police need good support from people who work in mental health services.



The police said that the help they get from people who work in mental health services is different in different areas.



People said that being looked after and asked questions by the police is not a nice experience.



People with learning disabilities and people with autism can have the help of an **appropriate adult** if they have a police interview.



An **appropriate adult** is there to help to make sure a person understands what the police are talking to them about.



An **appropriate adult** should be asked to come to the police station if the police thinks a person needs one.



People who have had a police interview said it is scary.



People said **appropriate adults** can help if they get to know the person.



Some **appropriate adults** do not explain properly who they are and what their job is.



It does not help if the **appropriate adult** does not explain properly.



Some people said better training was needed to help staff to know when a person has a learning disability or autism.



When people went to hospital instead of prison they said it took longer to get back home again.



Staff in the criminal justice system said it is hard to get mental health assessments done for courts.



An assessment is done by mental health staff like a psychologist or psychiatrist.



It is important to get the assessment so that the court knows if the person is well enough to go to court.



Sometimes people go to hospital for treatment instead of prison.



The court can only make this decision if they know the person is unwell.



Going to court can be delayed if the assessment takes a long time.

Other things people said



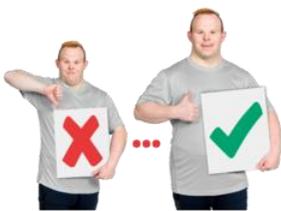
People had different ideas about who needs forensic mental health services.



People thought that there should be more support to help people before they get ill.



There should be more support to stop people from getting in trouble.



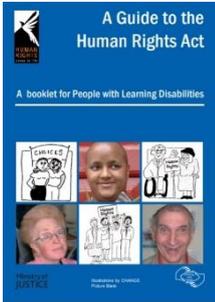
People asked for changes in the law to make things better.



Some people said the forensic mental health services are against human rights laws.



Some people think that this review will not change things.



You can find out more about human rights here.

<https://equalityhumanrights.com/sites/default/files/human-rights-act-learning-disabilities.pdf>

What happens next



People have told us what they think is important.



We will look at what people said and use this to think about what should change to make things better.



The review would like to thank the people who helped make this Easy Read report.



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