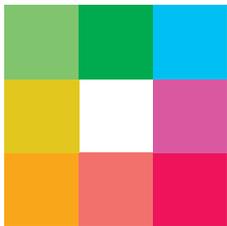


*"Staff were fantastic, lots of activities to get involved with and felt like an equal."*

*"Keep doing what you do."*



**MISSINGLINK.**

changing the face of women's  
mental health services

# Link House

Service Exit Feedback Survey  
2015-2016

Link House offers support to women in Bristol who are experiencing a mental health crisis, who need time away from their home environment and would otherwise need to go into psychiatric hospital.

Link House can also support women who are able to leave psychiatric hospital early.

We can house up to 10 women at any one time.

Link House is not able to provide respite care and is not for women who are detained under the Mental Health Act.

We provide a safe environment in the community where women can be supported through crisis and helped to build resilience for the future. Support is not based on a medical model but on talking and activities.

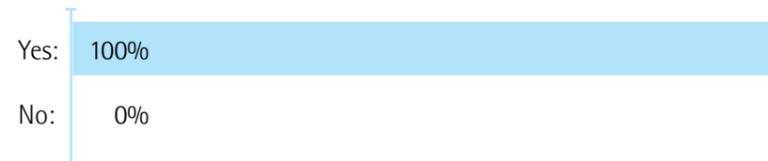
During the stay we will help address the immediate crisis but also focus on ongoing recovery, building support networks and maintaining good mental health on returning home.

At the end of their support we ask clients to fill out an Exit Feedback Survey and this report shows the results.

The following document presents a summary of the Link House Service Exit Feedback Survey. Where appropriate a quantitative percentage is provided for the responses to each question, as well qualitative responses.

Link House supported 131 women in 2015-16.

### 1. Was your stay a helpful experience?



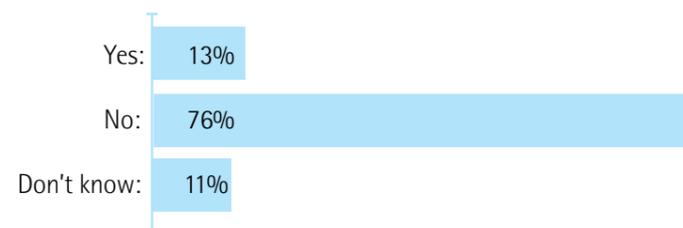
*"I feel much calmer, happier and hopeful."*

*"It has been an opportunity to rest and think."*

### 2. Do you feel that you knew enough about the house and what we offer before you moved in?



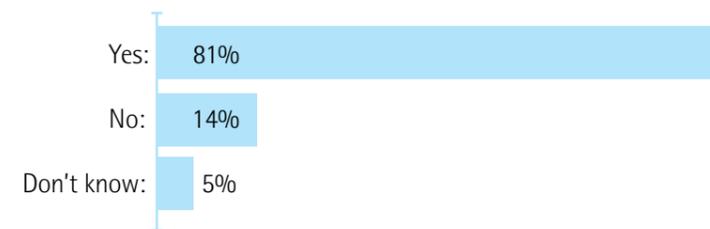
### 3. Is there anything we could have done differently?



If so, please let us know

*"More activities."*

### 4. Did the Star Recovery Chart help you?

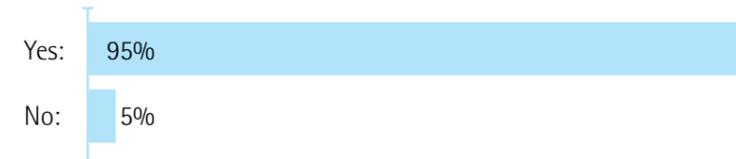


If no, what would you change?

*"Less frequent"*

*"Too short a period of stay for this tool to be effective."*

### 5. Was the support you received responsive to your needs?



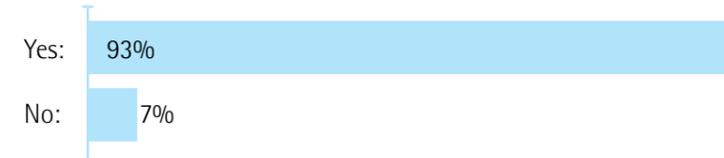
If no, what would you change?

*"Maybe more time to talk."*

### 6. Do you think your mental health has improved?



### 7. Did you feel safe throughout your stay?



If no, how could your stay have been made safer?

*"I wasn't always safe from myself."*

### 8. Did you feel that you had enough participation in the running of the House?



9. Did you find the facilities were adequate and suited your needs?



- '24/7 support. The help from staff realising certain activities help my wellbeing.'
- 'Feeling safe and met some good friends at Link House.'
- 'Day staff + night staff fantastic. Feeling safe. O.T. very helpful.'
- 'The other ladies. The time table and constant staff support.'
- 'The staff and the girls in here.'
- 'Supportive and kind staff. Loving and caring behaviour of support worker.'
- 'Having support when needed, someone to chat to.'
- 'Staff always on hand to talk to. Doing activities. Meeting friends.'
- 'The staff have been incredible.'
- 'The staff made you feel welcomed and they were very supportive.'
- 'Supportive sessions and making wonderful friendships.'
- 'Working with staff to help me become a stronger person.'
- 'The help staff gave me and having time out.'
- 'Having the support from the staff 24/7 and being around the residents.'
- 'The staff.'
- 'Everything. It is so well run and all staff are great.'
- 'Learning to cook+ having a great key worker.'
- 'Staff's kindness and patience, continuous support + positive energy.'
- 'The level of support, the community + equality.'
- 'Peer support – just being around others who understood.'
- 'Feeling safe, supported and listened to.'
- 'A supportive, safe + comfortable environment.'
- 'Being around others who understood how my MH could fluctuate + MH generally.'
- 'Part of a group of whom were very kind.'
- 'Being around people and knowing I have the opportunity to talk when anxious.'
- 'Feeling safe.'
- 'Getting support, using new coping methods, met some new people I could relate to.'
- 'Being around others and getting support.'
- 'I got on with everyone – they were all lovely residents and staff, they helped me settle in.'
- 'Being with others that understood you, all the group sessions, the one to one support and feeling safe.'

If no, how could this be improved?

*"I never find them useful."*  
*"I think it is hard to tell until I am back in the 'real world!'"*

10. Did you find your Wellness Recovery Plan (WRAP) helpful?



11. What was the best thing about being in Link House?

- 'Staff were fantastic, lots of activities to get involved with and felt like an equal.'
- 'Able to off load my worries.'
- 'Break from a destructive pattern + a chance to 're-set.'
- 'The support from all the staff.'
- 'The staff – an amazing team of people who provide catalyst for change within.'
- 'Staff here 24 hours. If I needed support I didn't feel at all judged, I felt accepted and safe.'
- 'The people and the craft activities.'
- 'The staff, the support, the activities, the supportive atmosphere.'
- '24 hour support.'
- 'Feeling safe, slowing down, feeling it was OK to be myself.'
- 'Feels safe, homely, women only (including staff), non-medical, positive & supportive approach by staff, chatting with other women.'
- 'Everything! The staff are brilliant, lots of activities and a brilliant environment.'

## 12. What was the most difficult thing about being in Link House?

*'Being woken up at 9.30!'*

*'Away from home.'*

*'Sometimes mixing with other people.'*

*'The noise!'*

*'The first day just getting to know people.'*

*'Having to have a key for my bedroom.'*

*'Meeting other residents.'*

*'Not sure.'*

*'Sticking to new coping techniques (self-harm distractions).'*

*'Away from family.'*

*'I had to accept how ill I was.'*

*'Lots of other people. Trusting and talking to strangers.'*

*'Sometimes being around others who are distressed, but this was well managed.'*

*'Being given advice etc when emotional rather than just listened to.'*

*'Sticking to boundaries + keeping my mouth shut.'*

*'Learning to be with others.'*

*'Trying to prioritise my own needs + not support others too much + dealing with having OT students around.'*

*'Asking for support.'*

*'Missing my daughters.'*

*'Being away from home.'*

*'Leaving my child.'*

*'Adapting to routine (at the beginning).'*

*'Leaving Link House.'*

*'Just settling in on your first day, but I soon settled.'*

*'Could do with more activities.'*

*'Eating not smoking.'*

*'Controlling anger as well as being made to eat.'*

*'Being homesick at the start. Sometimes an abrupt over the top wake up call in the morning.'*

*'Asking for help/time to talk, but this is my problem not Link House.'*

*'How difficult the first few days were and the feeling of being in a bubble away from my real problems.'*

*'Working through the emotional stuff.'*

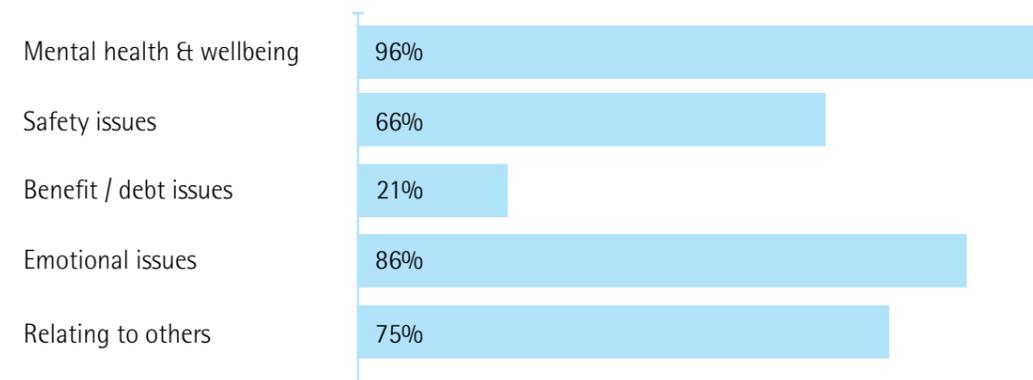
*'Having to board my dog in the kennels.'*

*'Meeting a member of my family here.'*

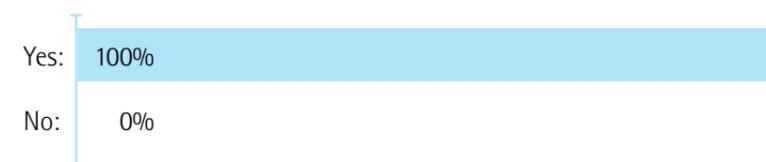
*'Nothing.'*

## 13. Did your stay help you with any of the following?

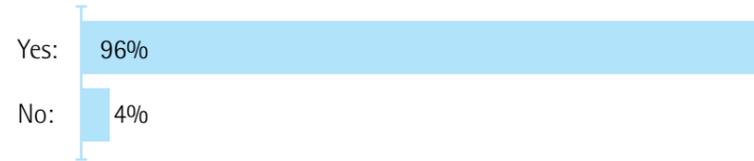
Please tick as appropriate;



## 14. Would you return or recommend Link House to anyone else?



15. Did you attend any activities?



16. a) Did you find them useful?



16. b) Are there any activities that you would like to have done?

*"More games and quizzes in the evenings – these were really fun and gives the residents a chance to get to know one another and the staff in a fun way that doesn't involve talking and sharing personal info."*



*'Something with animals'*

*'Yoga and mindfulness'*

*'More physical activity (basket ball hoop?)'*

*'Horse riding.'*

*'More group holistic activities eg yoga, meditation, relaxation.'*

*Making key rings.'*

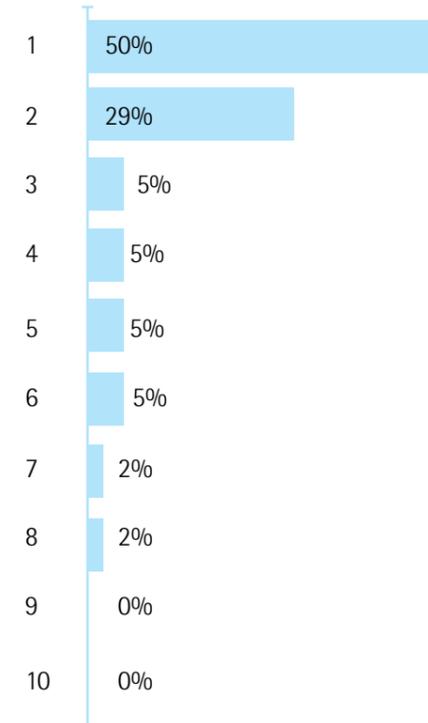
*'More arts and crafts.'*

*'I missed the relaxation session.'*

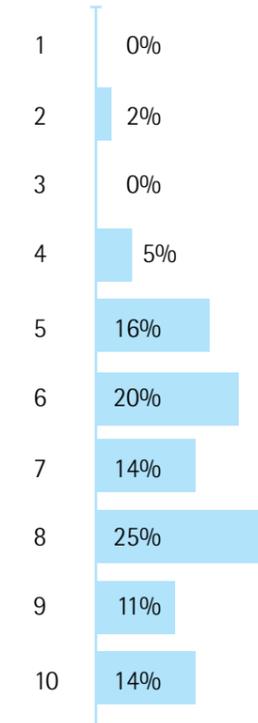
*The mindfulness session was excellent.'*

In the following questions please rate 1 to 10 with 1 being poor and 10 being excellent.

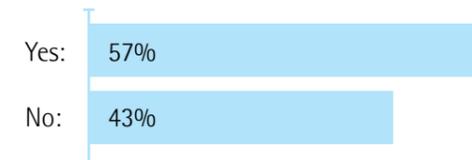
17. On a scale of 1 to 10 how did you feel when you first came into the house?



18. On a scale of 1 to 10 how did you feel when you left the house?



19. Would you be interested in hearing more about or joining the Crisis House Service User Reference Group (CHURG)?



20. Please use this space to give any other feedback or make suggestions.

*'Staff were all very understanding, very supportive and very compassionate.'*

*'Thank you for helping me feel human again & for validating & not judging. Link House is a really special, positive place, way, way better and more therapeutic than being in a hospital any day. We need more Link Houses!'*

*'The support staff gave was excellent. It would be good to have more follow on support from Missing Link for a few weeks as going from 24/7 support to nothing will be hard.'*

*'Link House has been massively helpful for me during my four week stay. I thank everyone for your help and support.'*

*'My mental health is much better after my stay – it has been an opportunity to rest and think and do some helpful work in a safe environment and I feel very grateful to everyone for being so patient with me and giving me a chance.'*

*'Volunteers to come in to provide additional emotional support + activities or play games as staff are too busy sometimes to be able to "socialise" with residents but this is actually really helpful and supportive.'*

*'I find it difficult to ask for support or to ask to speak to someone, so maybe if staff can say "would you like to talk" or "would you like some time to chat and have some support" more often, that could be very helpful.'*

*'Thank you to all the staff at Link House for all of your help, support & encouragement.'*

*'It has been a really positive experience and the staff are amazing and so patient. I can't thank you enough, it's an amazing service and totally restored my faith in mental health services.'*

*'I think it would help me to volunteer every now and again. I can help with my DBT skills and do a bit of Tai Chi if needed.'*

*'Keep doing what you do.'*

*'As I have said everything was great in the house. The only thing I would change is the group sessions, give them a shake up.'*

*'I think fresh air is really important and the house gets so hot & stuffy – can the windows not be opened a bit more?'*

*'Staff were amazing, house is lovely and welcoming. Coat hooks in the bedrooms would be good and maybe turn the heating off a bit more.'*

*'The group sessions are a really good idea but sometimes not enough residents turned up so the sessions were very brief.'*

*'Absolutely brilliant support and understanding from the staff.'*

*'People need to be doing the house work on Saturday as a lot of people was not doing it and it was not fair.'*

*'I have found my time very enjoyable and have received a lovely service at all times from all staff, very friendly and I have enjoyed meeting new people and doing activities.'*

*'It would be great if staff had specialisms – I understand that funding would be difficult for this, however staff were lovely and supportive.'*

*'Thank you for being supportive and welcoming.'*

*'A massive thank you to staff for all they've done for me in particular, understanding and being kind and helpful around my disability, it's been amazing, residents alike were also helpful and caring. 'Thank you Link House for saving me again.'*

*'More regular welfare checks to ensure safety and wellbeing. Communal fridge downstairs for milk + for food items you are happy to share or a place in the kitchen to donate unwanted food when you leave or put things you are happy to share. All these are suggestions not complaints, my stay here has been really helpful – the staff have been fantastic and the house has a lovely atmosphere. The weekly house meetings are great & the house looks much nicer & looked after + there were plenty of fun activities throughout my stay.'*

*'Support sessions could be more tailored/involved. Going through the paperwork isn't always enough.'*

*'Group sessions need to be a little more practical.'*

*'I would have liked a little more structure – too much downtime = too much time to think. All of the staff were fabulously supportive & I am fully grateful.'*

*'Everyone was great. Thank you so much.'*

*'It's a shame that there should be three staff on nights. As this house takes 10 clients, if two are in crisis + another feeling really in crisis I fear it puts a lot of press. It's really a shame as it stems to finance.'*

*'Thank you so much – Link House is incredibly special – the nurturing environment you've created and the staff have been immensely helpful.'*

*'Four weeks here has been entirely life affirming (again!). I am nervous leaving but excited & hopeful for the future for the first time in ages. Thanks for helping me find the strength within to turn things round.'*

*'It would be good to have something on every evening – either group session or set activity – it's a good opportunity to get to know everyone in the house in a "safe" atmosphere.'*

*'Can I say a big thank you to staff that supported me.'*

*"It is so well run and  
all staff are great."*

*"Thank you so much –  
Link House is incredibly special  
– the nurturing environment  
you've created and the staff  
have been immensely helpful."*



## **MISSINGLINK.**

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Missing Link strives to create a culture  
that encourages and values everyone's  
differences and promotes mutual respect  
and shared understanding.

### You can contact us by:

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Website: [www.missinglinkhousing.co.uk](http://www.missinglinkhousing.co.uk)

Twitter: [@MissingLink\\_MLH](https://twitter.com/MissingLink_MLH)



Missing Link is a Housing Association with charitable status, registered  
under the Co-operative and Community Benefit Societies Act (2014).  
Register No. 24218R

  
**Bristol Clinical Commissioning Group**