




Health Based Places of safety support and scrutiny.



Insights from Healthwatch Kent, Healthwatch Medway and Mental Health Voice which particularly focused on Health based places of safety were included in the pre-consultation business case .

These included details from 16 people, and their families, describing their experiences of being in crisis and needing help, including most having experience of being sectioned and taken for assessment. Many of their experiences illustrate why the pathway and HBPoS need to improve as people report:

- long delays waiting for the crisis team or mental health teams to respond
- confusion between services as to the best way forward
- delays while services conduct the assessment, and further delays waiting for placements with inpatient services
- multiple trips to be sectioned with delays and confusion as to the right care plan, leading to more stress and anxiety. Which for one person led to another suicide attempt leaving them with a lifelong disability
- poor communication with people's families and carers while the slow assessment process was underway
- the standards of the HBPoS are not being met with lack of outdoor space, access to food and drink while detained waiting for assessment
- mistakes being made concerning medication and a lack of respect or support for people's disability or communication needs
- a lack of follow up and support if an individual is assessed as fit to return home. There was one positive report on the support received from the support and signposting service.


Wider desktop research of related insights included following Healthwatch Kent and Medway reports - read it [here](#)



Healthwatch Kent, Healthwatch Medway and Kent Medway Voice shared the consultation in newsletters, website and social media with a total reach of **2020 people** reach **via Newsletters** and **333 people** who landed on direct website page **via social media and direct website visits**.



We facilitated the ICB attending 5 Local Mental Health Network Meetings where **89 people representing different mental health organisations** shared their views on the consultation.



Healthwatch Kent and Healthwatch Medway scrutinised the consultation. You can read the report here on our website [here](#)