



HEALTH OVERVIEW AND SCRUTINY COMMITTEE:
1st SEPTEMBER 2021

REPORT OF HEALTHWATCH LEICESTERSHIRE

ACCESSING MENTAL HEALTH SERVICES DURING CRISIS

Purpose of report

1. The purpose of this report is to present the May 2021 Healthwatch Leicestershire report regarding the patient experience of Accessing Mental Health Services during Crisis.

Policy Framework and Previous Decisions

2. The County Council, following the Health and Social Care Act 2012, is required to directly commission a local Healthwatch. The local Healthwatch in turn has a set of statutory activities to undertake, such as gathering local views and making these known to providers and commissioners, monitoring and scrutinising the quality of provision of local services and a seat on the Health and Wellbeing Board.
3. The purpose of Healthwatch Leicestershire is to promote improvements in local health and social care services – improving outcomes for local people in Leicestershire. HWL believes that the best way to do this is by designing local services around the needs and experiences of local people.

Aim of this particular project

4. The aim of the project was to collect patient and public knowledge of how to access Urgent Mental Health support care and their experience of accessing, using and discharge from Mental Health support.

Officer to Contact

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List of Appendices

Healthwatch Leicestershire report - Accessing Mental Health Services during Crisis May 2021.

Relevant Impact Assessments

Equality and Human Rights Implications

5. HWL is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
6. ECS/ Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.