

Summary of our findings



It was very important to service users, managers and staff that a hot meal is provided during a drop in session.



Service users spoke about wanting the service to be open longer and more often (especially in the evenings and at weekends), although there was recognition that this would mean there needed to be increased funding for staff. At Mind Spa it was felt that the addition of a ramp to the centre entrance would be beneficial.



There were many different ways for service users to feed back about the service, from weekly meetings, to key worker sessions, questionnaires and direct comments. In the main, people felt they were listened to. At Mind Hub some service users wanted to see the introduction of more formal courses with tutors, or a 'buddy scheme' (for moving on). They also suggested improving the quality of the computers.



There seemed to be slightly different pressures on staff at each centre, but overall staff were seen as supportive and welcoming. Service users also said that staff seemed to have less time to spend with them. It was recognised that this was down to increased paper work and a decrease in funding. Staff seemed to feel well supported. Feedback did suggest that there could be increased access to training.



Some service users we spoke to were anxious that Islington Mind's day service might close or lose funding, so much so that the Enter and View team had service users queuing to speak to them about how good the service is.



The changing landscape of welfare has also led to an increase of anxiety in service users accessing these centres. It has also put more pressure on staff who seem to spend an increasing amount of time supporting service users in their applications for Pip, ESA and supporting them with housing issues.