

Exit Interviews for patients working with MhIST team (Mental Health Intensive Support Team/Community Rehabilitation team)

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Introduction: MhIST (Mental Health Intensive Support Team) is a community rehabilitation team that caters to the rehabilitation needs of patients with complex psychiatric presentation in Cheshire and Wirral area.

A service audit was developed with qualitative research methods to obtain a deeper understanding of patient experience of the MhIST team

Methodology-

1. A semi structured Exit interview was conducted for 12 patients who were being discharged from the Community Rehabilitation services between January 2023 and September 2024

2. The data collected reflects the patient's personal experiences and perspectives regarding their interaction with the care, the team, including support from their key worker and doctors.

The feedback highlights what aspects of their care were effective and identifies areas for improvement, while also allowing for general comments that could provide further insights into the overall patient experience.

3. Data was noted down in the patient's own words.

4. An external researcher looked for themes that emerged.

5. Examples of direct statements were provided for every theme that emerged.

6. Discussion of audit results with team was followed by an action plan to address the issues observed.

Results- The themes that were observed were,- Having a positive relationship with staff, A flexible approach, person centred care, Better clinical management, help with networking and promoting active lifestyle. The main feedback for improvement was to clarify the individual roles and purpose of visits. Another patient pointed out that it would be worthwhile to check the preferred mode of communication- telephone calls or emails or in-person visits.

Theme 1-Flexible approach

Home visits
Receiving depot at home

Theme 2-Positive relationship with staff

Openness demonstrated by staff
Trusting relation
Humour
Relaxed approach

Theme 3-Person centred approach

Non judgemental interactions
Knowing patients outside their illness
Inclusion in management plans

Theme 4-Better Clinical Management

Getting discharge quickly
Regular mental health and physical health reviews

Theme 5-Signposting and networking

Linking up with local support networks

Theme 6-Encourage active lifestyle

Getting out and about
Accompanying to shops/walks

Feedback for improvement-

Clarify the role of key worker
Check preferred mode of contact

Conclusions- MhIST delivers specific rehab interventions to complex patients in community and is developed on a model of recovery.

Exit interviews give us an excellent measure of how much the interventions are helping and how to develop the service further.

The practitioners would come home and offer depot

I could joke and laugh without the fear of being sectioned

The Team gave me another chance

My hospital admission was much shorter

They had a fresh approach

They walked me to the shops

I was introduced to charities which helped patients like me

Actions-

To include a check for preferred mode of communication during the intake phase of a patient

To allocate the initial session on psychoeducation regarding the role of community rehabilitation team

Introduce every staff member with their designated role during the in-reach phase of assessment.

Follow Goal based outcomes to capture the patient's goals and expectations from the team

Introduce peer support worker with lived experience to understand patient expectations

References

1. Kowlessar, O.A. and Corbett, K.P., 2009. The lived experience of mental health service users in a UK community rehabilitation scheme. *International Journal of Therapy and Rehabilitation*, 16(2), pp.85-95.
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