



THEME: ACCESS & ELIGIBILITY

How is it broken?

Waiting lists are too long.

Need to be in crisis before offered support.

No 24/7 homelessness support.

Expectation of friends/ family/ carers to provide or continue care.

Appointments are not frequent enough.

Loss of support when not in primary care.

Need a support worker to receive certain kinds of support- can't get a support worker.

Not enough emergency accommodation.

Housing/ support located in unsafe places.

THEME: SYSTEMS & SERVICES

How is it broken?

Systems are too complicated.

Care plans.

Proving vulnerability.

Inconsistent services across postcodes.

Discharge process.

Inconsistency towards medication.

Detox process.

Reviews of mental health services and mental health research.

Disproportionate police response.

Lack of mental health specialists in hostels.

Labels and diagnoses.



THEME: COMMUNICATION & TRAINING

How is it broken?

Lack of understanding/empathy from frontline staff.

Requests for proof of address/ID at GP surgeries.

Police involvement.

Lack of co-production in own care.

Perception of "punishment".

Lack of openness and honesty.

Getting help requires confidence and persistence.

Crisis understanding.

Unhelpful methods of communication/ jargon/ acronyms/ flexibility regarding contact.

Lack of information regarding processes.