

QNFMHS National Report (2023-2025)

A summary for carers



This poster brings together the voices of **811** carers from medium and low secure wards, sharing their experiences.

WHO ARE QNFMHS?


QNFMHS stands for **Quality Network for Forensic Mental Health Services**.



We visit forensic mental health wards. We listen to patients, carers and staff.

We check services against **quality standards** to help with improving patient care.

★ What is Going Well


✓ **72%** of carers feel listened and understood by staff. 

✓ **73%** of carers feel involved in their loved ones' care planning, including being invited to key meetings.



🔧 What to Improve

✗ Only **24%** of carers have been provided with information and support around how to access a **statutory carers' assessment**.

✗ Only **28%** of carers have been provided with **accessible carers' information**, such as a welcome pack. 

✗ Only **17%** of carers shared that they were **offered individual time** with staff members, to **discuss concerns and their own needs**.



A message from a Carer Representative



"When we speak to carers during a review they are generally grateful for the care their relative receives and the support they are given. While there are pockets of excellent carer engagement it's clear from the report that there is still much more to be done."

Recommendations to Improve Carer Engagement and Involvement:

Carers' Assessments: Provide clear written information explaining what a carers' assessment is and how it can help. Include this in the carers' information pack and display it in visiting areas. Staff should help carers to access this.

Information for Carers: Develop a welcome pack with carers. This should include ward contact details, key staff members, local information, and sources of advice and support.
Extra: Create a short welcome video showing the ward, explaining what to expect, and sharing patient and carer experiences.

Contact with Carers: Add 'contact with carers' to the admissions checklist. Monitor how quickly this happens and aim to offer contact within 48 hours. Record all contact clearly in carer notes.
Extra: Appoint a Carer Champion to lead this work and allocate staff to speak with carers.