

QNFMHS National Report (2023-2025)

A summary for patients



This poster shares what **2,460 patients across medium and low secure wards** told us about their care.

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

✓ Most patients know which staff member they can talk to.



✓ Most patients feel treated with compassion, dignity and respect.



✓ Most patients feel listened to and understood.



🔧 What to Improve

✗ Not all patients feel involved in their care plan. Many are not offered a copy of their care plan.



✗ Most patients say there are no or limited activities in the evenings and on the weekends.



✗ Around half of patients are unhappy with the food. Patients want more choice.



A message of hope from a Patient Representative

“It isn’t about waiting for the storm to pass but learning to dance in the rain. There is hope.”

Ways to Improve Your Ward:

Food

- Request a food group to be set up to talk about food with the catering team. You can say what food you like and do not like.
- Extra idea: hold food taster sessions!



Activities

- Speak to the Occupational Therapy team to request activities that interest you.
- During community meetings, talk about what self-led activities are available (for example, reading, digital learning, exercise, sensory tools...)



Care Plans

- Staff should explain what your care plan says.
- Staff should ask you how you want your care to look like.
- You should be asked if you would like a copy.
- You should be asked if you want your family/friends involved.

