

What you told us

Community and Mental Health* Services

*Including Learning Disabilities, Autism and Neurodivergence



Easy Read Report

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13 November 2025

What is this report about?

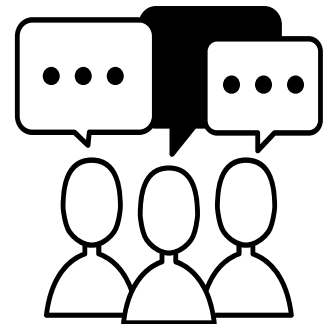
This report explains what people said about community and mental health services.

It helps us understand what is good, what needs to get better, and what should change.



1. How did we listen to people?

- We looked at reports about what people already said.
- We talked to people in meetings.
- We spoke to people who use services and their carers.
- We asked people to fill in a survey.
- We held group conversations with residents, staff, and volunteers.
- We met with organisations that provide services.



2. What did people say?

1. Finding your way through services

- People said services sometimes feel confusing and it can be hard to find the right help.
- Once you start getting help, it is often easier to find other services you need.
- People often have to tell their story many times.
- One phone number or one person to contact would make things easier.
- People want care close to home, good parking, and face-to-face options.



2. Clear information

- People want simple, clear information about services.
- Services should talk to each other.
- A local list of services that is kept up to date would help.



3. Services working together

- People want health, social care and voluntary groups to work together.
- One team to support the person and family would be better than lots of services.
- Mental health services should be near where you live, not just in hospitals.



4. Using technology

- Having one record for your care.
- Some people like online (digital) tools to help find services and book appointments.
- There needs to be non-digital choices for people who cannot or do not want to use technology.



5. Fair access for everyone

Everyone should get help.

It should not matter:

- Where you live or who your doctor is.
- What language you speak, or your background or traditions.

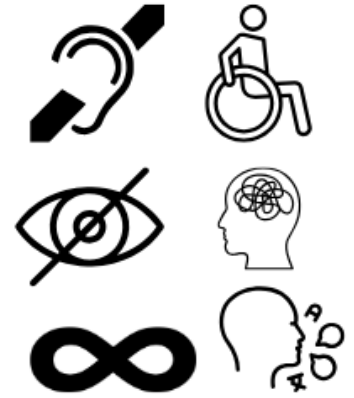


Services must work for everyone, including:

- People who are neurodivergent (they might think, learn or communicate differently).
- People who are D/deaf.
- People who do not speak English.

This means:

- Offering interpreters.
- Giving care that respects different backgrounds.
- Making sure health is fair for all.



6. Treating people as individuals

- People want to feel listened to and respected.
- Services should meet their needs.
- Some people felt judged or dismissed.
- Carers want to be included in planning and communication.



7. Helping people stay well

- People want help early, not just in crisis.
- Support in schools and communities is important.
- Feeling well is important.
- Help from people who have been through the same things and education help people stay well.

Good Health and Wellbeing



8. Crisis support

- People want fast crisis care in places they know and trust.
- Alternatives to A&E are needed.
- Services should work together.
- Crisis services should be autism-friendly.



9. Staff and capacity

- There are not enough staff, which means long waits.
- Staff need more training in mental health, trauma and neurodiversity.
- People want staff to be supported so care is safe and consistent.



3. What happens now?

We will use what you told us to make services work better for everyone in the future.

If you require this report in a different format, please contact us:

Email: blmkicb.communications@nhs.net

Telephone: 01525 624261



A **summary version** of the report can be found at: <https://bit.ly/CMHS-Summary-Report>

The **full report** can be found at: <https://bit.ly/CMHS-Engagement-Report>

Further information can be found at: <https://blmkhealthandcarepartnership.org/cmhs/>