

NIHR Greater Manchester PSTRC

Plain English Publication Summary

Publication: [What does safety in mental health care transitions mean for service users and other stakeholder groups: An open-ended questionnaire study](#)

Publication details (Vancouver format)

Tyler N, Wright N, Panagioti M, Grundy A, Waring J. What does safety in mental health care transitions mean for service users and other stakeholder groups: An open-ended questionnaire study. Heal Expect. 2020;

What are the most important findings/conclusions in this paper? Why are they important?

Safety in mental health care transitions was viewed differently by service users and families compared to healthcare professionals and researchers. Researchers and healthcare professionals focused on the clinical side of safety, such as medication, self-harm, or suicide. Service users and carers were more concerned with the human, behavioural and social sides of safety, such as loneliness, and emotional readiness for discharge. This shows that service users and families have a much wider understanding of safety during care transitions, and this is important for people who are developing interventions, clinicians and policy makers to understand.

What did you do?

This study aimed to investigate and compare the understanding of safety in five groups:

1. Service users
2. Families/carers
3. Mental healthcare professionals
4. Researchers
5. The people or organisations that use research (charities, policy makers).

We used an online questionnaire where people were asked questions and given unlimited space to answer in their own words. There were responses from 93 participants in 12 different countries.

Why did you conduct this research?

When mental health patients move between healthcare services - for example, from hospital to home - there are points in the process where many patients don't feel safe. For healthcare professionals who work in these services, 'safety' sometimes has a narrow meaning, such as 'causing no harm to yourself or others'. We wanted to see if service users and carers had a similar view, and if not, what was most important to each of the groups.

What was known before your paper was published?

Before this paper was published, safety in mental health care transitions had a narrow meaning, focusing mainly on things like suicide, self-harm and medication management. To our knowledge nobody had looked at the differences in how people understand what safety means at this critical time.

What is next? What is the potential impact of the work in this paper? What will change as a result of this paper (or the study it describes)?

We need to work with patients and carers to explore what is important to them about their own safety when they transfer between care settings. This would help researchers to develop interventions that meet patient needs and priorities. We are currently developing and testing the SAFER-Plus Intervention. This aims to improve the human, behavioural and social sides of discharge from mental health services.

Does this paper link in to a particular study / project? If so, please summarise the study and explain how this paper has improved understanding, or will move the study forward.

This study was done as part of the safer mental health transitions project. Within this project we are developing an intervention to improve safety in care transitions. This paper helped us to understand what safety means to each group.