

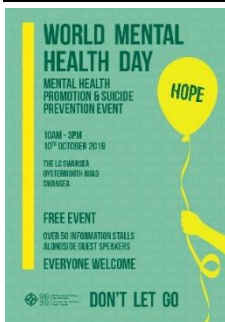
Together for Mental Health Update Oct 2018- Oct 2019

Priority Area One:

People in Wales are more resilient and better able to tackle poor mental well-being when it occurs.

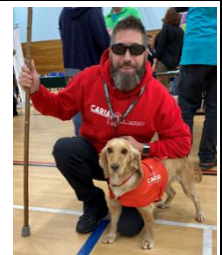
- 1.1 To enable people in Wales to have access to appropriate information and advice to promote mental well-being and to help them understand / manage their conditions.
- 1.2 To prevent and reduce suicide and self-harm in Wales
- 1.3 To promote mental well-being and where possible prevent mental health problems developing.

World Mental Health Day



On October 10th, the Health Board along with partners held an event as part of World Mental Health Day. There were over 75 information stands ranging from local support groups to charities to wider NHS and statutory services. Information stands offered advice, support and information to promote mental well-being. Alongside the information stands there were guest speakers and workshops covering numerous topics such as: wellness, de-escalation of crisis, signs of and approach to suicide, and relaxation techniques. The event was attended by over 650 people throughout the day.

I have been struggling recently, and I now feel reassured there is support out there to help me and I am not alone – thank you’.



Tweet

Swansea Bay NHS
@SwanseaBayNHS

Today is #WorldMentalHealthDay 🌱. We'll have a full report soon, but we couldn't pass up this opportunity to highlight the incredible support available to our patients in Swansea Bay! Well done to all involved!



16:02 · 10/10/2019 · Twitter Web App

16 Retweets 36 Likes

Mental Health Sanctuary Service

As part of the West Glamorgan Regional Partnership and ICF joint funding bid (Approved in Sept. 2019) and alongside the National Crisis Care Concordat, it was identified there was a need for an out of hour's crisis service for those not experiencing an acute disorder. A project team consisting of members from partner organisations as well as service users has been created and have developed a specification for a service which will be delivered by a third sector organisation that meets the needs of the people who would benefit from this service.

The service will offer an out of hours, appointment non-accommodation based service, operating out of hours which will provide somewhere to turn to for people who are experiencing a social/emotional crisis, anxiety, panic attacks, depression and/or having suicidal thoughts. It will do this by providing non-clinical therapeutic support to people in Mental Health Crisis in a calming and safe environment. This will enable individuals to de-escalate and deal with the factors/issues affecting their crisis and identify coping strategies to increase their resilience. The specification shall shortly be going to tender to be procured by a third sector organisation and has a go live date of March 2021.

Primary Care Cluster Transformation Mental Health Practitioner Pilot

We are currently piloting a new approach to mental health support as part of the areas cluster transformation programme. The cluster Mental Health Practitioners will be part of a new service designed to enhance the quality and accessibility of mental health services within Primary Care and will be trialled within 4 Clusters across SBUHB.

The new service will provide mental health and wellbeing expertise alongside GP's and will focus on "what matters" conversations with patients to assess their overall wellbeing and what can be done to increase their resilience. It is primarily tasked with providing GP's with additional expertise within a triage access model, giving patients access to a mental health professional quickly and effectively.

The Primary Care Mental Health Practitioner will work on a cluster footprint managing a caseload of general practice triaged patients that can be seen within 24/48hrs. They will provide an early intervention service for patients who wish to access Mental Health professional expertise in a timely manner in their local surgery.

They will be tasked with:

- Undertaking mental health consultations using a "what matters" approach
- Co-producing a recovery plan with the patient to meet the identified need and also promote wellbeing and resilience going forward.
- Working closely with the voluntary sector, community groups and typical "Tier Zero" interventions so that closer links can be established to signpost patients effectively.
- Where required, facilitating onward care provision across a community/primary/secondary care interface.
- Managing caseloads on the Vision Shared Appointments platform
- To support the ongoing learning and development of mental health provision in primary care.

The anticipated benefits and aims of this new approach will be:

- To provide appropriate mental health expertise within primary care to augment the quality of face to face appointments.
- To use an asset based approach and to work together in forming the best recovery pathways for patients.
- To provide an upstream early intervention approach to mental health support in primary care which should have a direct impact in reducing the number of onward referrals within mental services to enhance resilience and performance for onward pathways
- To offer a reflective space for patients to consider their own recovery pathway.
- To provide this reflective space at the right time so that options are most effective at an early intervention stage.
- To reduce the number of repeating and unproductive appointments with a GP.

The multi-disciplinary care home in reach team (CHIRT) was developed so that residents in local care homes have easier access to mental health services. Due to their age and sometimes frailty they may be unable to attend appointments but are now able to access services in their own home. As the CHIRT is a specialist mental health team, they have the skills to recognise suicide risk and introduce appropriate reduction strategy via assessment and risk management plan. Part of the role of the CHIRT is to also educate and advise care staff, and relatives in the homes to identify early changes and identify mental wellbeing in their residents

Public Health Wales – What Can we Do About Suicide

A workshop event was held by Public Health Wales (PHW) in March 2019, to start a conversation around suicide locally and garner support to take collective action to address the issue of suicide across Swansea Bay. The event was attended by 75 people and brought together a wide range of agencies, stakeholders, and individuals with lived experience. The aim of the event was to initiate a focussed discussion, learn from previous work undertaken around suicide prevention from other areas and determine what work was needed to be undertaken across the Swansea Bay region. An account and visual map of the event was produced to capture the discussions:



Following the workshop a Multi-agency Action Group was convened to lead on the development of an integrated action plan to inform and direct collaborative action for Swansea and Neath Port Talbot. The plan, is being co-designed, co-produced and co-delivered by key agencies and will engage those with lived experience in the development of actions. PHW have progressed to mapping of opportunities to engage with people with lived experience, applying for funding to resource a training plan, developing a pilot in Swansea of a new under 18's multi-agency rapid review process in event of a suicide, discussions with Ospreys in the Community about potential opportunities to raise awareness of suicide and mental health issues and available support, and planning for research.

Insight with working age men

The Public Health Team have initiated an insight gathering exercise through two 'listening events' with men with a similar demographic profile within local men's groups to scope the mental wellbeing needs of working age men. The exercise was used to establish what factors contribute to the mental wellbeing of working age males and what more could be done to enable working age men to nurture their own mental wellbeing.

Key findings include:

- Men were more adept at identifying what factors undermined their wellbeing initially rather than the factors that nurtured it,
- Social interaction was considered the greatest means of supporting wellbeing,

- Participating in sport, leisure activities or games, at any level was also identified as a resource that could support mental wellbeing, however, while some of the activities were accessible, rarely would the men be motivated to engage in the behaviour,
- Men held mixed views around the supportive nature of social media,
- Contextual pressures made the men discount accessing certain resources that would contribute to their wellbeing, e.g. healthy food choices were difficult within tight budgets, and gaining employment would worsen their income deprivation, and compromise their ability to parent their children,
- The men were vocal about the deficits in their community than any assets.

The exercise provided some initial insights and an opportunity to test this methodology. Plans are being developed to extend this insight research with men in the locality in the near future.

South Wales Police Call Centre Triage Pilot

In response to the growing demand of Mental Health related occurrences upon South Wales Police (SWP) and the need for better outcomes for the person, a joint project by the three health boards and SWP have developed the mental health triage pilot within the SWP call centre.

The mental health triage team are staffed by community psychiatric nurses seconded from the 3 health boards operating local systems within the SWP footprint. The pilot can take over on phone calls from persons requesting help and help/advise/signpost/intervene as appropriate. The staff in the pilot are also able to speak to frontline officers who attend incidents with those presenting issues to advise the officers on what to do.

- The force has seen a reduction of two-thirds in the number of people with mental health issues in custody and a reduction in demand for front line officers
- The number of persons recorded as in crisis has reduced by an average of 16%.
- The mental health triage team coordinate services which reduces time spent at crisis suites and/or Accident and Emergency.
- On average 34% of contacts with input/engagement from the Mental Health Triage team result in no onward referral/deployment to services.
- There has been a reduction of 86% in repeat callers to mental health triage team over the period.
- The force are embracing an upstream policy to identify individuals at an earlier stage, creating an intervention pathway and ensuring the prevention of further harm, which will reduce the high number of suicides in Wales.
- Annual data returns show that the force have 677 Section 135/Section 136 to date in 2019 compared to 784 for the same period in 2018.Reducing unnecessary use of section 136 without the need to utilise police custody suite as a place of safety
- Annual Data Returns also show that Mental Health Monitoring Forms on the force system NICHE have reduced by 14% (from 812 in 2018 to 695 in 2019).
- Officers are also reporting that the use of the pilot is reassuring they are doing the right thing with the person and can therefore reduce their anxiety of their decision.

Social Prescribing

Social Prescribing is a means of enabling GP's, nurses and other primary care professionals to refer people to a range of local non-clinical services. Health and Wellbeing is determined primarily by a range of social, economic and environmental factors and social prescribing seeks to address people's needs in a holistic way. With the monies provided by Welsh Government through the Mental Health Improvement fund, proposal is to undertake a feasibility study for commissioning a cluster based network of social prescribers alongside local area co-ordinators to specifically support people with a wide range of social, emotional or practical needs, improving mental health and physical wellbeing. Those who could benefit from social prescribing schemes are likely to be people with mild or long term mental health problems, vulnerable groups, people who are socially isolated, and those who frequently attend either primary or secondary health care.

Priority Area Two:

The quality of life for people is improved, particularly through addressing loneliness and unwanted isolation.

2.1 To improve the health and well-being of people in Wales by reducing loneliness and unwanted isolation.

The **Mental Health and Wellbeing Volunteer Project** facilitates a self-referral coffee group where those with a history of mental ill health can meet in a supportive environment, free from judgement at coffee shops around Swansea. The group is run by volunteers, some of whom have accessed mental health services themselves and is supported by staff at SCVS. The strength of the group lies in its members being open and welcoming to new members, enabling new members to form friendships in their own time, in a safe, informal space; thus reducing loneliness and isolation.

Whilst residents are in an environment with people of a similar age, they can still be lonely and isolated, as they have moved from their usual environment and social group. The **CHIRT team** try to help the residents and staff overcome this by educating the staff – signs and symptoms of what to look for (isolation, loss of appetite, withdrawn), and how to address these issues through delivering person centred care.

Priority Area 3:

Service Meets the needs of the diverse population of Wales

3.1 To reduce inequalities for vulnerable groups with mental health needs, ensuring equitable access and provision of mental health services.

3.2 To ensure that Welsh speakers access services through the medium of Welsh when needed and to increase Welsh language capacity in the workforce.

Swansea Bay Health Board

The Health Boards Diversity e-learning training package which includes 'Treat me Fairly' has reached a compliance rate of just under 81% to date.

The Health Board Mental Health Unit is pulling together a database of all Welsh speaking staff and beginning to scope out improvement works around outpatients, answer phones and general processes to ensure increased capacity of Welsh language capacity in the workforce

and reduce inequalities for service users wishing to access the service. Changes that have already been made are automatic bilingual outpatient letters and changes to process so the patient is asked a preferred language on arrival and treated as such.

The Health Board has also brought forward a proposal addressing health inequalities. Individuals with long term serious mental illness will experience a lesser quality of life and reduced life expectancy than members of the general population. It is well known that atypical antipsychotic medications have side effect profiles that evince a set of signs and symptoms that are collectively described as 'metabolic syndrome.' These can lead to increased risk of diabetes, cardio vascular disease, stroke and diabetes.

This proposal aims to address this by directing the allocation amount to provide interventions that target high risk areas for this vulnerable group as mitigation. Practitioners will be recruited to provide the following services for more positive outcomes:

- Health promotion and health education with service users
- Smoking cessation
- Healthy eating
- Diabetic monitoring and support
- Annual health checks
- Signposting and supporting access to primary and secondary physical health input
- Wound care treatment and advice
- Taking a lead role with the RMN, HCSW and AHP workforces and service users about side effect monitoring, metabolic syndrome, and healthy lifestyles.

In conjunction with this development this proposal aims to support CMHTs by developing specialist mental health pharmacy provision to support advice for service users, Improved medicines management and to develop a physical health monitoring and intervention database.

South Wales Police – Keep Safe Cymru Card Scheme

South Wales Police operates the Keep Safe Cymru Card scheme administered by its public service centre for persons with mental illness, learning disability, dementia and veterans. It operates a 24/7 direct access telephone line to the police control room who can facilitate assistance and support for the person requesting help. There are currently 1100 persons registered under the scheme.

Priority Area 4:

People with mental health problems, their families and carers are treated with dignity and respect

4.1 To ensure that all services are planned and delivered based on safety, dignity and respect.

4.2 To ensure that there is a concerted effort to continue to sustainably reduce the stigma and discrimination faced by people with mental health problems.

4.3 To ensure that service users / carers feel listened to and are fully involved in decisions about their own care / family member's care

4.4 To ensure that service users, families and carers are fully involved in service development.

4.5 To ensure that all people in crisis and in contact with police are treated with dignity and respect.

South Wales Police

The force in conjunction with WAST have produced a mental health support leaflet aimed at individuals and their loved ones giving details of helplines and websites. Hard copies of these leaflets will be distributed to each basic command unit and a downloadable version will be put on the force intranet.

The force promotes the 'Help at Hand' guidance document which is attached to the occurrence for officers to then hand out to families, loved ones in cases of suicide.

Neath Council Voluntary Services - Access to Engagement

Work is being undertaken in partnership with GP Clusters and Neath Port Talbot Council Voluntary Services (NPTCVS) in the Neath Port Talbot area to set up patient engagement groups. These groups provide an opportunity for patients to have their say on services which help to support health and wellbeing needs and how these services could be delivered in the future.

Close partnership work is taking place between the local authority and third sector organisation in NPT to ensure that mental health and wellbeing services provided are done so to meet the needs of the people.

The NPTCVS and SCVS Mental Health and Emotional Wellbeing Forum provides appropriate collective responses to Local Authority consultations which focus on the delivery of a broad range of mental health and wellbeing services. This gives a formal mechanism in which people can be fully involved within service development. Whilst there has also been a relaunch of the NPT Mental Health Service User Network

NPTCVS also held 9 meetings with 44 service users in Ward F for a coffee and chat to gain feedback from patients on the ward, to introduce other organisations onto the ward to fulfil a scaffolding of support for service users while on the ward and for when they are ready to leave the ward.

Swansea Bay University Health Board Mental Health Services, in collaboration with Swansea Carers Centre and HAFAL in April hosted a listening event. They shared anonymised 'real'



feedback about Swansea Bay Health Board (HB) Inpatient mental health services to attendees. Feedback included actual complaints, compliments, incident forms and internal and external review forms. They invited attendees of the event to comment on what went well, what was positive about the feedback, what was needed to be improved and key themes to shape addressing improvements or continuing good practice. The report concluded from the event will contain recommendations which the senior management team will use to create and agree an action plan for change.

The CHIRT delivers individualised person centred care by listening to what the residents say and observations by staff, liaising closely with care home staff and residents, and via risk assessments. We respect the resident's wishes and concerns, and work with the care home to ensure that they have a choice. The CHIRT encourages care home staff to fully involve service users and their families, in order that the resident receives the optimum care from all involved.

The CHIRT team educate staff and relatives in order to try and reduce the stigma and improve knowledge of mental health issues and how best to assist people.

Priority Area 5:

All children have the best possible start in life which is enabled by giving parents / care givers the support needed

5.1 To provide better outcomes for women, their babies and families with, or at risk of, perinatal mental health problems.

5.2 Parents and carers are supported to promote resilience and positive attachment during infancy and early years.

South Wales Police

The force is undertaking extensive work in to adverse childhood experiences (ACE's) to promote early intervention and engagement with support services to ensure children have the best start to life.

Neath Port Talbot Local Authority

The addition of a CAMHS liaison officer has had a positive impact on the outcomes for children and young people referred to Children's Services as there is a more "wrap around" type service available from the outset. When assessments are undertaken, both practitioners and families are able to consider the holistic needs of the family, including what, if any, emotional and/or mental health support a child requires. This ensures they are getting the right support, at the earliest opportunity.

NPT works very closely with Education and partner agencies as part of an Early Intervention and Prevention Panel. The panel is held weekly and considers a holistic view of the needs of our families. There are a number of services, funded through Families First, which can be accessed and referred to through this panel. Team Around the Family in NPT links in closely with these EIP referrals and services available to ensure there is coordination and a preventative approach through appropriately targeted services. This prevents the escalation of cases into the statutory arena, as needs are identified earlier on

NPT has an in-house therapeutic service which employs a Psychologist, Play Therapist and Consultant Social Worker who focus their interventions on our Looked After Children's population. The service supports the emotional and mental health of LACs, supporting their attachment difficulties and placement stability.

The local Public Health Team, in partnership with the respective PSB's identified a need to better understand the current pathway, provision and accessibility of perinatal mental health and wellbeing support across the region. The public health team commenced a review of the

local pathway to in order to establish the current position and makes recommendations for local action.

GP Cluster Grant Schemes:

The Swansea GP Cluster 3rd Sector grant scheme has enabled surgeries to pilot projects to address priority needs within their areas:

- CYP Counselling
 - o Cwmtawe – 3-21 year olds
 - o Bay – 14-25 year olds
 - o Llchwyr – 3-18 year olds

Provided by Reach (African Community Centre). Funded until March 2020.

Swansea City Council

The local authority in Swansea has also benefited from a CAMHS Liaison Officer, and good outcomes have been reported. The integration with social services has played a key role in supporting families work through the different issues that they face, and getting children and people access to the right care as soon as possible.

The local authority is one agency working in partnership with the Health Board to ensure that children & young people get access to the service they as early as possible, and in line with the regional plan have agreed the alignment of 5.5 new Emotional Health and Wellbeing Workers (secondary age focussed), funded by the WG Youth Work Grant, to sit within the proposed Early Help Hub Structure in Child and Family Services.

Priority Area 6:

All children and young people are more resilient and better able to tackle poor mental well-being when it occurs

6.1 To develop the resilience and emotional wellbeing of children and young people in Wales in educational settings.

6.2 To support children and young people aged 0 to 25 with additional learning needs, including those who have mental health needs.

6.3 To improve the well-being of children and young people at raised risk of poor mental well-being, with particular attention given to children in vulnerable groups such as children with sensory impairments, Learning Disabilities, children and young people who offend, children who have experienced trauma, those looked after, those living in poverty, young carers and those no longer in education.

NPTCVS

NPTCVS has developed in partnership, a number of initiatives linked to the above objectives:

- Beyond the Blue project with the Barnardo's has started to deliver a wide range of therapeutic interventions and counselling to children age 5 – 25 and their families.
- NPT Mind Youth Advice Group and Counselling services for young people age 14 +
- Bulldogs Champs Camps which take place during school holidays Bulldogs deliver daytime activities focused around The 5 Pillars which is a 'mix and match' Personal Development Pathway leading to tailored achievements. The main focus is to provide a Platform of Change for young people aged 7 – 30yrs but will work with all ages. The

Bulldogs is totally inclusive working within a multiple partnership Co-production approach within the Support Services Pillar. The Bulldogs does not replicate – we enhance partnerships creating very strong working relationships.

South Wales Police

- South Wales Police in collaboration with Together for Children and Young Persons services (T4CYP) developed podcasts of 3 children and young persons who experienced mental illness.
- The podcasts illustrated reoccurring themes, patterns of illness, how they wished to be treated and sharing their journey on the road to recovery.
- The podcasts have been disseminated within South Wales Police for further development as training aides for police officers and support staff.
- Papyrus **PAPYRUS - Prevention of Young Suicide** presented seminars at venues with the South Wales Police footprint on world mental health day illustrating the plight of suicide amongst young persons between the ages of 8-34 years of age.
- SWP intend to work with Papyrus to develop education and training for our staff on suicide prevention.

Swansea Bay University Health Board

Swansea Bay University Health Board leads the Children & Young People Emotional and Mental Health Planning Group. The Group has been set-up to deliver the key actions related to the well-being of our population and mental health services for children, young people and their families from the national Together for Children & Young People's Mental Health programme. This planning group has representation from Swansea Bay and Cwm Taf Morgannwg University Health Boards, parents, Local Authorities and the voluntary sector. The Group has a Delivery Plan and the Strategic Aims are as follows:

- Improved accessibility to CAMHS and specialist advice & support
- Sustainable and accessible local services (universal services)
- Further develop & sustain the NDD Service
- Develop a better range of services for all children with emotional difficulties and wellbeing or mental health issues including transition and single point of access to services (West Glamorgan)
- Develop robust multi-agency arrangements for children with complex needs (West Glamorgan)

A sub-group of the Children & Young People Emotional and Mental Health Planning Group has been set-up to specifically focus on CAMHS prevention and wellbeing. It is through this group that a new Emotional Health & Wellbeing Service has been set-up. The service is scheduled for implementation during 2019/20, and will be hosted by P-CAMHS.

Partners are also progressing with their own initiatives and projects and some examples are outlined below:

Neath Port Talbot Local Authority

- The ELSA programme is still going strong with a co-hort of new ELSA's being trained. By the end of the academic year 2019-2020 there will be 112 ELSA trained staff in NPT

schools. Evaluations of the training days are very good and feedback on the impact of ELSA within schools is very positive.

- In NPT School Based Counselling Services are available from Year 6 to Year 13. School Based Counsellors work in collaboration with schools and other agencies when appropriate. Outcomes are measured using the YP CORE.
- The Young Peoples Mental Health Forum continues to develop. Representatives from every secondary school, meet every 6 weeks. Projects and ideas that the group have been working on include the development of mental health workshops, an emotional 1 page profile for schools, a mental health questionnaire, the organising of emotional awareness day within schools, the design of posters, poems and leaflets, the development of support groups in schools, Strong Not Silent Campaign and they are also planning a conference in January.
- Following on from the success of training schools on attachment awareness a training on trauma has been developed and is starting to be delivered to school staff by the Wellbeing Team. Staff members have completed the Trauma informed Schools Diploma and are working with schools to be more trauma informed.
- Cynnydd youth engagement workers provide support for young people at risk of disengagement from school. Several of the workers have completed Mental Health First Aid Training and are using it within their schools. All young people who work with Cynnydd complete a self-efficacy measure the results of which feed into their individual action plans. 90% of young people saw an increase in self-efficacy scores following Cynnydd intervention.
- During 2018-2019, a Mental Health and Emotional Wellbeing Panel was piloted at Ysgol Cwm Brombil in collaboration with a Primary Mental Health Specialist from CAMHS. Professionals from several organisations attend including SBCS, CAMHS, EPS, Senior Health Care Worker, Cynnydd, Wellbeing Team and EWO. Staff from Ysgol Cwm Brombil and the primary cluster are invited to book a 30 minute slot in order to present (anonymously) any cases they have concerns about. Professionals offer advice, support and guidance and where appropriate, pick up cases. Panels are currently held half termly and have been very successful so far. This is now being rolled out across the authority.
- Following the pilot the Solving the Puzzle ASD parenting programme has been rolled out. The programme considers different topics each week including diagnosis, managing behaviour, language and communication. There is a module which considers well-being and anxiety in children and young people with ASD.

Public Health Team

Through insight work with schools & partners a need was identified for a training programme to raise awareness of and identify self-harm. A rolling training programme has been developed in partnership with CAMH specialist. The programme is available to secondary school staff - teaching and non-teaching, and partners working with children and young people extending to teams in school based counselling, educational psychology, wellbeing, school health nursing, Police schools liaison and the Youth Service. The delivery of the training began in Bridgend in 2018/19, and started being rolled out across Neath Port Talbot in summer 2019, and will continue into Swansea.

The local public health team undertook a survey of all pre-school settings, excluding childminders, across the Health Board area, to help understand the mental health and well-being provision that is being provided in these settings, including policy, training and practice.

Swansea Women's Aid Children & Young People's Service (CHYPS)

CHYPS supports young people aged 5-18 who have experienced domestic abuse. The service delivers 1:1 support and group activities. The support provides young people with the opportunity to explore their experiences of domestic abuse and learn about its impact, providing them with skills to examine how it affects their beliefs, values and behaviour now. We recognise that each child and young person's experience of domestic abuse is different and aim to help them make sense of what has happened to them, by providing practical and emotional support to help them recover. We adopt a child and young person led approach and support children and young people with the issues that matter most to them, allowing them to talk in confidence about how they are feeling. We promote healthy relationships and raise awareness of domestic abuse and support children and young people to keep themselves safe.

Support available includes:

The S.T.A.R (Safety, Trust & Respect) course provides children ages 5-17 with the opportunity explore their experiences around domestic abuse, how to manage feelings associated with it, as well as learning practical skills about keeping safe. It can be run as a group or 1:1 support (6-12 sessions, depending on age and need).

Play Therapy pilot. The Play Therapist provides intensive support (20 sessions) for primary school aged children who are still struggling to manage the longer term impacts of their experiences, which may impact on their ability to engage positively with education and/or home life. Play Therapy provides cyp with a safe place in which to express their thoughts and feelings. It facilitates the development of self-esteem, problem-solving and coping skills. It supports emotional healing and growth.

Swansea Council

There are considerable changes taking place across Emotional Health and Wellbeing Services for Children and Young People.

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There has been an increase in staffing of the CAMHS Crisis Liaison Team, which is a rapid response service that responds either in the community prior to and/or at A&E. They take referrals of Children and Young People up to the age of 18yrs where there are indications of possible mental health needs involving high risk that would otherwise or do result in hospital admission. The increase in staffing has allowed the service extend its operational hours to 8am until 12midnight 7 days per week. The service aims to develop more community based crisis support to reduce hospital attendances/unplanned admissions. Provide intensive support at home or in an appropriate setting for up to 72hrs.

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The Emotional and Psychological Wellbeing Group is a Swansea focussed group led by the Commissioning Hub. It feeds into the Children and Young People's Emotional and Mental Health Planning Group and Swansea's Getting it Right for Every Child (GREC) Group.

Key areas of joint development by this group:

- Provide scrutiny of the Counselling Service contract and performance
- Undertake a mapping of all Mental Health and Wellbeing Services and pathways in Swansea and ensure the fit of new developments

- Feed into the Commissioning of Mental Health and Wellbeing Services in Swansea
- Identify any gaps in provision and feed into the ongoing development of the regional vision

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Number of referrals received to MAPSS in 18/19 - **66**

MAPSS has supported 18 young people in their education placement using relationship based play and ELSA techniques. As a result:

- 92% of the children referred to MAPSS have been supported to remain in the same placement.
- 8% of the children have had a change of placement. 6% of these were planned changes and MAPSS has been integral to supporting the placement move and 2% were unplanned and as a result of a disruption.



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Priority Area 7:

Children and young people experiencing mental health problems get better sooner

7.1 To enable all children and young people experiencing mental health problems to access appropriate and timely services as close to their home as practical and to ensure that transition to adulthood is effectively managed.

Historically access to CAMHS data has been ad hoc, however since the introduction of commissioning arrangements between Swansea Bay and Cwm Taf Morgannwg University Health Boards the quality of the information received has much improved, and the discussions held are more purposeful.

As a provider, Swansea Bay UHB now have a much improved understanding of what the issues are for children & young people who live in Swansea and Neath Port Talbot, and what the challenges are for CAMHS as a service. This has allowed Swansea Bay UHB to support CAMHS, by developing a 3 year strategic vision including the implementation of a single point of access.

Data shared with Swansea Bay UHB demonstrates that following a period of deteriorating compliance against the 28 day target for S-CAMHS during quarter 2 of 2018/ 19, the position improved significantly from August 2018 onwards and the service delivered the 80% compliance target at the end of March 2019.

Over the last three years referrals into P-CAMHS have increased and the service has recently been subject to a review by the NHS Wales Delivery Unit. A proposal to expand P-CAMHS in line with the findings and recommendations of the DU review has been developed jointly between Swansea Bay UHB and Cwm Taf Morgannwg UHB to access funds available via the Welsh Government Service Improvement Fund.

CAMHS has been fortunate to receive funds from the Welsh Government including ICF monies to pilot the integration of CAMHS Specialist nurses based within the local authority single point of access teams. Whilst it has been difficult to assess the need for this service, professions within the teams are reporting good outcomes, and several case studies have

been shared with partners. The pilot has also had a positive impact on CAMHS activity, and consideration will be given on how this role can become part of the core CAMHS service.

P-CAMHS have always recognised the positive impact that the liaison work can have particularly for children in schools. Feedback from NPT local authority is as follows: The role of the Primary Mental Health Specialist school liaison from CAMHS has led to some excellent examples of joined up working with other services. One young person was being supported with their mental health issues by the CAMHS worker while developing their self-esteem and social skills through involvement with their Cynnydd worker and accessing Cynnydd interventions.

Priority Area 8:

People with a mental health problem have access to appropriate and timely services

8.1 To enable people experiencing neurodevelopmental conditions, (such as autistic spectrum disorder and attention deficit hyperactivity disorder) to access timely assessment and treatment that supports their continued social and personal development.

8.2 To ensure that mental well-being is given equal priority with physical well-being in the development and delivery of services.

8.3 To ensure people with an identified mental health problem are able to have timely access to a range of evidence based psychological therapies.

8.4 To ensure timely and appropriate services for people with first episode psychosis.

8.5 To ensure that public services and third sector work together to provide an integrated approach.

8.6 To ensure that there are robust links between primary care and mental health services.

8.7. To ensure people of all-ages experiencing eating disorders are able to access appropriate and timely services.

8.8 To ensure mental health services for Veterans in Wales who are experiencing mental health problems are sustainable and able to meet that populations needs in a timely and appropriate manner.

8.9 To ensure timely and appropriate Mental Health services for people with mental health problems who are in contact with the criminal justice system.

8.10 To ensure timely and appropriate services for people who require a secure mental health setting.

8.11 To ensure co-occurring mental health and substance misuse problems are managed effectively

Service improvement and associated reduction in waiting times for High Intensity Psychological Therapy.

Changes to the delivery of psychological therapy included introducing an improved stepped model of care which has enabled a reduction in waiting times. In addition recurrent monies were allocated to all Health Boards in 2018 to increase the pace of access to psychological therapy.

Last year we targeted additional funding that enabled us to have a detailed look at the number of people waiting for psychological therapies and what they were waiting for. At the same time we commissioned additional therapy resources from an external company to deliver high intensity psychological therapies up until April 2019, resulting in 357 patients having the therapy. This enabled us to reduce our waiting time to a maximum of 26 weeks for high intensity psychological therapies which has been maintained through the year. We have continued to work to implement a revised service model based on Matrics Cymru and stepped care principles to provide both timely responses and long term sustainability. We

are focussing on increasing the delivery of high volume low intensity psychological therapy for people who may benefit from this approach and alongside continued delivery of High Intensity Psychological Therapy.

Additionally following a Psychological therapies data collection workshop on June 22nd 2018, it was agreed that High Intensity Psychological Therapy can be delivered in a group format. This increases the agility of the service to meet the needs of greater volumes of patients assessed to present with common and stable severe mental health needs and provides the least intrusive treatment to provide significant health gain. Individual therapy continues to be offered to patients where it is indicated as the most appropriate treatment.

Currently, group interventions are being re-vised to ensure that they are being delivered at the appropriate intensity. Service reconfiguration and stratification has continued alongside recruitment of additional staff to ensure a sustainable and agile service into the future.

The Swansea Bay Psychological Therapies Management Committee (PTMC) works in close partnership with the National Psychological Therapies Management Committee (NPTMC). Over the past 12 months the PTMC has:

- Worked closely with the NPTMC which is attend by Vice Chair PTMC forging links with other Health Boards
- Progressed within the Health Board the National Plan for the Delivery of Matrics Cymru (2018) including collection of information to map services providing psychological therapy across the Health Board
- Refreshed the terms of reference to ensure close alignment with the NPTMC terms of reference
- Refreshed membership to enable effective partnership working across the Health Board
- Ensured job matching of new all Wales job descriptions for Psychological Therapists
- Overseen bids to Welsh Government for monies to increase the pace of access to psychological therapy in MH&LD and the development of a Child Psychology service in Health Psychology.
- Vice Chair has visited Delivery Units to advise on the role and function of the PTMC and support with mapping project
- Vice Chair has liaised with All Wales Traumatic Stress Quality Improvement Initiative and become the Quality Improvement Lead representing the Health Board.

Single Point of Access

A project team has been assembled to develop a single point of access for unscheduled acute adult referrals into Mental Health Services in each of the Swansea and Neath Port local authority areas. There will be some redesign of existing resources where currently there are a number of points of access for referrals and these will be assimilated into one central point and enable provision of 24/7 assessment and support cover for each local authority area. This will also mean services are more efficient and effective and their resources are targeted appropriately, whilst improving the experience for the service user and provide a more accessible and responsive assessment service. It is hoped that this service shall be live in Q4.

CHIRT

Due to the makeup of the CHIRT team - CPN's, Psychology, OT, Physiotherapy, CPN's, there is a wide range of skills and experience to offer a wide range services dependent on the need of the resident and also ensure all angles of care are accounted for.

SCVS

The **Penderi Young People's Wellbeing Project (PYPWP)**, offers a brief intervention service integrated within GP surgeries for 11-25 year olds. SCVS is working in partnership with Penderi GP Cluster to deliver this pilot project which commenced in July 2019. The PYPWP connects people to non-medical sources to improve their health and wellbeing, which can include referral to therapeutic interventions, activities, opportunities or connections to community groups and voluntary organisations. It complements the GP service by supporting a holistic and complete assessment of the patient's health and wellbeing needs. The PYPWP will also extend support to a young person's family member, guardian or support network if their needs are having a direct impact on the young person's wellbeing or they require support around the young person's needs.

The project was intended to support young people with low level mental health concerns, however, although most of the young people have presented as low to the GP referring the PYPWP has uncovered high levels of ACEs/traumatic experiences both current and historical. In these cases the project has enabled GPs to have a more in-depth understanding of their patient's background, provided a deeper overview of their current mental health and supported them to make more informed referrals, where necessary, to statutory mental health services. The project has then 'held' these patients, supported them to navigate statutory services, provided a link between the patient and the surgery and in several cases facilitated a rapid review of needs.

NPTCVS

- Social Prescribing is currently being delivered in the Afan Cluster.
- Continued work with GP Clusters in Neath Port Talbot to map future services
- Mapping of Tier 1 services continues in line with health board requirements

During the last 12 months various events have taken place and been attended by NPTCVS and the local third sector to promote the services, activities and support available in the local area and how to access to those services. These include:

- Be Kind To Your Mind Event
- Health and Wellbeing Days with Age Connect
- Wellbeing Week September SBUHB 2019
- Stroke Week Awareness
- Quarterly Mental Health and Emotional Wellbeing Forum Meetings
- Suicide and Self-Harm Prevention Workshop

The third sector in Neath Port Talbot continues to provide a wide range of volunteering opportunities to improve mental health and wellbeing through access to positive life chances. NPTCVS volunteering unit engages with individuals and organisations to deliver a wide range of volunteering opportunity options across sectors.

South Wales Police

- South Wales Police (SWP) and the Police and Crime Commissioners Office identified concerns regarding high levels of the use of S136 of the Mental Health Act. Having completed 2 years of research, a report on early interventions for people in mental health crisis was produced and a number of recommendations made. One of these recommendations was to utilise the emerging mobile technology that SWP had

invested in to aid officers in making better decisions and recording the use of S136. The APP is the first of its kind in the UK, allowing officers to record in real-time their actions and observations around their use of S136. This offers a unique opportunity provide officers with evidence-based accountability as well as guidance around issues they may encounter when using S136. Use of the APP is intended to support officers make defensible decisions about their use of S136, therefore giving them greater confidence to use the appropriate response to a person in mental health crisis

- It is hoped that the APP will play a vital role in evidencing the commitment of SWP for openness and transparency in its procedures, as well as demonstrating procedural fairness with collaborative decision-making with statutory and third sector partners.
- It is expect that the APP will help to reinforce the Human Rights based approach to policing, identifying the least restrictive means of intervention.
- The aim of the mental health APP is to provide officers with real-time capability to record the use of S136, voluntary assessments and the Mental Health Capacity Act.

South Wales Police operates the Keep Safe Cymru Card scheme administered by its public service centre for persons with mental illness, learning disability, dementia and veterans. It operates a 24/7 direct access telephone line to the police control room who can facilitate assistance and support for the person requesting help. There are currently 1100 persons registered under the scheme

Neurodevelopmental Disorders – Children & Young People

The ABMU NDD service was launched for children and young people in April 2017 in response to Welsh Government guidance on neurodevelopmental service delivery in Wales, with the purpose of providing assessment and diagnostic services to children and young people (CYP) with ASD and ADHD.

The NDD team have worked with stakeholders to develop evidence-based pathways, assessment frameworks and ongoing professional development tools to ensure that all children and young people within the ABM UHB footprint are able to access appropriate, robust and timely assessments with specialist clinical staff

Demand is currently exceeding capacity for the NDD service, and this is being seen across Wales. The team are aware of, and working to improve where possible, ongoing pressures on waiting times and the inability to provide a more in depth post diagnostic programme, and these themes from the feedback questionnaires align closely with common themes from formal and informal concerns.

Compliance against the Welsh Government target is deteriorating and dropped below 80% in October 2018 to 76%. The compliance reported in March 2019 was 47%.

The referral rate has stabilised somewhat but still large month to month fluctuations making future projections difficult to predict. This situation remains similar across Wales and is being escalated through the All Wales National ND Steering Group and through Swansea Bay UHB Executive team. In 2019/ 20 the NDD team will make efforts to improve access for children & young people including information available online.

Priority Area 9:

People of all ages experience sustained improvement to their mental health and well-being through access to positive life chances

9.1 To enable people with mental health problems to have fair access to housing and related support and promote access to mental health services amongst people who are homeless or vulnerably housed.

9.2. To support people with mental health problems to sustain work and to improve access to employment and training opportunities for those out of work.

9.3 To ensure people with mental health problems have access to advice and support on financial matters.

9.4 To increase the availability of recovery oriented mental health services.

9.5 To enable mental health professionals to have a greater understanding of the experience of domestic abuse and sexual violence across all groups and sectors of society, including those of protected characteristics.

CREST Recovery College

CREST Recovery College is part of the specialist acute service provided by the City & County of Swansea Social Services Department. CREST Recovery College will support individuals with experience of mental health issues to assist in living the life they want to lead and become experts in their own self-care. An educational approach will be used to improve health and to compliment care and treatment offered by Swansea City Council and SBHB. The college offers strengths based course designed to contribute towards wellbeing and enable hope, control and opportunity in all students.

All Courses will be co-produced and co-delivered by individuals with lived experiences of mental health challenges alongside tutors with mental health experience, providing a shared learning environment. That will encourage students to learn and share their own experiences thus allowing students and staff to learn together. We offer a wide range of courses in a friendly and welcoming environment. Our courses vary in length from half a day to 10 weeks. All of our courses are designed to increase the students' knowledge and skills about recovery, and to help student manage your mental health and wellbeing.

The college will introduce the established definitions of recover, including the principles of hope, control and opportunity. Each principle will be considered and explored in relation to personal goals. Supporting the Recovery College to achieve their aims, Swansea University, Gower College and UWTSD have agreed to offer further educational courses that individuals might apply for to assist with their personal goals or act as potential steps to higher education or employment. The Recovery College was launched on the 18th July 2019 at Swansea University. The college opened on the 9th September 2019 and have 44 students enrolled for the September courses. We are now advertising the January 2020 course.

Priority Area 10: Dementia

NFA - These actions are now subject to oversight as part of the new Dementia Action Plan, which superseded the delivery plan in 2018

Priority Area 11:

The implementation of the strategy continues to be supported

11.1 To ensure that the appropriate infrastructure is in place to deliver the requirements of *Together for Mental Health*.

11.2 To progress the development and implementation of a national mental health core data set capturing service user outcomes.

11.3 To ensure a competent and sustainable workforce that helps people improve health as well as treat sickness.

11.4 To ensure that investment in mental health services is sustained.

11.5 To continue to promote and support emotional wellbeing and resilience, providing effective and helpful services at an early stage, as well as ensuring those in need of specialist services receive the highest quality of care and treatment.

11.6 To continue to support an evidence based approach and ensure active research and evaluation is at the heart of service development.

Appropriate Infrastructure For Delivery

The multi-agency Well-being and Mental Health Board, In line with regional governance arrangements, will report directly into the West Glamorgan Adult Transformation Board to monitor and control the delivery of the Transforming Mental Health Programme alongside the delivery of the Welsh Government's Together For Mental Health Strategy. The Well-being and Mental Health Board will also have key reporting links to the Health Board's Clinical Services Plan Board for consistency of operation. Within these boards, there is a wide range of representation including statutory services, service user, carer, and wider third sector and partner representation too.

The Childrens and Young Person Emotional and Mental Health Group and the Adult Transformation Board feeds into the Regional Partnership Board which gives the multi-agency governance structure and focus of delivery of the Together for Mental Health Strategy.

Project teams have been established for identified areas of work. Each has an identified Project Lead, with multi-agency and service user representation across all.

In 2019, Welsh Government set aside monies through the Integrated Care Fund and Mental Health Service Improvement Fund for the Western Bay LPB. The following 9 priority areas have been agreed as a partnership for development over the coming years, each priority has a number of deliverables attached

1. Wellbeing and Prevention

- Introduction of social prescribing workers for each primary care cluster
- Recommissioning of mental health third sector services

2. Modernising Day Services

- Review of existing provision by LA area against strategic framework
- The development of commissioning options for drop in services where identified
- The development a Recovery College service model

3. Responding to Urgent Needs

- The development and procurement of a Sanctuary service
- Review of CRHT service operation
- Commissioning of escalation/step down beds from local authority to provide flexibility in acute sector

4. Addressing Health Inequalities

- Development of a strategy and approach for addressing health inequalities

- Recruitment of practitioners to improve physical wellbeing
- 5. CMHTs & Cluster Based Services**
 - Development of a plan to align secondary mental health care services to primary clusters
 - Development of a single point of access for mental health service
 - Undertake a review of LPMHSS provision
 - Expansion of community based perinatal services
 - Implementation of revised stepped care service model for delivery of psychological therapies
- 6. Adult Acute Assessment Re-provision**
 - Commissioning of a new site for unscheduled adult care, acute inpatient beds and provision of local PICU accommodation.
- 7. Developing Range of Specialist Recovery Services**
 - Development of a women's low secure service
 - Expansion of male locked rehab service
- 8. Older Peoples Mental Health Services**
 - Implement dedicated memory loss assessment services aligned to clusters
 - Feasibility for co-location of specialist mental health services with physical health services for older people and frailty services
 - Development of pathway and standards for specialist OPMHS
 - Improved community based support for people with dementia and their families
- 9. Learning Disability Modernisation**
 - Reduction in inpatient beds and no-one in an inpatient setting who does not require it
 - Improved quality in residential units, including jointly agreed care and treatment plans
 - Patient-centred services provided locally
 - Richer skill mix of staff in community teams to support people in their own homes
 - Improved early intervention and support to promote independence
 - Improved compassionate and dignified care

Wellbeing initiatives in work

The Health Board has also started up the Wellbeing through work scheme for those who feel they are going through a difficult physical or emotional time and would like support, the wellbeing through work team have experienced health and employment advisors to offer confidential advice and guidance. This includes help with: Dealing with a health condition or work issue, Pain, anxiety and stress, talking to managers or employers. Although promoted here within the Health Board it is available to anyone within the Health Board footprint.

Alongside the Wellbeing through work scheme

<p>Financial Wellbeing Advice and Support</p> <p>including:</p> <ul style="list-style-type: none"> • Citizens Advice • Money Advice • Housing • General Money Advice 	<p>Debt, Money and Housing Advice</p> <p>Additional information</p> <ul style="list-style-type: none"> • AEB Self Counselling • Wellbeing Through Work 	<p>Occupational Health Services</p> <p>For more information, please contact occupational.health@nhs.uk</p>	<p>Falsetics</p>
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Alongside the Wellbeing through work scheme, published on the intranet is a range of available information around wellbeing, an example of which is the picture to the left. There is advice here for both managers and employees on various topics including advice, signposting and training.

The health board has also started up a 'taking care' pilot, encouraging staff to take time out to think of how they can improve their wellbeing in the work place. There were some good feedback and results. In Tonna hospital staff now have access to a separate

room for breaks and walking lunches alongside regular wellbeing meetings which have all anecdotally improved the wellbeing of staff.

The Health Board also has a growing network of Wellbeing Champions. It began with approximately 40, but by March 2019, it had grown to just over 330 and is continuing to grow. It has also been accepted as an Exemplar Project with the Bevan Commission. The role of a wellbeing champion acts as an extra layer of support for staff, talking to each other informally, signpost, and give appropriate information, so that their colleague(s) can seek early support and intervention. There are also similar schemes in the other organisations within the Regional Partnership Board footprint.

South Wales Police have embarked on a journey to support employee well-being and public mental health. They signed up the MIND Blue Light pledge in 2017 but have now recruited 55 Blue Light Champions across the force consisting of police officers and support staff with access to a range of services including signposting. Over 500 first and second line managers have received MIND training on identifying and dealing with staff with anxiety and mental health in a sympathetic and caring way and have recently started training staff with Mind on personal resilience. The force promotes a number of other health and wellbeing initiatives including direct telephone access to trained counsellors.

Evidence Based Approach

As the first project of the transformation and modernisation agenda to be started, the Mental Health Sanctuary Project gathered and analysed data on demand and capacity in which to base decisions for the specification. Going forward it is hoped that an external evaluation using the SAIL database will be undertaken to review its effectiveness and impact on the wider system. Active research and continuous evaluation shall be at the heart of this service delivery to ensure users' needs are met and it is making a positive contribution and value for money.