Transforming Mental Health: Our journey to recovery in West Wales

Trieste
September 2019
The problem

- Stigma
- Discrimination
- Power imbalance
- Culture
- Mental health needs of our population have changed
- Traditional model of care largely unchanged since closure of large institutions
- Services that are difficult to access
- Inappropriate points of access (ED, inpatient units)
- Inappropriate people at first contact (police)
- Repeat referrals and delays in care
The problem

• Increasing demand on services
• Increasing presentations at emergency departments
• Increasingly full hospitals
• Increasing use of the Mental Health Act
• Unsustainable adult mental health services
• Significant recruitment and retention challenges across our mental health workforce
• We can’t fix this ourselves (and we shouldn’t)
Aspirations of Transforming Mental Health Services

- An integrated service more responsive to people, their needs and their goals
  - To be accessible 24/7
  - Cross service “One Stop Shop”
  - No waiting lists
  - Move away from hospital admission to time-out and hospitality
  - Day time-out and meaningful engagement
- Care closer to home with access to specialist in-patient provision with highly skilled practitioners as required
- Deliver services in collaboration with partners
- One point of access - reducing need for repeat assessments
- Investment in the development of our workforce. Build our skill mix to deliver modern services
Open doors

An open door is not just something physical
Ward Environments
Two Years of Engagement

• 100+ engagement events held across Carmarthenshire, Ceredigion and Pembrokeshire
• 22 meetings with staff, service users and stakeholders to review options
• 13 Mental Health Programme Group meetings with service users, carers, local authorities, staff and frontline healthcare workers
• Over 50 work stream meetings involving staff, service users and stakeholders to support the work of the Mental Health Programme Group
COMMUNITY SERVICES
Linked to Mental Health Centres, support and advice provided throughout Carmarthenshire, Ceredigion and Pembrokeshire.

* Please note that given the size of population Carmarthenshire will have two CMHCs. One of the two CMHCs in Carmarthenshire will run on a 24 hour basis with the provision of recovery beds, the other would run on a 12 hour basis, without the provision of recovery beds.
24/7 CMHCs with Recovery Beds

- Urgent assistance in crisis situations
- Outpatient services
- Therapies, treatment and support
- Crisis and recovery beds and daytime hospitality
Central Assessment and Treatment Units

- Pooling of resources for benefit of service users
- 14 assessment beds and two dedicated beds for people detained under Section 136 of the Mental Health Act
- 15 Treatment beds
- Specialist health board and social care staff as well as peer mentors and family support workers
Single Point of Contact

- 24/7 contact point – telephone, email, text
- Provide sensitive and specialist mental health screening before guiding people to the right place for their individual needs
- Staffed by skilled mental health practitioner
- Can be used by anyone
- Expertise and resources for screening will be concentrated in one place/ one single assessment pathway.
Progress

• Board approved implementation in January 2018
• Mental Health Implementation Group established. Chaired by Joe Teape, Deputy CEO and Director of Operations
• Parity of esteem with wider Health Board transformation programme
• Pilot sites
Pilot Sites

- Llanelli Twilight Drop-In Service
- Transport Service
- Aberystwyth 24/7 CMHT
- Pembrokeshire Primary Care Pilot
- Single Point of Assessment (Carms & Pembs)
Current Status

- Initial approval to progress form Welsh Government
- Capital funds application (Programme Business Case) to Welsh Government
- Now part of the wider Health Board transformation with parity of esteem
- Pilot sites being reviewed to see where they can now be adopted across other areas
- Scoping new pilot sites (hospitality)
- Continued learning experiences between Hywel Dda and Trieste to share good practice
Any Questions?