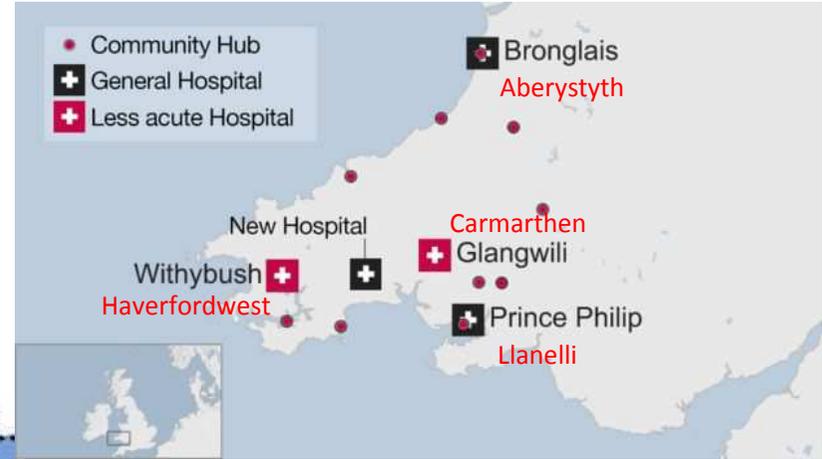


Transforming Mental Health: Our journey to recovery in West Wales



DIOGEL | CYNALIADWY | HYGYRCH | CAREDIG
SAFE | SUSTAINABLE | ACCESSIBLE | KIND

Trieste
September 2019



Myth

People aren't discriminated against because of mental health problems

Fact

Nine out of ten people with mental health problems experience stigma and discrimination

9 in 10

Myth

People with mental illness can't work

You probably work with someone with mental illness.

Fact

Myth

People with mental illness never recover

People with mental illness can and do recover.

Fact



People with mental health problems are different from normal people

Myth

We all have mental health, just like we all have physical health.

Fact

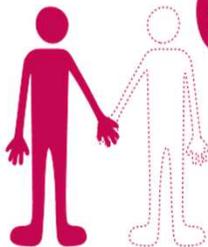


Myth

It's best to leave people alone if they develop a mental health problem

Most people with mental health problems want to keep in touch with friends, family and colleagues.

Fact



Myth

I don't know anyone with a

Someone you know or love has

Sister
Brother

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

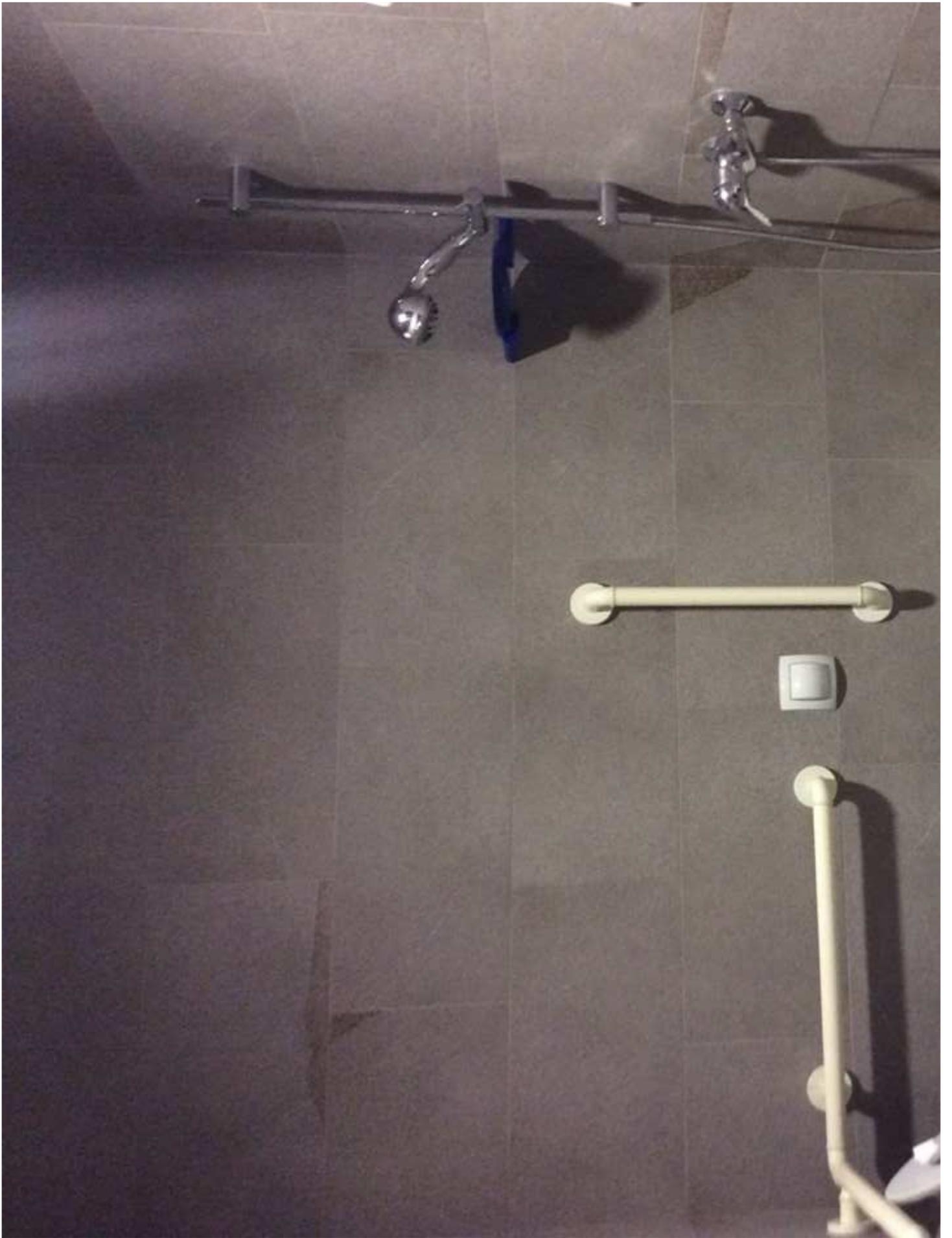
Open doors

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



Single Point of Access – either based on each County or one central provision for Hywel Dda

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24 HOURS

Central Assessment Unit
Carmarthen

24 HOURS

Central Treatment Unit
Llanelli

- 24/7 Community Mental Health Centre
- 12/7 Community Mental Health Centre
- Central Assessment Unit
- Central Treatment Unit



CARMARTHENSHIRE
Carmarthen
12hr Community Mental Health Centre
no hospitality / recovery beds*

CARMARTHENSHIRE
Llanelli
24hr Community Mental Health Centre
inclusive of hospitality / recovery beds

CEREDIGION
Aberystwyth
24hr Community Mental Health Centre
inclusive of hospitality / recovery beds

PEMBROKESHIRE
Haverfordwest
24hr Community Mental Health Centre
inclusive of hospitality / recovery beds



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

