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COUNTY
BOROUGH

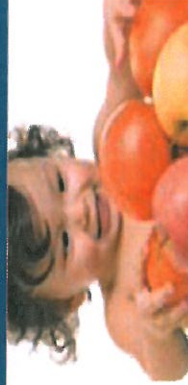
BWRDEISTREF
SIROL
TORFAEN



Dyngor Bwrdeistref Sirol
Blaenau Gwent
County Borough Council



Bwrdd Iechyd
Aneurin Bevan
Health Board



Gwent Mental Health & Learning Disability Local Partnership Board

CHAPTER 1: PROMOTING BETTER MENTAL WELLBEING AND PREVENTING MENTAL HEALTH PROBLEMS

Area	Action Required	Position	Improvement Approach/Training and Development	Delivery Lead
<p>Outcome 1: Population wide physical and mental wellbeing is improved; people live longer, in better health and as independently as possible for as long as possible.</p>				
<p>1.3 To improve the mental wellbeing and physical health of people with mental illness.</p>	<p>Public Health Wales (PHW) to give guidance on the National Exercise Referral Scheme (NERS) to reinforce importance of referrals of patients with mental illness by April 2013.</p>	<p>Local action will depend on guidance provided by PHW.</p>	<p>PHW to ensure relevant training offered to co-ordinators and exercise professionals.</p>	<p>Community well-being group Sarah Aitken</p>
<p>Outcome 2: People and communities are more resilient and better able to deal with the stresses in everyday life and at times of crisis</p>				
<p>2.1 To improve resilience of children and young people</p>	<p>Local Health Boards (LHBs) and partners to ensure use of All Wales Maternity</p>	<p>This has been completed and is now part of the routine</p>	<p>Cardiff University maternal mental health learning programme module</p>	<p>Divya Sakhuja</p>

	<p>Record to identify women at risk of postnatal depression or psychosis. Ongoing from October 2012.</p>	<p>antenatal booking process.</p>	<p>for Midwives to be used across Wales.</p>	<p>Alison Lewis Chris O'Connor</p>
	<p>LHBs to develop and put in place protocols for referral for advice from GPs or specialist services in place for obstetric services in Wales. Protocols in place.</p>	<p>Awaiting Response</p>		<p>Deb Jackson</p>
	<p>PHW to ensure settings involved in the <i>Healthy and Sustainable Pre-School Scheme</i> achieve the national award criteria for mental and emotional health, wellbeing and relationships by September 2014.</p>	<p>Ongoing. Led nationally (PHW). Local PH team supporting Healthy Schools co-ordinators.</p>		<p>Community well-being group Sarah Aitken</p>
	<p>PHW to ensure local healthy school</p>	<p>Ongoing. Led nationally (PHW).</p>		<p>Community well-being group</p>

	<p>schemes support schools in implementing the mental and emotional health and well being indicators as part of the <i>Welsh Network of Healthy School Schemes National Quality Award (NQA)</i> by December 2015.</p>	<p>Local PH team supporting Healthy Schools co-ordinators.</p> <p>Five Ways to Wellbeing pilot undertaken by 2 Healthy Schemes. Awaiting feedback.</p> <p>Consultation re resources for children & young people undertaken.</p> <p>Five Ways incorporated into a Gwent Youth Resource Pack promoting the health of young people.</p>	<p>Sarah Aitken</p>
<p>PHW to work with Mind Cymru to support and expand the Youth Mental Health First Aid (YMHFA) Scheme. Ongoing.</p>	<p>Between Oct 2013 and Sept 2014, 42 individuals have been trained.</p>	<p>Sarah Aitken</p>	

	<p>LHB, LAs and Third Sector to ensure that family focused interventions deliver improved public mental health and wellbeing, most notably</p> <ul style="list-style-type: none"> • Flying Start • Families First • Integrated Family Support Service. <p>Ongoing.</p>	<p>Awaiting response</p>	<p>Directors of Social Services</p>
<p>WG to ensure that Communities First programmes establish links with Local Primary Care Mental Health Support Services (LPMHSS)</p> <p>Ongoing.</p>	<p>Links have been established between PCMHSSs and Communities First programmes, with patients often signposted to CF programmes. In the Caerphilly LA area, work is ongoing to develop closer operational links between the</p>		<p>Liz Andrew</p> <p>Luke Jones</p>

2.2 To improve resilience for adults and older adults.		<p>Caerphilly PCMHSS and the local Communities First programmes, who employ Mental Health Officers.</p>	
2.3 To improve resilience of communities.	<p>PHW to work with Mind Cymru to support and expand the Mental Health First Aid (MHFA) Scheme. Ongoing.</p> <p>All agencies to identify contribution of third sector on mental wellbeing and resilience and to consider how joint working can further complement statutory provision. Ongoing.</p>	<p>Between Oct 2013 and Sept 2014, 293 people have been trained.</p>	Sarah Aitken
		<p>A review of third sector commissioning arrangements for MH Services is currently on-going. Stakeholders (third sector organisations / staff groups & SU's) have participated in workshops to progress collaborative working opportunities and develop a MH third Sector service model for Gwent that</p>	<p>Claire Harding</p> <p>Commissioning Group</p>

<p>2.4 To further reduce levels of suicide and serious self harm.</p>	<p>LAs, LHBs, Welsh Ambulance Service, NHS Trust, Third Sector, Police and Prison Services to develop person centred responses to manage and reduce the number of episodes of serious self harm in Wales. Ongoing.</p>	<p>is underpinned by the principles of wellbeing and resilience.</p>	<p>LHBs, LAs, Third Sector and Criminal Justice Agencies to continue working in context of the 2012 PHW review of <i>Talk to Me</i> Suicide and Self-harm Action Plan. LHBs and LAs to embed and mainstream MHFA and ASIST rollout training</p>	<p>Sarah Aitken</p>
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Chapter 2: A New Partnership with the Public

Outcome 4: People with protected characteristics and vulnerable groups, experience equitable access and services are more responsive to the needs of a diverse Welsh population.

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

LHBs and LAs to routinely meet their obligations under the Public Sector Specific Duties (Wales) addressing the diverse needs of their local populations in service redesign and commissioning.
Ongoing.

Obligations under the PSSD are routinely considered under commissioning arrangements and EQIA's will be undertaken as part of redesign process as the needs of those with protected characteristics are considered.

NHS Equality Unit to ensure that awareness is raised on the mental health needs of those with protected characteristics under the Equality Act and to identify, promote and disseminate good practice.

All Partnership Board Members

LHBs to carry out and publish Equality impact assessments on service delivery plans.
Ongoing.

LHBs and LAs to provide

PHW to provide guidance and signposting information for LHBs and LAs on dealing with Service Users with

All

	culturally appropriate assessment, responding to communication and translation needs. Ongoing.		protected characteristics by December 2013.	All
Outcome 5: Welsh speakers in Wales are able to access linguistically appropriate mental health treatment and care where they need to do so.				
5.1 To ensure that Welsh speakers receive services through the medium of Welsh when needed and to increase language capacity in the workforce.	NHS and Social Services to ensure that principles of the Welsh Language Strategic Framework including the 'active offer' are mainstreamed into service delivery. Ongoing.	All parties comply with Welsh language regulations.	LAs and LHBs to deliver language awareness training for all staff coming into contact with people with mental health problems.	All
Outcome 6: People in Wales have the information and support they need to sustain and improve their mental health and self manage mental health problems.				
6.1 To ensure that people of all ages are better informed about mental health and mental illness, with age appropriate information being available.	LHBs and LAs, together with Third Sector Partners, to ensure that Mental Health Service User Development Officers (MHSUDOs) maintain up to date web based	A web based directory has been completed and is being updated twice yearly. The directory can be accessed via the	Public Health Wales, through its contract with MIND Cymru to ensure an increase in people trained in MHFA and YMHA by 2016.	Commissioned from GAVO

	<p>directories of local mental health services and information available and to share these with appropriate organisations such as C.A.L.L. and NHS Direct Wales. Ongoing from October 2013.</p>	<p>GAVO website.</p>	
<p>Outcome 7: People with mental ill health experience less stigma and discrimination and feel that these problems are being tackled.</p>			
<p>7.1 To ensure that there is a concerted effort to sustainably reduce the stigma and discrimination faced by people with mental health problems.</p>	<p>Mind, Hafal and Gofal to lead the three Time to Change Wales (TTCW) work streams: social marketing and use of the media, training Service Users in leadership roles and community activities. 2012 to 2014. NOTE: NEXT STEPS TO BE IDENTIFIED FOLLOWING END OF PROGRAMME REVIEW IN 2014.</p>	<p>Senior level commitment within ABUHB has been established and a board session by TTCW delivered. PH and the Workforce development team have planned a training implementation programme throughout the organisation. This programme has commenced and 6</p>	<p>Public Health</p>

		<p>training sessions have taken place to date. Preparation is being made for ABUHB to sign the TTCW pledge.</p>		
	<p>NHS and LAs to act as exemplar employers providing mentally healthy workplaces in their support to staff and tackling stigma and discrimination in their service delivery. Ongoing</p>	<p>Awaiting Response</p>	<p>LHBs and LAs to identify TTCW Champions to raise the profile of mental health across their organisations, drive out discrimination and address stigma amongst staff by December 2012.</p>	<p>Ann Bentley</p>

Outcome 8: People feel in more control as partners in decision making about their treatment and how it is delivered		
<p>8.1 To ensure that Service Users feel listened to and are fully involved in decisions about their own care.</p>	<p>LHBs and LAs to ensure active participation of Service Users and carers in the development, delivery and review of their Care and Treatment (in line with Part 2 of the Mental Health (Wales) Measure 2010. Ongoing from June 2012.</p> <p>LHBs to provide Service Users and their carers with opportunities to discuss and agree service and treatments options. Ongoing.</p>	<p>Over 85% of qualified staff have attended the Mental Health Measure training, which is based on the University of Lincoln materials. Ongoing sessions are being provided.</p> <p>Service user evaluation pilot study is currently being arranged which will capture Service Users experience of care and treatment planning.</p> <p>The CTP audit is considering whether the views of the</p>
<p>Training on care and treatment planning using the prescribed materials produced by Lincoln University to all Care Co-ordinators by end 2013.</p>	<p>Voluntary sector working as part of Mental Health Action Wales to provide training for Service Users to enable them to play a full role in the development of their Care and Treatment.</p> <p>LHBs to implement good practice guidance and</p>	<p>Kelly Griffiths</p> <p>Andrew Hopkins</p> <p>Julie Hall</p> <p>Liz Andrew</p> <p>Luke Jones</p>

<p>8.2 To ensure that relevant patients access Independent Mental Health Advocacy (IMHA).</p>		<p>service user have been captured as part of care and treatment planning.</p>	<p>training for staff working with Service Users to help them understand treatment options available. (Standard 9 <i>Doing Well, Doing Better</i>). Ongoing.</p>	
<p>8.2 To ensure that relevant patients access Independent Mental Health Advocacy (IMHA).</p>	<p>LHBs and LAs together with IMHA services to implement Part 4 of the Mental Health (Wales) Measure 2010 for newly eligible patients. Ongoing.</p>	<p>IMHA service is currently being provided across the ABuHB footprint.</p>	<p>Independent Mental Health Advocacy providers to ensure the availability of appropriately trained advocates to meet the new statutory duties on LHBs and LAs within the Mental Health (Wales) Measure 2010. Ongoing from 2013.</p>	<p>Beverley Davies</p>

Outcome 9: Families and carers of all ages are involved in assessments for support for their caring roles.			
9.1 To ensure support for families and carers through implementation of the Carers (Wales) Measure 2011.	LHBs and Trusts in conjunction with partner LAs to draw up local Carers Information and Consultation Strategies by October 2012 .	Carer's strategy developed. Carer's board developed and chaired by Nurse Director. Carer's posts being appointed to.	Colleen Bright Catherine Gregory
Outcome 10: People of all ages and communities in Wales are effectively engaged in the planning, delivery and evaluation of their local mental health services.			
10.1 To ensure that Service Users of all ages and their families and carers are fully involved in service development.	LHBs and LAs to agree and put in place robust arrangements for engaging Service Users and carers of all ages in the design, delivery and monitoring of local services by Sept 2013 .	The Gwent Mental Health and Learning Disability Partnership Board has adapted an approach to engagement that spans a continuum from information, feedback, influence and research. It is establishing a stakeholder voice forum and continues to have a Gwent Service User Forum.	MHSUDOs to develop mechanisms to ensure active engagement in local planning mechanisms of people of all ages by February 2013 . (Standard 5 Doing Better Well Doing Better guidance e Commissioned from GAVO

	<p>WG and LHBs to ensure active engagement of Service Users and carers on Mental Health Partnership Boards at national and local levels – Ongoing from March 2013.</p>	<p>A further role for Service user development officer has recently been made available.</p>	
	<p>Representation at the local level, however more difficult to achieve with all wanting to be part of the National work.</p> <p>More emphasis to be given here in the coming year.</p>	<p>NLIAH (MHAW) to provide support for Service Users and carers involved in National and Local Partnership Boards. Ongoing.</p> <p>NLIAH to organise and MHAW to facilitate an annual standing conference on service user and carer anticipation from Ongoing from October 2013.</p>	

CHAPTER 3 : A WELL DESIGNED, FULLY INTEGRATED NETWORK OF CARE

Outcome 11: Service Users experience a more integrated approach from those delivering services.

11.1 To ensure that public services work together to provide an integrated approach.

LAs, LHBs and third sector to further develop integrated services provision and to review care pathways against the aspirations of *Together for Mental Health* by **December 2013**.

The Vanguard Initiative is developing a new working model where Service Users entering into the secondary care services are supported by a team of professionals who will work as an integrated team to listen to and support the needs of the services user.

The initial pilot is currently being evaluated with
A plan to initiate similar service as the basis of integration across Gwent

Care Council Wales to review its qualification framework for social care workers.
SSIA to establish a development network.
WG to undertake a review of post-qualifying training for social workers with a view to national standards for Continuous Professional Education.

Claire Harding

Vanguard

	<p>LAs to work together with the NHS to enact new duties from implementation of the Social Services Act. Timescale to be confirmed under regulation.</p>	<p>Awaiting Response</p>		<p>Director of Social Services</p>
<p>11.2 To ensure effective transition between adult and CAMHS Services.</p>	<p>LHBs, working with LAs and Third Sector, to develop plans to manage transition for young people effectively by November 2013.</p>	<p>A transition policy is in use (and can be found on the ABHB intranet) between adult and children services. The policy aims to minimise delays in service delivery and ensure seamless transition. It is essential to have a strategic and operational approach to transition planning, so that there is a clear understanding of roles and responsibilities of Children's Services and Adult Services</p>	<p>1000+ lives programme collaborative for First Episode Psychosis and Eating Disorders to support delivery of evidence based treatments for early intervention and increased access for young people (NLI AH) in 2013.</p>	<p>Andrew Hopkins</p> <p>Alison Lewis</p> <p>Janine Jones</p>

		<p>within the Aneurin Bevan University Health Board.</p> <p>This policy applies to all professionals who work directly or indirectly with young people who have healthcare needs and their families/ carers who are aged 14 to 18 years.</p> <p>The Early Intervention in Psychoses Service works closely with CAMHS to facilitate the early detection of possible psychoses together with the provision of the appropriate clinical responses. A number of Service Users have</p>		
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		<p>CAMHS team members as Care Coordinators but are also accessing the EIS.</p> <p>A Consultant Clinical Psychologist, with the EIS, and a Hafal Recovery Worker are leading a youth initiative in conjunction with the voluntary sector in Torfaen to support early detection and intervention.</p> <p>The Continuing Health Care Team are in the process of appointing a Transition Worker to minimise the need for young people to have care provided in 'specialist' placements, within the independent sector</p>		
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		and often distant from their homes and support networks.	
<p>11.3 To ensure substance misuse co-occurring with mental health problems is managed effectively.</p>	<p>Each Substance Misuse Area Planning Board (SMAPB) and Local Mental Health Partnership Board (LMHPB) to have in place clear protocols and integrated pathways between mental health and substance misuse services, in line with the Service Framework <i>Meeting the Needs of People with a Co-occurring Substance Misuse and Mental Health Problems</i> by March 2013.</p>	<p>The Co-occurring Treatment Framework is currently being revised by Welsh Government (two consultants in ABUHB on the National Working Group). The document is about to go out to consultation.</p>	<p>To be confirmed</p> <p>APB/ GSSMS Julia Lewis</p> <p>Andrew Hopkins</p> <p>Gill Richardson</p> <p>Colleen Bright</p>

	<p>Develop guidance to ensure early identification and an effective response by mental health and substance misuse services to new and emerging trends of drug usage by March 2013.</p>	<p>This has not been progressed to date whilst awaiting the APB new Treatment Framework.</p>		<p>Julia Lewis</p> <p>Andrew Hopkins</p> <p>Gill Richardson</p> <p>Colleen Bright</p>
<p>11.4 To improve access to CAMHS expertise in Youth Offending Teams.</p>	<p>LHBs to ensure that All Youth Offending Teams (YOTs) have designated time from an appropriate CAMHS professional and access to forensic CAMHS. Ongoing from March 2013.</p>	<p>Forensic CAMHS service in place since January 2012. Service comprises of a multidisciplinary team. YOT have access to the multidisciplinary forensic team, referrals accepted from YOT to specialist CAMHS</p>	<p>Women and Children's division/ Measure Leads</p>	<p>Janine Jones</p>

<p>11.5 To improve physical and mental health care for those with chronic conditions including mental health problems.</p>	<p>LHBs to ensure effective liaison services to assure needs for people with mental health problems in the DGH setting are met. Ongoing from April 2014.</p> <p>LHBs to provide physical health liaison to assure physical healthcare needs in mental health settings are met.</p>	<p>A Liaison service is currently operating between 9-12pm in the Royal Gwent Hospital. This service runs 7 days a week.</p> <p>Nevill Hall Hospital has a Liaison service from 9-3pm daily Mon-Friday</p> <p>There is a Liaison service for all Community Hospitals, Royal Gwent Hospital and Nevill Hall Hospital for Older adult mental Health services</p> <p>Older adult mental health wards at Ysbyty Ystrad Fawr.</p>	<p>Alison Lewis</p> <p>Benna Waites</p> <p>Chris O'Connor</p> <p>Perry Attwell</p>
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		<p>Ysbyty Aneurin Bevan and St Woollos Hospitals have access to Advanced Nurse Practitioners or Community physicians.</p> <p>There is a plan to ensure Old age consultation in Ysbyty Ystrad Fawr provide sessions to mental health.</p>	
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Outcome 12: People of all ages benefit from evidence-based interventions delivered as early as possible and from improved access to psychological therapies.

12.1 To ensure the expansion of primary care mental health services.	<p>LAs and LHBs to implement Primary Care Schemes in conjunction with third sector where appropriate and in line with the requirements of Part 1 of the Mental Health (Wales) Measure 2010.</p> <p>Ongoing from</p>	<p>PCMHSSs are operational in each of the five LA areas within Gwent. There is an ongoing programme of training for PCMHSS staff that is largely based on the NLIH curriculum for Primary Mental</p>	<p>NLIH to develop a curriculum for Primary Care Mental Health Workers PCMHWS by year end 2012-13.</p> <p>Each LHB to ensure competent workforce trained to delivering the range</p>	<p>Liz Andrews</p> <p>Luke Jones</p> <p>Claire Harding</p>
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	<p>October 2012.</p>	<p>Health Workers. Practitioners will be commencing a programme of learning relating to conducting assessment and delivering interventions in Autumn 2014.</p> <p>Workshops have been held in each Unitary Authority area with the Local Primary Mental Health Teams plus the voluntary sector providers on the patch to increase relations and onward management and development.</p>	<p>of interventions within a formal supervision structure including those commissioned from other sectors.</p>	
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<p>12.2 To ensure that patients are supported to access their rights for re-assessment with regard to the Mental Health (Wales) Measure 2010, when required.</p>	<p>LHBs and LAs to establish systems in conjunction with Third Sector where appropriate to ensure that eligible patients are aware of their rights to reassessment in line with Part 3 of the Mental Health (Wales) Measure 2010 by October 2012.</p>	<p>The LHB's and Local Authorities have jointly agreed via the CTP board a discharge plan that is provided to all patients on discharge. This plan informs eligible patients of their right to request a reassessment in line with Part 3 of the mental health measure.</p>	<p>Kelly Griffiths</p>
<p>12.3 To improve access to and provision of Psychological Therapies.</p>	<p>a. WG to commission Improving Access by Psychological Therapies Review in Wales by December 2012.</p> <p>b. LHBs and LAs to review cross sector staff competencies in delivering psychological therapies and undertake gap analysis by June 2013.</p>	<p>The final report was submitted to Welsh Government by Health and Social Research Ltd, Cardiff at the end of March 2013.</p> <p>Mapping exercise been undertaken at the ABUHB level and has contributed to the National profile. Work to take this forward will be enabled via the PTMC</p>	<p>Benna Waites</p> <p>Kathryn Walter</p>

<p>12.4 To ensure effective access for children and young people to CAMHS services.</p>	<p>c. Each LHB to constitute a Psychological Therapy Management Committee (PTMC) to advise on local mechanisms to take forward and develop psychological therapy services in line with WG Policy guidance and to take into account the baseline review. Ongoing from June 2013.</p> <p>d. Each LHB to ensure competent cross sector workforce trained to deliver the range of interventions within a formal supervision structure. Ongoing</p> <p>LHBs and LAs to ensure that they have in place pathways to provide appropriate have been specialist inpatient and</p>	<p>A Psychological Therapy Management Committee is well-established in Gwent.</p>	<p>Curricula for staff working in local primary mental health support services developed by NLIJAH working with AGORED, launched in June 2013.</p> <p>New referral/pathway Criteria launched in January 2014 Referrers provided with a guidance document which can also</p>	<p>Children's Lead in Local Government, Gary Hicks and Sian Millar</p>	<p>Janine Jones</p> <p>Mark Griffiths</p>
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	<p>community CAMHS (e.g. CIIT FACTS) for children with mental health problems. Ongoing from October 2012.</p>	<p>be found on intranet. Awaiting WG approval following bid submitted for Assertive Outreach Team, no decision has been made on the approval currently.</p>	
<p>LHBs to ensure that inappropriate admissions of those under 18 to adult wards reduced. LHB to designate a ward with appropriate staff training safeguarding checks in place for unavoidable admissions by Dec 2012.</p>	<p>CAMHS admissions age 16yrs and 17yrs are admitted to a holding bed at Ty Cyffanol until an appropriate bed is found. Staff have received training and have appropriate CRB checks</p>		<p>Mark Griffiths Perry Attwell Andrew Hopkins</p>

<p>12.5 To ensure veterans receive services appropriate for their mental health needs.</p>	<p>LHBs to continue to commission and/or provide specialist community Health and Well Being Services for veterans in each area. Ongoing.</p>	<p>The Veterans NHS Wales have two part time Veteran Therapists working within ABUHB, covering Gwent and South Powys</p>	<p>Rob Johnston</p>
<p>Develop care pathways for veterans to access substance misuse services by March 2013.</p>	<p>Pathways have been developed between the ABuHB Veteran NHS Wales and Gwent Specialised Substance Misuse Service.</p> <p>A member of GSSMS attends the Local Veterans Clinical Network.</p>	<p>Rob Johnston and Substance Misuse Lead</p>	<p>Max Bergmanski</p>

	<p>LHBs to establish Armed Forces Forums and Mental Health Clinical Networks. Ongoing from December 2012.</p>	<p>Both Clinical Network and Armed Forces Forum have been established in ABUHB</p>	
	<p>The All Wales Veterans Health and Wellbeing Service (AWVHWBS) steering group to work with LHBs and other partners to develop and implement a multi-agency pathway for veterans requiring mental health services. Ongoing.</p>	<p>The National Steering Group continues to work with its partners across Wales, through quarterly meetings in Cardiff.</p>	
<p>12.6 To ensure appropriate and timely interventions for people in custody.</p>	<p>LHBs to commission and/or provide prison mental health / CAMHS services in accordance with the</p>	<p>PCMHSS input is provided to the two prisons (HMP Prescoed and HMP Usk) within the</p>	<p>Liz Andrews Bobby Bolt</p>

	published guidance by October 2014.	Gwent region.	<p>Mark Griffiths</p> <p>Janine Jones</p> <p>Brian Collings</p> <p>Andrew Hopkins</p>
	LHBs to develop a care pathway for those who need to receive care or secure provision, away from their local area by 2013.	Pathways information for people with high risk has been drafted.	
Outcome 13: Service user experience is improved; safety, protection and dignity are ensured and embedded in sustainable services.			
13.1 To ensure Service Users of all ages are safeguarded from harm while accessing mental health services.	LHBs and LAs to work together with third sector to implement safeguarding legislation and policies. Ongoing. Services to review arrangements as the Social Services Wales Bill become law.	Commissioned services are subject to all Wales safeguarding procedures under contractual terms and conditions.	<p>All Commissioners</p> <p>LHBs and LAs to adopt & share learning from published child practice reviews, POVA cases and relevant reviews by WAQ, HIW, CSSIW, Estyn and NCISH.</p>

	<p>Timescale to be confirmed.</p>			
<p>13.2 To ensure that services are planned and delivered based on safety, dignity and respect</p>	<p>LHBs, LAs and Third Sector to provide services that strive to improve the experience of all Service Users in line with <i>Doing Well, Doing Better. Ongoing.</i></p>	<p>Service provision within Gwent aims to improve the experience of all Service Users. There are regular feedback mechanisms that offer insight to how well we are doing this. E.g.: Gwent Service User forum and CHC revised Primary Mental Health Services.</p>		<p>Partnership Board</p>
<p>13.3 To improve in-patient environment in mental health services, ensuring care is appropriately balanced between inpatient and community services.</p>	<p>LHBs to ensure plans in place to ensure inpatient facilities are provided in modern, fit for purpose environments.</p>	<p>There is a clear capital programme documented however progress is sometime restricted by availability of funds.</p>	<p>LAs, LHBs and third sector to undertake joint training on care and treatment planning to include Health, Social Care and Housing teams</p>	<p>Hazel Jenkins</p>

	<p>LAs, LHBs and third sectors to develop joint local strategies to reduce delays in transfers of care, rates of admission to mental health beds - including repeat admissions - within 28 days by April 2014.</p>	<p>Awaiting response</p>	<p>training together to implement effective admission and discharge processes within care pathways by April 2014.</p>	<p>Directors of Services & Mental Health General Manager</p>
	<p>LHBs and LA to ensure Crisis Resolution Home Treatment / Community Intensive Intervention support available for people of all ages within and out of hours by December 2012.</p>	<p>In place</p>		<p>Andrew Hopkins</p> <p>Julie Hall</p>
<p>13.4 To improve older people's mental health services, ensuring they are based on clinical need rather than age, with transitions managed effectively.</p>	<p>LAs and LHBs to have in place integrated assessment and care management systems and processes based on clinical need, ensuring dignity care and respect.</p>	<p>The Older Adult and Adult Directorates have produced a referral protocol to address this issue. This now needs to be formally endorsed and put into operation :-</p>	<p>NHS, LA and Third Sector staff, including Primary Care Mental Health workers who come in contact with older people, to receive training to ensure they recognise and</p>	<p>Julie Hall</p> <p>Andrew Hopkins</p> <p>Nahla Jamil</p>

		<p>Functional Referrals</p> <p>(As a general rule people with a straightforward mild to moderate functional illness) would be referred to the Primary Care Mental Health Service for assessment and/or short-term intervention, irrespective of age.</p> <p>People with a more complex and/or severe functional presentation would be referred directly to either Adult or Older Adult services depending on their needs (more detail available on request)</p>	<p>respond to signs and symptoms of mental illness such as depression and other functional illness, dementia and co-morbid conditions in older people by April 2013.</p>	<p>Pauline Ruth</p>
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<p>13.5 To improve dementia care, including for younger individuals, in all settings across Wales.</p>	<p>LHBs and partners to implement the WG National Dementia Vision document, including young onset dementia services Ongoing.</p>	<p>There is a Dementia Board in Gwent that is a Multi-agency and seeks to take forward the National Dementia vision and local priorities.</p>	<p>All Part 1 PCMHs staff trained to assess for memory loss and common mental health conditions in the elderly by January 2013.</p>	<p>Denise Llewellyn</p>
<p>LHBs to implement 1000 lives + dementia Intelligent Targets. Ongoing.</p> <p>All newly diagnosed people provided with Alzheimer's Society Dementia information packs. Ongoing.</p> <p>LHBs and LAs to ensure access to specialist advice available to all care homes in their area. Ongoing.</p>	<p>5 target area OAMH intelligent targets working groups have developed work plans and progressed multiple pilots, ie standardised practices for referral and assessment in MAS, evaluations of initiatives such as dental assessment, policy and training developed and written to support psychological failure free activity, person centred care, systems physical health assessment, review and standardisation of dementia drugs and anti</p>			<p>Julie Hall</p> <p>Hazel Jenkins</p> <p>Lorraine Edmunds</p> <p>Pauline Ruth</p>

		<p>psychotic drugs, carers support mechanisms.</p> <p>Activity is now developed, Communicated and supported via the sub groups of the dementia board work streams.</p>		
	<p>PHW to ensure that books on dementia are available in every public library through Book prescription Wales. Ongoing.</p>	<p>Ongoing</p>		<p>Sarah Aitken</p> <p>Virginia Morgan</p>

<p>13.6 To review Eating Disorder Services for all ages.</p>	<p>LHBs to commission and complete review of the pattern and cost effectiveness of inpatient eating disorder treatment across all ages services by end 2013.</p>	<p>Stakeholder events were scheduled for September and October 2013 to enable feedback to be considered for the Options Appraisal of Tier 4 Services. These were however cancelled with no further dates being scheduled.</p>	<p>NLIAH to develop 1000+ lives programme to drive improvements in delivery of Eating Disorder Framework during 2013.</p>	<p>Gerrard McCullagh</p>
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	<p>LHBs to develop services in line with outcome of review and Eating Disorders: A Framework for Wales by end 2015.</p>	<p>NLIAH and 1000+ Lives programme in conjunction with PHW is conducting a survey of outcome measures across Wales for those patients receiving treatment within Tier 3 Eating Disorders Services. It is hoped that this data will be available in September 2014.</p>	
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Outcome 14: Providers are positively managing risk, supporting people to increase their levels of hope and aspiration and enabling them to realise their full potential through recovery and enablement approaches.

<p>14.1 To ensure that services are based on a recovery and re-enablement approach supporting people to gain more control over their lives.</p>	<p>LHBs and LAs to ensure that Care and Treatment Plans for Service Users embed the principles of recovery and re-enablement, where appropriate, from October 2012.</p> <p>LHBs and LAs to ensure that individual service user views of what recovery means to them become a core part of Care and</p>	<p>HIW and NILIAH</p> <p>A 2 day Recovery training package has been developed and delivered to over 100 members of qualified staff.</p> <p>The training is delivered jointly with a service user. By intensively working with Service Users listen to understand their current status and mindset the Initiative will work to</p>	<p>All Care Co-ordinators are competent in using recovery and other relevant skills through Care and Treatment Planning training, using Lincoln University materials.</p> <p>Service Users to act as trainers for professional staff to support cultural change.</p>	<p>Kelly Griffiths</p>
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	<p>treatment Planning. Ongoing from October 2013.</p>	<p>develop an effective model where Service Users are empowered to take control of their situations. Practitioners and Service Users will work together to develop achievable goals towards a realistic timeframe towards recovery and discharge</p>	
<p>LHBs and LAs to provide support for children in addressing issues of attachment and developmental problems. Ongoing</p>	<p>Awaiting Response</p>		<p>Janine Jones Mark Griffiths Directors of Social Services (Children Leads)</p>

	<p>For people with dementia, LHBs, third sector and LAs to provide services that support them to maintain independence for as long as possible, sustaining quality of life. Ongoing.</p>	<p>ABUHB and partners commission several services from third sector providers for people living with dementia and their carers. The services adopt a well-being ethos and community based approach aiming to support individuals and carers to manage their condition and remain independent for as long as possible.</p>	<p>Chris Meadows and Directors of Social Services</p>
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CHAPTER 4: ONE SYSTEM TO IMPROVE MENTAL HEALTH

Area	Action Required	Position	Improvement Approach/Training and Development	Delivery Lead
<p>Outcome 15: People of all ages experience sustained improvement to their mental health and wellbeing as a result of cross-Government commitment to all sectors working together.</p>				
<p>15.1 To ensure that people with mental health problems have access to advice and support on financial matters</p>	<p>LHB and LA staff to establish links and contacts with debt advice services to assist people in managing their finances. Ongoing from April 2013.</p>	<p>A study of current service capacity and gap analysis has been undertaken and several areas of good practice and lack of service have been identified. A directory of debt advice providers has been established and cascaded out to all nursing teams across Gwent.</p> <p>Our new LEAP team has established excellent connections</p>		<p>Directors of Social Services and Divisional Director, Mental Health and Learning Disability, ABUHB</p>

		with citizens' advice bureau and continues to build on this relationship.		
15.2. To improve mental wellbeing by improving the condition of housing.	LAs and registered social landlords to improve the conditions of homes by achieving the Welsh Housing Quality Standard by 2020 .	All Registered Social Landlords have already met or are well on the way to achieving the WHQS.		John Keegan
	LAs and LHBs to develop plans for joint working and developments on housing and associated services incorporating mental health as a priority by June 2013 .	There is no set template for this to happen but in Gwent the In One Place programme is now funded and underway and RSL's are being approached to help for housing solutions for people with mental health and other issues who are		John Keegan

<p>15.3 To reduce homelessness and help people with mental health problems sustain tenancies.</p>	<p>LAs to implement Supporting People Programme Guidance ensuring that commissioning decisions take account of mental health needs. Ongoing.</p>	<p>currently placed 'out of county'.</p> <p>The needs of people with mental health problems are met through Supporting People contracts which aim to support them to maintain their tenancies. These teams work across agencies to help co-ordinate efforts for practical support to ensure such people do not become homeless and if they do to help them secure appropriate accommodation.</p>	<p>Angela Lee</p> <p>Elke Winton</p>
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	<p>LAs and LHBs to develop plans for joint working and developments on housing and associated services, incorporating mental health as a priority by June 2013.</p>	<p>ABUHB is a partner organisation in the 'In One Place' initiative developed to provide innovative accommodation solutions through a partnership approach.</p> <p>Under the Integrated MH Strategy for Gwent a number of workshops / awareness sessions have been planned / held to forge closer links between health and housing allowing increased communication, sharing of experiences between MH professionals and housing providers.</p>	<p>In One Place Programme Manager</p>
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	<p>LHBs to provide senior representation on Supporting People Programme Regional Collaboration Committees by December 2012.</p>	<p>A senior manager from the Health Board sits on the Gwent Supporting People Programme Regional Collaboration Committee.</p>	<p>Claire Harding</p>
	<p>Social landlords (local authorities that still own their own housing and registered social landlords) take into account the needs of people with mental health problems when discharging their landlord functions. Ongoing.</p>	<p>All landlords work closely with LA Housing Services, Social Care and Supporting People Teams to identify need, and incorporate this into needs mapping and planning for either services or building developments. Many RSL's provide specific training for dealing with tenants with Mental Health issues e.g. Mental Health First Aid courses.</p>	<p>John Keegan</p>

<p>15.4 To ensure vulnerable groups have equitable access to safer homes</p>	<p>Professionals, Fire and Rescue Services and LHBs to promote safe homes through fire safety and slips and trips initiatives. Ongoing.</p>	<p>Operatives (i.e. trades staff) and frontline housing staff are trained to help identify people with MH problems and to understand how and where to refer them to.</p> <p>Staff participate in Community safety Groups and POVA to help identify vulnerable tenants and offer them appropriate support.</p>	<p>Staff awareness of where there is heightened risk for home fire or falls for vulnerable individuals (such as those with dementia) and of</p>	<p>John Keegan</p>
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		<p>fire-extinguishers to functionality of fire-doors. Landlords work closely with the fire service to ensure there are adequate safety drills etc in the event of a fire. Vulnerable people have access to emergency cords. Properties now have hard-wired CO2 detectors and fire alarms. New properties are DDA compliant. All landlords have to have an up to date Gas safety certificate.</p>	<p>the need to share information on those individuals with the Fire and Rescue Service and other relevant agencies. This will ensure appropriate action is taken to mitigate the risks where possible.</p>	<p>Ann Bentley</p>
<p>15.5 To improve skills for employment and help young people progress into employment.</p>	<p>Providers of the work based learning Traineeship Programme to utilise the mandatory 'Tracio' tool developed by WG to track improvements in skills in self</p>	<p>Awaiting Response</p>	<p>Staff who delivers Traineeship programmes trained in the use of Tracio to measure learners' achievement of 'soft skills' and to identify and support</p>	

	<p>confidence, self esteem working with others and motivation. Ongoing.</p>		<p>learners at risk of dropping out.</p>	
<p>15.7 To improve support for people with mental health and substance misuse problems in higher education.</p>	<p>Universities to ensure that plans for widening access to higher education include support for learners with mental health / substance misuse problems.</p>	<p>There are now inclusivity policies as well as support mechanisms and training provided for all academic staff and school managers across the 3 main universities in the South East of Wales. Universities also give guidance to pastoral tutors on key indicators of mental health and substance misuse for staff and students.</p>	<p>Higher Education Funding Council for Wales (HEFCW) to require universities' tuition fee plans to reflect the principles of Together for Mental Health and include provision of appropriate support services.</p>	
<p>15.8 To ensure that the physical health needs of people with a mental illness are recognised and better met.</p>	<p>LHBs and PHW to ensure that general health promoting initiatives are signposted for people in contact with</p>	<p>Pilot project undertaken to promote the physical health of the mental health Service Users.</p>		<p>Virginia Morgan</p>

	<p>mental health services from Ongoing from April 2013.</p>	<p>Evaluation currently being undertaken. Programme of multi-topic brief intervention developed and delivered to mental health practitioners 6 sessions held and 91 individuals trained.</p>	
<p>15.9 To promote employment opportunities for people with mental health problems.</p>	<p>WG, LAs and the NHS Wales to act as exemplar employers in developing workplaces that support mental wellbeing, and both recruit and retain people with lived experience of mental illness, by Ongoing from March 2014.</p>	<p>Awaiting response</p>	<p>Formulation of policies to promote mentally healthy workplaces including policies to make reasonable adjustments to assist people to gain and retain employment.</p> <p>Anne Phillimore Ann Bentley</p>
<p>15.10 To promote the health and well-being of the people of Wales by enabling people to access information from libraries to promote, manage and improve their health status throughout their lifetime.</p>	<p>LA library services and public libraries to work with PHW to promote BPW. Ongoing.</p>	<p>Awaiting response</p>	<p>BPW promoted to public and professionals.</p> <p>Directors of Social Services</p>

Outcome 16: Staff across the wider workforce recognises and responds to signs and symptoms of mental illness and dementia.

<p>16.1 All staff across the public sector to promote a culture that is respectful and experienced as empowering.</p>	<p>LHBs, LAs and Third Sector to ensure all their services embed a culture of dignity and respect. Ongoing.</p>	<p>ABUHB is in the process of signing up to become a Mindful Employer, with representatives from Time to Change Wales coming in to the organisation to speak to all of the Divisional Management teams, and other senior teams to get across their messages at this high level. Both these measures relate to how to pay more attention to the existing mental health issues of colleagues.</p>	<p>HR Leads</p>
<p>LHBs and LAs with their partners to ensure that all relevant staff in the wider workforce receive training in mental health awareness raising, addressing stigma and discrimination and know how to get specialist support when they need it. Ongoing.</p>			

Outcome 17: Inspirational leadership and a well-trained, competent workforce in sufficient numbers ensure a culture which is safe, therapeutic, respectful and empowering.			
17.1 To ensure a sustainable skilled workforce that helps people improve health as well as treat sickness	LHBs to develop sustainable and affordable workforce plans to support the delivery of <i>Together for Mental Health</i> . Ongoing.	<p>The Mental Health and Learning Disability Division has a 3 year delivery plan which is both costed and detailed in respect of its workforce.</p> <p>Reviews of many parts of the system have been undertaken during 2014 e.g. CMHTS, AOT and establishment of our Vanguard Initiative.</p> <p>Personal Development Plan (PDPs) are in place for the majority of staff via the PADR process.</p>	<p>Personal Development Plan (PDPs) for all staff with annual appraisal process. Ongoing.</p> <p>Ann Bentley</p> <p>Alison Lewis</p>

	LHBs, LAs and Third Sector to adopt evidence based team working with an emphasis on clinical networks and locality teams.	Vanguard work progressing and helping us to achieve this.	All clinical staff engaged in 1000 Lives and trained in methodologies.	Claire Harding
In addition, the following actions will provide assurance that the aims of Together for Mental Health are being delivered:				
19.1 To ensure that appropriate arrangements are in place to oversee the implementation of <i>Together for Mental Health</i> at national and local levels.	LHBs to put in place local multi-agency partnership arrangements on LHB footprint levels by January 2013 .	Partnership Board been in place since 2011		Claire Harding
19.2 To ensure that the appropriate infrastructure is in place to measure progress in delivering the key actions of <i>Together for Mental Health</i> .	WG to work with the Third Sector, NHS and LAs to develop a set of outcomes indicators from a service users by December 2013 . Local partnership boards to routinely consider unmet need in the planning and delivery of services Ongoing from 2015 .	Welsh Government	Indicators to be tested through selected pilot sites across all ages in 2013 for national roll out in 2014 .	Welsh Government
				Partnership Board

