Together for Mental Health Delivery Plan 2016-19

Accessible Information
Contents

What is Together for Mental Health and the Delivery Plan 3
What has changed since the last Delivery Plan 4
Priority 1: People in Wales are more resilient and better able to cope with poor mental well-being if it occurs. 5
Priority 2: People’s lives are improved, by preventing them feeling alone or separate from other people. 6
Priority 3: Everyone in Wales can get the mental health services they need. 7
Priority 4: People with mental health problems and their families and carers are to be treated with dignity and respect. 8
Priority 5: All children to have the best possible start in life and parents or care givers are helped if they need support. 10
Priority 6: All children and young people are more able to cope and tackle mental health problems if they happen. 11
Priority 7: Children and young people who have mental health problems are able to get better sooner. 13
Priority 8: People with mental health problems can get the right services at the right time. 14
Priority 9: Having good life chances helps people of all ages to improve and maintain their mental health and well-being. 19
Priority 10: Wales is a Dementia-Friendly Nation. 21
Priority 11: Keep supporting the Together for Mental Health strategy. 22
How will we know its working. 25
Find out more. 25
The strategy aims to improve the mental health of everyone in Wales and the lives of people using mental health services, and their carers and their families.

It looks at a range of support, from helping people to feel better and manage their own mental health to services for people with severe, long-lasting mental illness.

The mental health strategy covers people of all ages, children, adults and older people.

"Mental health is a state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully and is able to make a contribution to his or her own community."

Well-being is a positive physical, social and mental state; it is not just the absence of pain, discomfort and incapacity. It requires that basic needs are met, that individuals have a sense of purpose, that they feel able to achieve important personal goals and participate in society."

World Health Organisation

This Delivery Plan runs from 2016 to 2019.

The Plan will make all organisations that plan and provide services:

- think more about the long-term and work together,
- make sure people with mental health problems get care when they need it,
- work better with people and the community,
- look at ways of identifying mental health problems early to stop them getting worse.

A National Mental Health Partnership Board makes sure everyone works together to carry out the actions in the Delivery Plan. Local Partnership Boards in each health board area make sure actions happen at a local level.
What has changed since the last Delivery Plan

“The actions in this plan will contribute to our commitment to identify and meet the needs of all groups in relation to mental health.”

This Delivery Plan takes account of principle of the United Nations Convention on the Rights of the Child and also the new laws and guidance that have come out since the last plan.

The Social Services and Well-being (Wales) Act (2014) is about improving social services and giving the people who use them a stronger voice and more control over how those services are provided.

Prudent Health and Care is about giving the right care and treatment, to the right people at the right time. It puts the person who uses the services at the centre when services are being planned.

More than just words is guidance from the Welsh Government that tells all organisations providing mental health services to make sure those services are available in the Welsh language when needed.

The Well-being and Future Generations (Wales) Act (2015) is about improving the economy, environment, society and culture to create a Wales we all want to live in. It tells organisations to keep doing what they do, but also in a way that will work in future years.

Some goals in the Well-being and Future Generations (Wales) Act (2015) are:

- A healthier Wales. People’s physical and mental health is improved and they make positive choices about their lifestyle
- A more equal Wales. People are able to do the best they can, no matter what their background is.
- A prosperous Wales. People are better educated and have more skills, which provides better job opportunities and people have more money.
- A Wales of vibrant culture and thriving Welsh language. People support the Welsh language and culture and take part in sport, recreation and the arts.
- A Wales of cohesive communities. People live in pleasing, workable, safe and joined-up communities.

This Delivery Plan has 11 priority areas that match these goals.
We have asked health boards to provide more low level services in communities across Wales by March 2017. These are services such as anxiety management and mindfulness.

By March 2018 we, and other organisations, will make sure more people have better information and know about these services

We are looking at ways for people to get better without having to take prescribed medicines, such as doing exercise or reading books explaining how you feel. We call this the *Social Prescription Scheme* and it will be ready by December 2017.

We have asked all organisations that deal with preventing suicide to work together to carry out our suicide prevention action plan called *Talk to me 2*, by March 2019.

By March 2019 we and Public Health Wales NHS Trust will provide help to workplaces so they can improve the mental health and well-being of the people who work there.

Public Health Wales NHS Trust, Welsh Government and other organisations will look at ways to better support the mental health of people who have just lost their job or are at risk of losing their job by being made redundant.
We will look at ways of reducing loneliness and isolation across the whole of Wales by March 2019. This will be for people who have mental health problems or may get mental health problems.

Public Health Wales NHS Trust will use its Healthy and Well Communities plan and work with other organisations to support the community and voluntary sector. By March 2019 this plan will look at making better use of what already exists in the community to increase its well-being and make it able to manage better.

By 2017 we and other organisations will work on a project to make communities more caring and considerate.
By December 2017 we will give information to other organisations on how to give better support for people using mental health services who have protected characteristics.

**Protected Characteristics are:**

<table>
<thead>
<tr>
<th>Women or men</th>
<th>People of different races</th>
<th>Disabled people</th>
</tr>
</thead>
<tbody>
<tr>
<td>People who have changed their sex</td>
<td>People of different ages</td>
<td>Lesbian, gay and bisexual and straight people</td>
</tr>
<tr>
<td>People with different religions or beliefs or with no religion or belief</td>
<td>Women having a baby, and women just after they have had a baby</td>
<td>People who are married or living together in a civil partnership either as a same sex couple or opposite sex couple</td>
</tr>
</tbody>
</table>

We have asked health boards to make sure all their staff have been trained in the *Treat Me Fairly* computer learning by December 2016.

With the help of interested organisations, we will make a plan of action by December 2016 for people who are deaf or cannot hear well.

**3.2 To make sure people who speak Welsh can get mental health services in Welsh if they want and to train more staff to speak Welsh.**

By April 2017 we will create an on-line system to help all NHS and social service staff to provide services in Welsh without Welsh speakers having to ask for them.

In April 2016 we developed a further strategy to *More that just words* to help improve services provided in Welsh. We will make a report on how this is progressing twice a year until March 2019.
By March 2017 Public Health Wales NHS Trust will bring experts together to share what they know to support and improve care with dignity and respect in inpatient wards for older people with mental health problems. This will include health boards and NHS trusts making sure the places where older people are cared for are suitable and age friendly.

Local authorities and health boards are to make sure that what they do is keeping people safe. They have to agree across Wales the level of training their staff should have in the Mental Capacity Act, keeping people safe and looking after people who need more help.

We want organisations to work together with the National Mental Health Service User and Carer Forum and listen to the voices of the people who have used mental health services, or their families or carers. This will help change the way staff think and act to make sure people are treated with dignity and respect.

By March 2019 we want more organisations, people who work in mental health services and members of the public to understand the unfair treatment that some people with mental health problems face.

Local Partnership Boards will look at the National Mental Health Service User and Carer Forum’s to dignity pledge and then decide whether to use it as it is, or change it so it can be used in all mental health services by December 2016.
We want organisations to work with people who use mental health services and listen to their views to improve the quality of care and treatment plans and make sure they have agreed results looking at what is important to that person using the services.

By March 2017 we will help create on-line learning for health service staff to help them understand the experiences of people who have mental health problems. This will help the staff think about what reasonable adjustments that people with mental health problems will need when they come into mental health services.

The health boards and voluntary sector organisations that provide mental health services will ask the people who use their services how happy they were with their care and treatment planning. This survey will start by March 2017 and they will report on this every year.

As part of the Social Services and Well-being (Wales) Act, health boards and local authorities need to know the number of people in their area and what their needs are. They will make sure that people from their area who use their services are involved in decisions about what services are needed.

By March 2017 the police, health boards, ambulance staff and voluntary sector must make sure they follow the guidelines in the Crisis Care Mental Health Concordat. This will mean that people who have a serious mental health episode (in crisis) in a public place and have to be taken to a place where they are safe (this is law under section 135 and 136 of the Mental Health Act), will get a better service and be treated with dignity and respect.

The Crisis Care Mental Health Concordat is an agreement between lots of organisations to work together to improve the help and care they give to people in crisis. They will get involved at an early stage to help prevent people hurting themselves or other because their mental health problem is causing them to have a crisis.
Priority 5

“All children to have the best possible start in life and parents or care givers are helped if they need support.”

5.1 To help women with mental health problems, their babies and families before, during and after they have a baby.

By March 2017 health boards and Public Health Wales NHS Trust are to make sure that women are given good information and help when they are planning to have a baby, when they are pregnant, when the baby is born and after. This will support good health and wellbeing by using existing schemes, such as Families First, Team around the Family, Flying Start and Integrated Family Support Teams.

Health boards must make sure a community perinatal service for women is available in their area by November 2016.

By November 2016 health boards must make sure their staff know about and are being trained to manage perinatal services for women who have mental health problems and are having a baby.

A perinatal service is for women just before they have a baby, during the birth and just after the baby is born.

5.2 To help parents and carers form caring relationships with their young children to make them able to cope when they are older.

Health boards, local authorities and the voluntary sector need to work together to promote caring relationships between parents and their young children and improving their ability to cope, by using Families First, Team around the Family, Flying Start and Integrated Family Support Teams by March 2019.

Before the next election, health boards must be using the Healthy Child Wales guidance. This covers a range of topics about children the health of from 0-7 years and looks at keeping them well.
We will keep working with the voluntary sector, health boards and the local authorities to make sure when we produce rules and guidelines we think about how this will affect children in schools and colleges and how they feel.

Specially selected primary, secondary and special schools, which we call Pioneer Schools, will carry on the work they have been doing with experts since January 2016 to make a *New Curriculum for Wales*. We want this to be available to all schools and colleges by September 2018 and used to support learning and teaching from September 2021.

By March 2019 Public Health Wales NHS Trust will help higher education and further education schools, colleges and universities to use the *Healthy and Sustainable Higher Education/Further Education Framework*. Part of this looks at the mental health and well-being of children and young people in higher or further education.

From April 2017 schools, colleges and universities should think about how they can improve children and young people’s ability to cope with life and how they think and feel about it.

From September 2016 schools and colleges will be starting to use the Citizenship part of a strategy we call the *Digital Competence Framework*. This will help children think about who they are, how they feel about themselves, what other people think of them and their health and well-being. It will also look at the rules of using computers, how to behave on-line and cyberbullying.

Public Health Wales NHS Trust will be using mental wellbeing guidelines to make sure children and young people are helped to develop an ability to cope and improve the way they feel during their time at school.
Before the next election we will make a new law to make sure people with additional learning needs (ALN) get the help and support they should be receiving.

We will work with other organisations to make sure teachers are more capable and have enough time to help pupils who have additional learning needs.

Because the *Social Services and Well-being (Wales) Act* gives people new rights; we will rewrite the *Carer’s Strategy* to take account of this. The new *Carer’s Strategy* will also look at improving the well-being of carers, including young carers and young adult carers.

Across the whole of Wales we are looking at how identifying mental health problems early and stopping them getting worse can help looked after children who have difficulty forming relationships or have suffered pain or distress early in their lives. From 2016 we want to reduce the number children with these problems who have to be taken into care.

We will continue to work with other organisations to look at ways of stopping bullying against children and young people in schools and in the community.

By March 2017 we will also look at how identifying mental health problems early and stopping them getting worse can help improve what happens to children and young people who need to stay in secure places.

### 6.2 To help children and young people aged from 0 to 25 who have both additional learning needs and mental health needs.

ALN will help the children and young people who find learning harder than others and may need extra help with:

- school work
- understanding information
- letting people know what they think.

### 6.3 To help children and young people with a high risk of poor mental well-being improve the way they feel about themselves and their life.

6.2 To help children and young people aged from 0 to 25 who have both additional learning needs and mental health needs.

6.3 To help children and young people with a high risk of poor mental well-being improve the way they feel about themselves and their life.

To help children and young people aged from 0 to 25 who have both additional learning needs and mental health needs.

ALN will help the children and young people who find learning harder than others and may need extra help with:

- school work
- understanding information
- letting people know what they think.

6.3 To help children and young people with a high risk of poor mental well-being improve the way they feel about themselves and their life.

Because the *Social Services and Well-being (Wales) Act* gives people new rights; we will rewrite the *Carer’s Strategy* to take account of this. The new *Carer’s Strategy* will also look at improving the well-being of carers, including young carers and young adult carers.

Across the whole of Wales we are looking at how identifying mental health problems early and stopping them getting worse can help looked after children who have difficulty forming relationships or have suffered pain or distress early in their lives. From 2016 we want to reduce the number children with these problems who have to be taken into care.

We will continue to work with other organisations to look at ways of stopping bullying against children and young people in schools and in the community.

By March 2017 we will also look at how identifying mental health problems early and stopping them getting worse can help improve what happens to children and young people who need to stay in secure places.
Health boards must have the right services to make sure they can see people with mental health problems who need to be assessed quickly. No child with a serious mental health problem should have to wait more than 48 hours to be seen for an urgent assessment.

Health boards will need to make sure they have a suitable, safe place where the police can take young people who are in crisis. By March 2017 no children should ever be taken into police cells to keep them safe.

Each year from June 2016 Together for Children and Young People (T4CYP) will develop pathways, which will show how children and young people should go through different parts of the specialist CAMHS system. Health boards will need to use these pathways as they come out, to improve their specialist CAMHS services.

By January 2017 we will create a pathway to show how these children and young people with mental health problems should go through the criminal justice system.

Health boards will need to make sure they give enough time for the right CAMHS experts make visits to all Youth Offending Teams (YOTs) to assess the children and young people and send them into mental health services if needed. YOTs will also be able to get help from CAMHS if the child or young person has committed a crime.

By December 2017 we will help health boards to produce a pathway to make sure organisations are working together to provide joined-up services for young people who may need more help, such as looked after and adopted children.

We are looking again at the guidance about children and young people who have mental health problems or in the youth justice system and also have a problem with drugs or alcohol. By March 2018 we want to make sure the right services have been set up for their needs.
“People with a mental health problem can get the right services at the right time.”

8.1 To help people with neurodevelopmental conditions get the right treatment at the right time to help their personal and social progress

By September 2016 Public Health Wales NHS Trust will help the NHS to develop a pathway to identify neurodevelopmental conditions in Wales. Also a range of help and services, that we know work, will be available across Wales.

Health boards, the local authorities and the voluntary sector will work together to create services to identify and manage people with neurodevelopmental conditions by September 2016.

8.2 To make sure mental well-being is as well-thought-out as physical health, when health services are being created or provided.

Health boards will make sure there are enough people to provide psychiatric liaison in District General Hospitals by March 2017 and to look at how this has worked by March 2018.

By March 2017 health boards will look at ways to increase the number of people with mental health problems having health checks and checks on whether their medication is still correct.

We and Public Health Wales NHS Trust will make sure that by March 2019 mental health is thought about the same as physical health in the Health Impact Assessment for Wales.

Neurodevelopmental conditions are those that some people are born with, which may affect the way their brain works (such as autistic spectrum disorder and attention deficit hyperactivity disorder).

Mental health psychiatric liaison and substance misuse teams will work together with hospital emergency departments and the police to help people with mental health problems or problems with drugs or alcohol who keep going to hospital.

Psychiatric liaison provides assessment and treatment to people who may be having mental health problems while they are in hospital. They are a valuable link between mental health and physical health.
The National Psychological Therapies Management Committee has an action plan that tells health boards to make sure talking therapies are easier to get for adults with mental health problems by March 2017.

We will look again at how many services are available for people who have a personality disorder, mental health problem or drug and alcohol problems by October 2016.

Health boards need to increase the number of talking therapy services that work best for people with the first signs of having a psychosis by June 2016.

Health boards must make sure that there are local pathways for people who may have psychosis so that they can be seen quickly, within 48 hours. The service will have to tell us how this is working by April 2017.

By April 2017 local authorities must make sure they provide services that give the right care and help that everyone needs. This will include people who care for others but need care or help for themselves as well.

Health Boards will work locally and across Wales to make sure that people who use mental health services, their families and their carers know about the help they may be able to get under the Social Services and Well-being (Wales) Act by April 2017.

We will look at creating Well-being Bonds which will support the voluntary sector to set up new services to provide help to people with mental health problems. If these work, we will look at creating them across the whole of Wales.

Psychosis is a mental health problem, where a person has thought and feelings that are so confusing they do not know what is real and what is not.
8.6 To make sure there are strong links between community (primary) care and mental health services.

Health boards will work with health experts to look at what they can do in their areas to make them think more about what the person who is getting the care really wants. They will have to include this in their plans.

By April 2017 health boards will have to look at their plans and think about how people who are not doctors can support people with mental health problems, particularly those who may need more help.

By April 2017 we will think about the best way of providing therapies and to see if there are enough staff for them. We may have to get more staff to make these services work better.

8.7 To make sure people of all ages who have an eating disorder can get the right services at the right time.

Health Boards will need to look at how they have used the Eating Disorders Framework to provide services for people with eating disorders. They will then tell the CAMHS Eating Disorder Planning Network so it can be included in their report.

New guidance has come out from the National Institute for Clinical Excellence on Recognition and Treatment of Eating Disorders. By January 2018 health boards will have to think about whether they need to change their services because of this.

By September 2016 health boards will provide eating disorder treatment services as close to a persons home as possible. This will either be in hospital or in the community.

By February 2017 health boards and local authorities across Wales will need to make sure they give information to cares and families of people with eating disorders on what they can do to help them get better.

Health boards, and the CAMHS and Eating Disorder Planning Network will make sure that the results for eating disorder services are measured the same way across Wales. This will include the number of people with eating disorders who have to go into hospital to be fed. The results will be available by September 2017.
Health boards will continue to support Veterans NHS Wales to provide the right services at the right time for people who have left the Armed Forces and have Post Traumatic Stress Disorder (PTSD).

We, health boards and the voluntary sector will make sure more doctors and other people know about the mental health problems that people who have left the Armed Forces may have.

We want the people from the health board who visit prisons to provide better support and treatment for prisoners with mental health problems by March 2017.

By March 2018 we will work together with other organisations to provide better services for people who have committed a crime but do not have to go to prison but need treatment in a secure hospital.

We and the health boards will make the service provided by the Criminal Justice Liaison Services so that people may be able to go to a place that is more suitable for what they need, instead of them going to prison.

Some people leaving the Armed Forces (veterans) suffer from PTSD, a mental health problem caused by what they have been through whilst they were in combat. Veterans NHS Wales was set up to look after the mental health of veterans, so they can return to normal life.

We and other organisations will look again at our secure services action plan to see whether we need to change the way people can go to secure hospitals.
Substance Misuse Area Planning Boards and Local Partnership Boards must provide us with a joint plan on how they will make sure they are providing the services in the Mental Health & Substance Misuse Co-occurring Substance Misuse Treatment Framework. They must also make sure there are pathways so that people can move between services for mental health problems and services for drug and alcohol problems.

Substance Misuse Area Planning Boards and Local Partnership Boards will, twice a year, look at:

- good management from doctors
- making decisions when doctors don’t agree
- provide training that is relevant to their job
- include people who use mental health services when they are creating new services or looking at how services are working.

The All Wales Mental Health Senior Nurses Group will look at the Mental Health & Substance Misuse Co-occurring Substance Misuse Treatment Framework and then work with us to develop a plan to put it in place by December 2016.
By July 2018 we want to see what effect the Housing Act 2014 has had on tackling homelessness for people with mental health problems.

We want to make sure that people who are homeless, or may become homeless know there are mental health services available for them, if they need them.

We will check that health boards are using the standards we put in place in 2013 to improve the health of homeless people and vulnerable people who may need more help. We will ask them to show us their plans twice a year.

We want our Out of Work service to provide more work and training opportunities for people with mental health problems by March 2019.

By March 2019 we want our In-Work service to help more work people with mental health problems to keep working.

We and other organisation will help employers to support people with mental health problems who work for them, by March 2019.
By March 2017 health boards and the voluntary sector must make sure that their care and treatment plans look into money matters and to show people where they can get help and advice.

We will be developing a *Financial Inclusion Delivery Plan* by December 2016. We will make sure this look at the needs of people with mental health problems.

Public Health Wales NHS Trust will set up ways to train people in recovery to make sure our services help people to get better and how they are doing this is shown in their care and treatment plans by March 2017.

**Recovery means getting back to better health, in the way you want.**

Health boards must use the *Violence Against Women and Domestic Abuse National Training Framework* to make sure all their staff understand how violence against women and abuse at home affect people’s mental health.
By December 2016 we will produce a three year plan for people with dementia and the people who care for them.

By March 2017 we and other organisations will make sure people in Wales know what they can do to reduce the risk of them getting dementia. We will look at how this is working every year.

We want health boards, local authorities and voluntary sector to increase the number of people in Wales who can spot the signs of dementia and know where they can get help. We want to make communities better able to help people with dementia. We will look at how this is working every six months.

By September 2016, health boards will provide a primary care support worker at a local level in GP surgeries to give information and advice on getting the right care and services for people who have just been diagnosed with dementia.

By March 2017 health boards have to make sure they have services in place to help people in district general hospitals who have dementia, memory, thinking or mental health problems.

We will make sure all health boards and local authorities are using the guidance in our Good Work: A training and development framework for dementia care in Wales by September 2016.

By March 2017 a group of people with a special interest in older peoples’ mental health will look at how the service can be improved.
Partnership Boards will look at what they can do extra or differently to make sure services are joined up, using what they have more effectively and better for people with mental health problems.

By December 2016, health boards must make sure their Local Partnership Boards have the right arrangements and the right people in place to be able to carry out what we have asked them to do as part of this new delivery plan and for the Together for Children and Young People programme.

We and the health boards will make sure the National and Local Partnership Boards have at least two people who use mental health services and two carers as full members at their meetings. From September 2016 the Partnership Boards have been checking they are giving the service users and carers enough support for them to carry out this work. We will check progress every year.
11.2 To develop mental health statistics for all Wales to find out how mental health services are working for the people who use them.

Public Health Wales NHS Trust will help to make sure the mental health statistics are the same across the whole of Wales. The data looks, at who is using mental health services, what problems they have, and what they need or reasonably want from those services. By April 2017 the statistics will also measure specialist CAMHS, adult and older adult mental health services.

By July 2019 the NHS Wales Informatics Service will help health and social services to be more joined-up when they are sharing information. This will be through a system called Welsh Community Care Informatics System.

We will look at the statistics to help us understand how we can help people stay in the house they live in. This will be better for people’s mental health and will help prevent them needing NHS services.

11.3 To make sure staff are skilled enough to not only treat sickness but to improve peoples health as well.

Health boards and the Welsh Ambulance Services Trust will look at whether they have the right staff with the right skills in place to be able to provide the service by March 2018.

By September 2016 we and health boards will make sure Clinical Healthcare Support Workers are using the NHS Wales Skills and Career Development Framework to improve their skills.

All health boards in Wales must make sure that by December 2016 they understand what they need to do to carry out what the Mental Health Nursing Workload Assessment Programme says they should do. By July 2018 they must make sure they are using the framework in all their mental health in-patient wards.

11.4 To make sure we continue to invest money in to mental health services.

Health Boards must show that they are using the money we have given for mental health on mental health services and tell us how they are spending the money to get better results for people with mental health problems. We will ask them to tell us every year.

Each year from 2017 when health boards spend the money for mental health services they must make sure they are able to provide enough services for the people who need them.
By March 2019 we and the health boards will look at how the Mental Health (Wales) Measure (2010) has worked and we will put in place the changes that were recommended in the Duty to Review.

We and other organisations will keep looking at existing and new mental health services. We will keep monitoring how they are working.

The Mental Health (Wales) Measure 2010 is a law about the support that people with mental health problems should get wherever they are living in Wales. It is about quicker and easier access to mental health services. The Duty to Review means that Welsh Ministers had to check that the Measure was working the way it should within four years of it starting.

11.5 To encourage and help people to feel better and be more able to cope by providing helpful services that work at an early stage, as well as making sure the people who need special services get the highest quality care and treatment.

11.6 To keep supporting the services that we know are working and to make sure they think carefully about any new services they want to develop.

Public Health Wales NHS Trust will increase what people know about making communities feel better and be more able to cope with difficulties by March 2019.
How will we know it is working

We will collect and use a wide range of statistics to look at how this Delivery Plan is working.

Health boards and local authorities will give us regular updates on what they are doing to make sure what they have been asked to do in the Delivery Plan is happening.

These updates will be checked by our National Partnership Board which brings together people who use mental health services, carers and members from the public and voluntary sectors and various professional groups.

Find out more

More information on the Together for Mental Health strategy and the Delivery Plan can be found on the Welsh Government web site.

Together for Mental Health

http://gov.wales/topics/health/nhswnsl/mental-health-services/strategy/?lang=en

Delivery Plan 2016-2019