

FOI.12890 - Attachment 1

1) Please provide the total number of contacts you have had with adults accessing help for their mental health, in the community and in A & E, broken down by the consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for adults"

Contacts by Medium Adults		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Face to Face	Total	Section 12 exemption applied - However, please see tab 3 (1&2 - contact breaches)																			
Telephone	Total																				
Telemedicine Web Camera	Total																				
Talk Type	Total																				
Email	Total																				
Text	Total																				
Other	Total																				
Missing	Total																				
All Contacts	Total																				

2) Please provide the total number of contacts you have had with children accessing help for their mental health in the community and in A&E broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for children".

Contacts by Medium Children		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Face to Face	Total	620	527	470	518	443	451	495	452	534	494	423	463	510	450	478	501	588	482	622	496
Telephone	Total	326	293	326	292	269	165	140	113	202	167	205	61	207	211	139	170	158	156	185	145
Other - Attend Anywhere	Total	34	32	38	39	39	53	89	151	159	71	75	102	143	127	102	82	163	86	120	80
Telemedicine Web Camera	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk Type	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Email	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Text	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Missing	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Contacts	Total	980	852	834	849	751	669	724	716	895	732	703	626	860	788	719	753	909	724	927	721

*A Section 12 exemption has been applied to the number of contacts made in A&E

Under Section 16 of the FoIA, the UHB provides below, the total number of contacts made by adults and children and Young People (CYP), that are recorded as having breached the four (4) hours target, by month, during the period November 2020 and June 2022.

		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Number of contacts	Total	96	73	72	76	109	123	132	113	107	95	92	82	85	88	98	82	98	83	102	80

3) Please provide the number of contacts you have had with adults accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for adults".

[illegible]

4) Please provide the number of contacts you have had with children (aged under 18) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for children".

IAPT by Medium for Children		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
Face to Face	Total	222	182	201	224	261	214	209	239	222	240	225	207	262	262	260	261	267	273	272	218
Telephone	Total	60	64	48	47	49	36	41	29	25	24	22	20	20	12	9	27	23	20	8	11
Other - Attend Anywhere	Total	*	*	8	11	13	35	39	39	65	78	60	42	47	23	46	69	113	26	54	72
Telemedicine Web Camera	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Talk Type	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Email	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Text	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Missing	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
All Contacts	Total	**	**	257	282	323	285	289	307	312	342	307	269	329	297	315	357	403	319	334	301

5) Please provide the number of depot injections given to patients broken down by location. Please provide a monthly breakdown between March 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "Depot injections given".

Number of depot injections given		Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
At Patient's Home	Total	Section 12 exemption applied.																			
Depot Clinic	Total																				
Any Other Venue	Total																				
All Venue	Total																				

6) Alternative arrangements:

- a) If a patient could not access a remote appointment, what was the Board's offer to access care?
- b) If home visits or depot clinic were withdrawn for people needing depot injections, what were the alternative arrangements?

The UHB confirms that no MH services (including depot clinics), for adults or CYP, have been closed or withdrawn.

Telephone assessments, virtual assessments, Attend Anywhere and Consultant Connect were utilised for adult MH patients and the Child and Adult Mental Health Service (CAMHS) used digital platforms, such as Kooth.

7) Management of Covid in Psychiatric Wards between March 2020 and June 2022:

Did you shut any services in whole or in part or stop taking patients into a service or on a waiting list during lockdown. If yes, could you explain the reason that decision was taken.

The UHB confirms that no services closed or stopped taking patients into any of its services or on to waiting lists.

8) Visits to wards:

- a) Did you change your policy to restrict visits from friends and family to patients on the wards during this time (Between March 2020 and June 2022)?
- b) Did any policies or rules for visits vary for different age groups and groups of patients?
- c) If visits were restricted, did you put on additional methods for patients to keep in touch with friends and family such as extra phones for the wards or setting up video calls?
- d) If yes, what date(s) did you provide extra facilities?

The UHB adhered to all guidance and directives issued by Welsh Government (WG) Public Health Wales (PHW) and Public Health England (PHE). Therefore, whilst working to the imposed restrictions during the COVID-19 pandemic, the UHB's adult MH service and CMAHS supported patients, their families and carers to meet patient specific needs and facilitated what it could off ward.

9) Access to outdoors:

- a) Did you have any policies on access to outdoors/ fresh air for patients?
- b) Did these policies change during lock down, and if so please specify dates that any fresh air policies changed.

The UHB ensured it complied with the WG, PHW and PHE requirements for accessing outdoor areas during lock down to meet each patient's specific care needs, in accordance with Personal Protective Equipment (PPE) guidance.

10) S17 Leave:

Did you have any updated policies and procedures on s17 leave during this time? For example, was s17 leave routinely cancelled?

The UHB confirms that Section 17 (S17) leave was not routinely cancelled and was to be decided by the Responsible Clinician, in line with social distancing guidance. All cases were considered on an individual basis, weighing up the need to comply with COVID-19 restrictions and the therapeutic benefit of S17 leave. COVID prompted us to use extended S17 leave sooner than we might have under other circumstances.

The UHB provides copies of its S17 policies during the COVID-19 pandemic and the updated version post COVID-19, as detailed below:

- Attachment 2 - Policy 731 – Section 17 – Leave of Absence Policy (1) (21.9.2018 to 13.9.21)
- Attachment 3 - Policy 731 – Section 17 – Leave of Absence Policy (2) (6.10.2021 to 6.10.2024)