

Ein cyf/Our ref: CEO.12759

Gofynnwch am/Please ask for: 28 September 2023

Rhif Ffôn /Telephone:

Dyddiad/Date:

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Rachel
Secretary
Save Our Shadows

Dear Rachel

Thank you for your email dated 22 September 2023 in which you submitted questions regarding Shadows and the Amman Gwendraeth GP Cluster for response at Public Board. I will go on to answer each of your questions in turn below.

1. *The service given by Shadows has been described as excellent by multiple people within the health board and GP cluster.*
- a. *Please supply details of the process that was followed for review of funding for Shadows and who was involved in the process.*

Shadows were invited to present at the GP collaborative in February 2023. The GP Collaborative membership is one GP per GP Practice in the Cluster area. Shadows had received an email from the Primary Care Services Manager ahead of the meeting setting out the information requirements however the information was not provided. The Shadows Service Level Agreement commissioned the service for a defined period of time therefore this was a review of the service provision and not a review of the funding.

- b. *What was deemed to be lacking or wrong with the service that Shadows provided?*

Unfortunately, there was insufficient evidence provided to demonstrate the effectiveness of the service when Shadows were asked to present at a service review.

- c. *What alternative funding options have been investigated by the health board and the cluster – please give examples of options that were given for not for profit groups.*

It is not for the Health Board/Cluster to find alternative funding sources, however Shadows were signposted by the Cluster Lead to enquire about alternative funding mechanisms and were actively encouraged throughout the duration of

the agreement to source alternative funding; as it was made clear the project was time-limited, as set out in the Service Level Agreement.

d. *Will you consider further funding applications from Shadows?*

Not currently as the Cluster budget is currently fully allocated, however the Health Board is planning to review all of the Cluster commissioned Mental Health projects which may inform future commissioning arrangements.

2. *Has anyone making the decisions visited Shadows to see the service in action? Please supply details of who visited and when.*

There have not been any visits to the service. Shadows began during the COVID-19 pandemic, when social interaction was discouraged therefore Community visits wouldn't have been appropriate.

3. *What process do you use to transform a, proven successful, innovative service from a limited time project to a permanent role. And can you name a service that has undergone this process?*

Social Prescribing and the Respiratory Nurse programmes both stemmed from successful Cluster projects and have been scaled up and rolled out on a Health Board wide footprint with funding being released from the Clusters to allow for reinvestment into services that address other priority areas based on the population health needs assessment for each Cluster. Data was gathered on the effectiveness of the service model both in terms of quantitative and qualitative data.

4. *Can you provide details of the alternative **crisis** service(s) for the Amman and Gwendraeth valleys? For each service, can you supply the following information:*

- a. *What is the wait time?*
- b. *Is the service face-to-face, phone or online?*
- c. *What are the acceptance criteria for people to be able to fully access the service?*
- d. *For a face-to-face service, where is it located?*
- e. *For a phone service, what percentage of the calls do not connect the caller to the person answering the call?*
- f. *For an online service, what percentage of the people complete the process?*
- g. *Has the service rejected a referral or asked for referrals to stop due to it being out of funding? If so, what percentage of referrals were rejected or how long were referrals stopped?*

Hywel Dda University Health Board has a Crisis Resolution Home Treatment Team (CRHTT) for those over the age of 18. They provide a timely Mental Health assessment, face to face, 24hrs a day, 7 days a week. Assessments will determine whether the service user has a mental health problem which will result in imminent admission to the acute in-patient services, the level of risk to self or others, what immediate action is required. It will also determine if the patient can

be signposted/connected to an appropriate service or referred back to the referrer with advice.

Those who are in an acute phase of mental illness or high risk of self-harm, to self or others, due to their condition will have access to inpatient facilities. Treatment is provided by a Multi-Disciplinary Team to achieve stabilisation of a condition to allow treatment to continue in the community.

If inpatient services aren't appropriate, The CRHTT will provide an alternative to acute in-patient care through provision of home treatment for individuals and/or provide information, advice or support to access other relevant services.

Those under the age of 18 have access to the Specialist Child and Adolescent Mental Health Services Specialist S-CAMHS.

- LPMHSS – Patients are seen within 28 days.
- CMHT's – Anything between 2 and 8 weeks.

The link for further information is attached. [CRHTT Service Specification.docx \(sharepoint.com\)](#)

Patients of Amman Gwendraeth also have access to the Jac Lewis foundation (JLF), who will contact suicidal patients and those in crisis on the day of referral.

5. *Can you provide details of the alternative **preventative service** for the Amman and Gwendraeth valleys? For each service, can you supply the following information:*
- a. *What is the wait time?*
 - b. *Is the service face-to-face, phone or online?*
 - c. *What are the acceptance criteria for people to be able to fully access the service?*
 - d. *Does interacting with the service stop them getting support from other similar services?*
 - e. *What response time do the clients have once they have completed the wait time – e.g. if the sessions raises issues, what support is there between sessions?*
 - f. *For a face-to-face service, where is it located?*
 - g. *For a phone service, what percentage of the calls do not connect the caller to the person answering the call?*
 - h. *For an online service, what percentage of people complete the process?*
 - i. *How many sessions are available to people who need the service?*
 - j. *What happens at the end of those sessions?*
 - *can they do more if they have another referral?*
 - *ii. Do they have to follow the full wait time if they have another referral?*
 - k. *What percentage of referrals do the service(s) reject due to not fitting their criteria?*

- l. *What percentage of referrals complete the sessions and are fully able to return to normal economic activity?*
- m. *Has the service rejected a referral or asked for referrals to stop due to it being out of funding? If so, what percentage of referrals were rejected or how long were referrals stopped?*

Health Board patients also have open access at all ages, telephone triage service which is accessed via the national 111 call line, by selecting Option 2. The caller will come through directly to the Single Point of Contact (SPoC) Wellbeing Practitioner who will complete a triage assessment and following this (in conjunction with Band 6 Senior Practitioner if appropriate) will be handed over to the appropriate service or given self-help, self-care or, signposting advice. The service aims to improve service user and carer experience by providing the 'Right Care at the Right Time'. Calls can be in person or come from family, friends, carers etc.

A secondary Professional Line can be accessed by calling a local telephone number on 01267 616823, which will provide mental health advice to a wide range of professionals such as GP's, Police, Welsh Ambulance Service NHS Trust, 111 service, Accident & Emergency (A&E), Local Authority, Third Sector and other health professionals. This telephone line should not be given to patients.

The Cluster has commissioned the JLF, who provide counselling, Cognitive Behavioural Therapy (CBT), Eye Movement Desensitisation and Reprocessing (EMDR) and various other forms of therapy. As stated, suicidal patients will be contacted the same day. Referrals are triaged by a professional - urgent patients are seen within one week and all others will be seen within four weeks. All patients of the Amman Gwendraeth Cluster can access the service. JLF have a direct referral route into primary care mental health teams and Child and Adolescent Mental Health Service (CAMHS). Patients can be seen face to face in their purpose-built wellbeing centre in Ammanford, or they can have a phone appointment. Therapy lasts for approximately one hour, possibly longer dependant on the type of therapy and the patient will have on average six sessions, though more sessions are provided if the patient requires it. The service stabilises high level mental health. The patient may still feel they need ongoing low-level support from third sector organisations.

6. *Can you provide details of **any other mental health services** that are available to the Amman and Gwendraeth Valleys? For each service, can you supply the following information:*
 - a. *What is the wait time?*
 - b. *Is the service face-to-face, phone or online?*
 - c. *What are the acceptance criteria for people to be able to fully access the service?*
 - d. *Does interacting with the service stop them getting support from other similar services?*

- e. *What response time do the clients have once they have completed the wait time – e.g. if the sessions raises issues, what support is there between sessions?*
- f. *For a face-to-face service, where is it located?*
- g. *For a phone service, what percentage of the calls do not connect the caller to the person answering the call?*
- h. *For an online service, what percentage of people complete the process?*
- i. *How many sessions are available to people who need the service?*
- j. *What happens at the end of those sessions?*
- k. *can they do more if they have another referral?*
- l. *ii. Do they have to follow the full wait time if they have another referral?*
- m. *What percentage of referrals do the service(s) reject due to not fitting their criteria?*
- n. *What percentage of referrals complete the sessions and are fully able to return to normal economic activity?*
- o. *Has the service rejected a referral or asked for referrals to stop due to it being out of funding? If so, what percentage of referrals were rejected or how long were referrals stopped?*

Below is a list of newly commissioned community mental health services within Carmarthenshire. (Please note that the organisations may have a name suggestive of another geographical location, but have been commissioned to provide services covering the Amman Gwendraeth area.)

- 1) Perinatal Mental Health conditions Support
 - Pembrokeshire MIND
- 2) Employment support & Training- Mental Health concerns- to remain in work or return to work
 - Pembrokeshire MIND- only those with a formal psychiatric diagnosis, currently within the scope of the Health Board's NHS statutory Early Intervention in Psychosis team.
 - LINKS- all others
- 3) Patients with Learning Disabilities & their Carers
 - Carmarthenshire People First
- 4) Community Advocacy
 - Advocacy West Wales
- 5) Wellbeing Support- information, training, development, signposting, patient & carer voice
 - West Wales Action for Mental Health
- 6) Social Inclusion
 - Age Cymru (those over 65y)
 - Llanelli MIND (those under 65y)

- 7) Day Services & Opportunities- resilience, recovery, independence, reduce isolation
- Adefiriad
 - Llanelli MIND
 - Arts Care
 - HUTS
- 8) Counselling
- Carmarthenshire Counselling Service
- 9) Community Wellbeing- group activities and peer support
- Adefiriad
 - Men2Men
- 10) Sanctuary Services
- Adefiriad

Details of each service (and many others) are available on the updated directory of services available at: [Carmarthenshire-MH-Directory-Categorized.pdf](#) (wwamh.org.uk)

The Health Board unfortunately does not hold the waiting times or eligibility criteria of each third sector organisation.

7. Can you provide details of how to contact the GP Clusters, in particular the Amman and Gwendraeth Cluster?

Contact can be made via the Health Board's Primary Care Team through the H DUHB.GMS@wales.nhs.uk

Yours sincerely

Steve Moore
Chief Executive