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University Health Board

Summer 2019

A family portrait featuring a man, a woman, a toddler, and a newborn baby. The man is holding the toddler, and the woman is holding the newborn. They are all smiling and looking towards the camera against a plain grey background.

Together for Mental Health in North Wales

The latest on our ambitious improvement plans

Together for Mental Health

Our plan to improve mental health and wellbeing

Together for Mental Health in North Wales is our all age plan for mental health services in North Wales, which has been co-developed with our partner organisations and people who have lived experience of mental health issues.

The wide ranging and ambitious strategy aims to improve child and adult mental health, narrow the gap in life expectancy, ensure parity of esteem with physical health and shift the focus of care to prevention, early intervention and resilience.

Please visit www.bcugetinvolved.wales/mentalhealth to read the Together for Mental Health in North Wales strategy

Progress to date

Our initial priority is to improve the support available to people in a mental health crisis by introducing alternatives to hospital admission.

Work to deliver on this has seen a wide range of statutory, voluntary and third sector organisations from across North Wales work together in partnership in a way which simply has not happened in the past. This is now leading to significant progress as we deliver our ambitious shared plan to transform the mental health and wellbeing of people across the region.

Our I CAN Mental Health Urgent Care Centres are now fully established across North Wales' three main hospitals and a recent evaluation has demonstrated the huge impact they are having for people in crisis.

Significant progress has also been made in developing our blueprint for new I CAN community support which will shift the focus of care to prevention and early intervention; helping to prevent people from falling into crisis and supporting them if they do. We have been able to scale up these plans thanks to funding from the Welsh Government's A Healthier Wales Transformation Fund.

We're also pleased that Healthcare Inspectorate Wales has recognised the real improvements that have been made to the quality and safety of our inpatient and community mental health services in recent years. These findings are a credit to our dedicated staff, who work incredibly hard in often difficult circumstances.

Despite this welcome progress, we recognise that many of the problems we face in North Wales have built up over a long time, and they will not be tackled quickly, or by tinkering around the edges.

Because of the way our services are set up, people in our communities do not always receive the right support, in the right place, at the right time.

We have a clear plan in place to address this, which amounts to a whole system transformation in how we deliver care. The meaningful and sustainable transformational change required can only be achieved by working in partnership. We need the energy, ideas and enthusiasm of people across North Wales to shape how we take this work forward. To get involved please email ican@wales.nhs.uk.

Lesley Singleton - Director of Partnerships



Shifting the focus of care to prevention and early intervention

Delivering the right support, at the right time, in the right place

Together for Mental Health in North Wales outlines our ambition to shift the focus of care towards prevention and early intervention by introducing new community support which helps prevent people from falling into crisis, and provides care closer to home for those who do.

We have been successful in securing investment from the Welsh Government's A Healthier Wales Transformation Fund to turn this ambition into a reality.

Once fully established, we expect that more people will receive the early support they need in the community, leading to reduced waiting times and improved outcomes for people who require the specialist support of our mental health services.

Based on the empowering principles of our I CAN Campaign, we have developed a blueprint for how this new community support will look, which we are calling our 'Integrated I CAN Pathway'.

The I CAN Pathway applies to people of all ages and will focus on ensuring that people receive the right support, at the right time, in the right place.

This amounts to a whole system transformation in how we approach community care and will require close working with our partner organisations, the third sector, and people with lived experience of mental health problems.



I CAN Community Hub	I CAN Primary Care	I CAN Unscheduled Care	I CAN+
No appointment or referral required			Admission by referral
Non stigmatised environment	I CAN trained GP surgeries	Already established as I CAN Centres	Step up/Step down
Promote emotional health & wellbeing to the whole community	All staff I CAN trained	Emergency care crisis centre	24 hour service
Emergency and crisis support to adults as a walk in service	Regular I CAN drop in clinics	Time to listen, identify needs and signpost to support	High level support
			Overnight provision
			Link to secondary care assessment and services

I CAN CENTRES

Helping people in crisis at our Emergency Departments

One element of the Integrated I CAN Pathway which has already been established is our I CAN Centres (I CAN Unscheduled Care), which have been introduced with funding from the Welsh Government.

The three I CAN Centres at Ysbyty Gwynedd, Glan Clwyd Hospital and Wrexham Maelor Hospital support people who present at an Emergency Department between the hours of 7pm and 2am, but don't require medical treatment or admission to a mental health facility.

This includes people in crisis for a wide range of reasons, including as a result of mental health problems, drug or alcohol abuse, relationship breakdowns, debt problems and loneliness. The service has also recently begun supporting patients and family members who are emotionally distressed on our hospital wards.

I CAN Centres are supported by paid staff and a network of dedicated volunteers. Many of whom have special reasons for gifting their time to support others in their hour of need.

Darren Nesbitt from Wrexham says he became a volunteer to give something back to staff at the Emergency Department at the Maelor Hospital who supported him when he was in the grip of drug and alcohol addiction.

Now in recovery, Darren's using his own experiences to support others during their darkest days.

He said: "I wanted to repay a debt to the Emergency Department as a year ago I was a frequent visitor to the Department. At the time I was in active addiction for alcohol and drugs. I felt so lonely and lost and I was in desperate need to talk to someone as I lived alone.

"Volunteering has given me the chance to show that I am a useful contributor to society and I'm able to put my skills and experience to good use."

Between January and April 2019 the I CAN Centres supported more than 550 people.

A recent social return on investment analysis into their impact found that every £1 invested created more than £5 of social value.

It also found that all clients who had attended I CAN and were surveyed said they felt better able to cope because of the I CAN Centre, while there was evidence of reduced demand on statutory services, including the Emergency Department and Psychiatric Liaison Teams.



“Due to the busy nature of the Emergency Department, we don't have the luxury of time so having the I CAN service available means they are on hand to speak to those in our community who need that extra support”

Dr Rio Talbot - Emergency Department Consultant

Introducing I CAN Work

Helping people with mental health problems find and remain in employment

We know that many people with mild to moderate mental health problems want to work, but need support to do so. Many people who are in work can struggle to hold a job because of poor mental health. Being in employment provides a meaningful activity which helps to improve health, wellbeing and quality of life.

This is why we have launched I CAN Work, a 12 month pilot employment programme which is the first of its kind in Wales.

I CAN Work will help people with mild to moderate mental health problems find and remain in employment in order to support their recovery and improve their wellbeing.

The programme is being delivered in partnership with personal support services charity, CAIS, and the Rhyl City Strategy, with funding from the Welsh Government.

I CAN Work is based on the the successful Individual Placement and Support Programme (IPS), a relatively new approach which is recommended by the National Institute for Health and Care Excellence (NICE) as the leading model to help people with poor mental health into work.



Working together to improve your wellbeing

I CAN Work is based on eight simple evidence based principles

- ✓ It aims to get people into paid employment
- ✓ It is open to all those who want to work and are receiving support from a health professional for mild to moderate mental health problems
- ✓ It tries to find jobs consistent with people's preferences
- ✓ It works quickly – I CAN Work aims to start job searches within 30 days
- ✓ It brings I CAN Work teams and health professionals together so that employment becomes a core part of recovery and wellbeing
- ✓ I CAN Work teams develop relationships with employers so they can match a person to a job based on their work preferences
- ✓ It provides ongoing individualised support for the person and their employer, helping people to keep their job at difficult times
- ✓ Benefits counselling is included - because nobody should be worse off because they want to work

CAIS deliver I CAN Work support in Gwynedd, Wrexham and Flintshire, with the Rhyl City Strategy covering Anglesey, Conwy and Denbighshire



Visit www.bit.ly/icanwork for more information

Helping young people follow their dreams

The 'life changing' programme which is helping young people manage their mental health problems and follow their dreams

ADTRAC provides intensive, tailored support to 16-24 year olds across the region who face barriers to engaging with education, training and the world of work.

The programme is delivered in partnership with our Wellbeing Practitioners, who help young people tackle the mild to moderate mental health problems that can prevent them from fulfilling their potential.

"ADTRAC had more hope in me than I had in myself"

Among those to benefit is Lee Southgate from Amlwch. The 18 year-old has been supported by Child & Adolescent Mental Health Services since the age of six and became involved with ADTRAC last year.

He says that the support provided through the programme has helped him to manage his psychosis and dramatically improve his social skills, confidence and self-esteem.

"It's been life changing, and I don't throw terms like that around lightly," he said.

"When I first came into ADTRAC I worried that I would be seen as just another case that was untreatable. I couldn't make eye contact or talk to anyone and I had really bad social skills.



"But by attending the ADTRAC Wellbeing Hubs and being around people I've gained social skills.

"I've had so many people in the past who have seen me as just too much work. But ADTRAC has given me hope and shown me that I've got skills, I can move on with my life, and I can function."

Thanks to the support provided through ADTRAC, Lee hopes to return to Coleg Menai to pursue his passion for animal care.

"I feel like ADTRAC had more hope in me than I had in myself. I feel like I've gained so much confidence and I've realised how many skills I do have. However, I'm still learning. It's taught me that just because things are difficult now it doesn't mean that I'll never get there."



Addysg / Education

Hyfforddiant / Training

Cyflogaeth / Employment

“I’ve had so many people in the past who have seen me as just too much work. But ADTRAC has given me hope and shown me that I’ve got skills, I can move on with my life, and I can function.”

Funded through the European Social Fund, the £6.8m ADTRAC programme is run in partnership with Coleg Llandrillo Menai, North Wales’ six local authorities and Betsi Cadwaladr University Health Board.

As well as providing young people with support to improve their emotional wellbeing, the ADTRAC programme provides intensive and individualised employability support.

Young people involved in ADTRAC identified a number of barriers to accessing education, training and employment



64%

Had mental health concerns

47%

Suffer from social isolation

69%

Lacked confidence

37%

Have a learning difficulty or disability

Of the 555 young people who had enrolled onto ADTRAC up until April 2019:

125

Improved their soft skills including: job skills and experience; aspiration & motivation; job search skills; and health and wellbeing

104

Improved their emotional mental wellbeing

85

Supported into work

56

Supported into education

66

Gained an accredited qualification

28

Attended volunteering or work experience placement

Perinatal Mental Health

Supporting new and expectant mums with their mental health

New mums who experience mental health problems during or after pregnancy are finding it easier to access the early support they need, thanks to the introduction of our Perinatal Mental Health Service.

Established in 2017, the service provides a range of therapies and support for new and expectant mums, as well as education and training for the health visitors, midwives, GPs and other health professionals that support them.



The team has recently been expanded, thanks to an additional £260k annual investment from the Welsh Government's A Healthier Wales Transformation Fund, which will enable it to support more women, intervene earlier, and introduce new therapies.

Perinatal mental health problems affect up to 20% of women during pregnancy and the postnatal year. They include a range of conditions which are specifically linked to pregnancy or childbirth, such as perinatal depression, perinatal anxiety and postpartum post-traumatic stress disorder.

As well as having an adverse impact on new mums, these conditions have also been shown to compromise the long term emotional and physical health of children



Among those to benefit from the service is Michelle Wyn Jones from Anglesey, who developed flashbacks and panic attacks after the traumatic birth of her first child Caleb in February 2017.

Michelle struggled to talk about her birth and avoided people's birth conversations, but twelve months later she was forced to confront her fears after receiving the bittersweet news that she was pregnant again.

Michelle underwent innovative 'Rewind' therapy delivered by our Perinatal Mental Health team, which helped her to overcome her birth trauma and safely welcome her second child Caron into the world.

She said: "I started to understand that it wasn't my fault and she got me to challenge the unhelpful beliefs I'd created in my mind.

"I can't thank the Perinatal Mental Health team enough for helping me to deal with the trauma of my first birth, which then enabled me to confidently plan for and look forward to the arrival of my second."

Postvention support

Supporting North Wales families bereaved by suicide

Alice Minnigin would have turned 33 on May 26th. Instead of celebrating in the company of friends and family, her Mum Nina and brother Luke scattered her ashes and held a fireworks display above the Moelwyn mountains of her home community of Blaenau Ffestiniog.

Nina says it's what her "incredibly funny, caring, bright and unique" daughter would have wanted.

It was the first birthday that Nina celebrated without Alice, a former Ysgol Moelwyn pupil, who tragically took her own life on August 7th last year, on a day that changed her family forever.



Despite this, the mum-of-two, from Rhydwyn on Anglesey, says she is determined to remember Alice in a positive way, reminding herself that life has to go on, just as the love for her daughter will.

We're now working with Nina and our partner organisations to introduce a postvention pathway to support families bereaved by suicide.

Nina said: "You get a knock on the door and your whole life is turned upside down and then you're left to pick up the pieces. The shock is just unbelievable and the physical pain you feel is very strange.

"In future I would like to see a proper postvention pathway introduced. BCUHB have given their backing to this and it's in the early stages of being developed. We're looking at what works well elsewhere across the UK and how organisations can work together to introduce this.

"It's something basic that is needed. If you put better postvention support in place then that can act as prevention."

“Suicide is a complicated grief because you’re conflicted. How can you not be? You don’t want that person to be in pain, but you can’t quite believe what they’ve done either”



Outlining our commitment to this work, Lesley Singleton, Director of Partnerships for Mental Health & Learning Disabilities Services at BCUHB, said:

“Every death by suicide has a ripple effect within families and communities, resulting the lives of at least ten others being seriously affected to the extent that they are likely to find it difficult to form relationships, hold down a job and live life to their full potential

“People who are bereaved by suicide are also at a higher risk of suicide themselves, so improving the support they receive is a key element in prevention.

“We are inviting people affected by suicide to help us design a postvention pathway which ensures that there is a consistent and structured approach to supporting people in our communities.

“This support will be offered in the immediate aftermath of learning of the death of a loved one by suicide and in the proceeding months.

“Suicide prevention is ‘everyone’s business’, and no one organisation can tackle this issue on its own. We are committed to working alongside our partner organisations and people with lived experience of the tragedy of suicide, to make this possible.”

If you are interested in getting involved, please contact:



**meinir.evans@denbighshire.gov.uk or
bcu.getinvolved@wales.nhs.uk**

Improvements to mental health services

Real improvements have been made to mental health services across North Wales, thanks to the hard work and dedication of our staff....

The findings of recent unannounced inspections of Glan Clwyd Hospital's Ablett Unit, Ysbyty Gwynedd's Hergest Unit, and our Nant y Glyn Community Mental Health Team by Healthcare Inspectorate Wales has found that our patients receive safe and effective care.

On the Ablett Unit, Healthcare Inspectorate Wales found that staff morale had increased significantly since their last visit in February 2018, and they were "committed to meeting high standards"



They also noted that the unit benefitted from 'clear management and leadership'. Ablett Unit staff were also praised for delivering a range of therapeutic activities, and working closely with community services to support patients' recovery.

Many of the issues identified during HIW's 2018 inspection had been addressed as part of a £1.15m refurbishment programme. However, the report stated that there were limitations to the further improvements that could be made without significant structural work.

The HIW team also noted the significant bed capacity pressures across our three main mental health units.

We are currently in discussions with the Welsh Government over a refurbishment of the Ablett Unit, which would enable us to introduce a new model of care to meet future demand and reduce bed capacity pressures on our mental health units in Bangor and Wrexham.

“As the principle service user and carer involvement service in North Wales, we have seen so many positive improvements in mental health services in recent years.

Service user and carer representatives are now able to influence decisions about how services should develop, and the feedback we have received is that people now feel they have an equal voice and are being listened to”

Denise Charles - Manager of Caniad



Celebrating 100 years of Learning Disability Nursing!

Our learning disability nurses have been reflecting on the ‘best job in the world’ as they mark 100 years of their profession

To celebrate the centenary, our 150 learning disability nurses have been taking part in a number of fundraising and awareness raising events to raise the profile of the profession and encourage others to consider a career in what they describe as “the best job in the world.”

Among those joining in the celebrations are Sue Williams, Sian Wyn Jones, Jayne Sterriker and Cleo Roberts, who have over 100 years of combined service to the NHS, as well as Kate Young, a third year learning disability student nurse.

According to Cleo, what makes the profession so special is its diversity, with learning disability nurses working in a range of settings from people’s homes to hospitals, residential settings and even prisons.

“It’s a diverse branch of nursing. You can support somebody to learn to use a cash machine one day and the next day you can be providing vital care to somebody” she explained.

“You have to put yourself in their shoes and imagine what they might be going through. I think it’s the best job in the world.”

“Learning disability nursing is very holistic and it’s all about the person” added Sue. “We don’t just see to people’s health needs, we see to the whole person and we’re there to support them in every way we can. It’s often the small things that can make a difference to the lives of people with a learning disability.”

Jayne Sterriker has been a learning disability nurse for the past 40 years. She said it was the ultimate privilege to work in such a rewarding role.

“It’s support for life. We support people from birth to the end of their life,” she said. “You need to be very empathic, understanding and be good a listener. You can work with people who can sometimes be challenging but it’s extremely rewarding work.”



It's a view that's echoed by Sian Wyn Jones, who has also spent the past four decades supporting people with learning disabilities.

She said: "You really feel for your patients and you just want to help them as much as you can. We're so lucky that we can do anything we want but some of the people we support depend on other people to do those things."



The way the NHS provides care for people with learning disabilities has changed dramatically over the past 100 years, with the closure of institutions and an increasing focus on providing person-centred care in the community.

According to Cleo, there's also been a seismic shift in public attitudes towards people with learning disabilities.

She said: "People with a learning disability now have more rights and they are recognised as being part of the community."

"People are much more accepting of them these days, and that's lovely to see because they have just as many rights as you or I."

Kate Young is part of the next generation of learning disability nurses. She is currently in the third and final year of her Learning Disability Nursing degree course at Bangor University and was recently named the Nursing Times' Student Learning Disability Nurse of the Year.

She said: "The opportunities are endless. There are hundreds of jobs available within learning disability nursing and it can take you in so many different directions. It's almost like you become part of a family. There's always somebody there to support you and everyone wants the best for you."

"The course at Bangor University is brilliant and I feel I've really found myself through studying towards my nursing degree. It really prepares you well for a career in learning disability nursing."

To mark the centenary, BCUHB learning disability staff have planned a number of celebrations throughout 2019.



North Wales Together

We recently joined our partner organisations for the launch of the North Wales Learning Disability Strategy

The strategy focuses on the needs of children, young people and adults with learning disabilities in North Wales. It also includes the needs of autistic people who have a learning disability.

In the strategy we focus on how health and social care services can work better together and look at the areas people have told us matters to them:

- Having a good place to live
- Having something meaningful to do
- Friends, family and relationships
- Being safe
- Being healthy
- Having the right support

Our vision for North Wales

People with learning disabilities will have a better quality of life; living locally where they feel 'safe and well', where they are valued and included in their communities and have access to effective personal support that promotes independence, choice and control



Within each of these areas we include the needs of people with profound and multiples disabilities; support through changes in life from early years to ageing well, including the needs of older carers, and; the transition from children's to adult services



To achieve our vision and provide services based on what matters to people we have established a North Wales Together Project Team who will be working in partnership with people with learning disabilities to deliver on the programme's five work streams:

- Integrated working
- Workforce development
- Commissioning and procurement
- Community and culture change
- Assistive technology

To find out more, please visit www.northwalescollaborative.wales/learning-disabilities/

#TODAYICAN

TODAY I CAN



TIME ● OWNERSHIP ● DIAGNOSTICS ● ACTIONS ● YOU

TODAYICAN is our new approach to quality improvement which recognises that time is the most important currency in health and social care.

Using the TODAYICAN approach, our staff have introduced a number of changes to maximise time, minimise wasted time and prioritise our patients' time in order to improve the quality of care.

Among the staff to embrace TODAYICAN are the team on Tryweryn Ward, a Psychiatric Intensive Care Unit in Wrexham.

The team have worked with CANIAD and our Positive Interventions Clinical Support Service (PICCS) to apply the principles of TODAYICAN in order to reduce the need for restrictive interventions and use the time saved to deliver a range of person-centered therapeutic activities.

Each restrictive intervention can involve up to four members of staff and the subsequent debriefs and paperwork results in two hours of staff time being lost.

Based on the principles of TODAYICAN, CANIAD and the Tryweryn team developed 'Today We Talked' – a new proactive approach to reducing the need for restrictive intervention. This has resulted in more than 22 hours of staff time being saved every month, which is being used to deliver an expanded range of therapeutic activities.



TODAY I CAN



TIME ● OWNERSHIP ● DIAGNOSTICS ● ACTIONS ● YOU

Since introducing Today We Talked, patient satisfaction scores have increased significantly, and the Tryweryn Ward team have been shortlisted for a prestigious Nursing Times award for their innovative work with CANIAD and the PICSS team.

Representatives from Tryweryn Ward, CANIAD and the PICSS team were recently invited to share their work with other healthcare professionals across Wales at a 1000 Lives Mental Health & Learning Disabilities Leaders Collaborative Conference in Cardiff.



TODAY - A Model For Change



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TIME Is the most important currency in healthcare. How to maximise time, minimise wasted time and prioritise patients' time.

OWNERSHIP Is about taking responsibility, understanding what you can influence and gaining support

DIAGNOSTICS Is understanding what good looks like then being able to assess care and activity against that and identify potential problems

ACTIONS Identifies some of the things that are already prioritising patients' time. How to engage others in meaningful change

YOU Is about understanding yourself, the impact you can have and how to influence others to make change

New joined up approach to supporting people living with mental health issues and drug and alcohol addiction

We recently launched our new joined up approach to supporting people living with mental health issues and drug and alcohol addiction...

Our new approach, which is based on national guidance, will help people experiencing substance misuse and mental health problems get the right support at the right time, and aim to prevent people from falling between services.

Figures show that up to three quarters of people in the grip of drug or alcohol addiction also have a mental health problem, while more than half of people who died by suicide in Wales between 2001 and 2012 had a history of drug or alcohol misuse and mental health difficulties.

Our new approach will see services work more closely together and enable joint assessments to be undertaken, if required. Newly qualified nursing staff will also spend time working in both mental health and substance misuse teams, in order to gain a greater understanding of each other's roles and responsibilities.



I CAN

Law yn llaw at iechyd meddwl
Together for mental health



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If you have any questions or comments about this newsletter please email Patrick Roberts from the BCUHB Communications Team



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