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| **Ein cyf / Our ref:** GD/JMJ/1675 |
| **Eich cyf / Your ref:**  |
| **🕿:** 01745 448788 est. 6364 |
| **Gofynnwch am / Ask for:** Di Platt |
| **E-bost / Email:** di.platt@wales.nhs.uk |
| **Dyddiad / Date:**  17 Gorffennaf 2018 |

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Llythyr Agored at AC / AS / Arweinwyr Cynghorau

c.c. cyfryngau, CIC

(English follows below)

Annwyl / Dear

**Parthed: Gwasanaethau Iechyd Meddwl Pobl Hŷn**

Fel y gwyddoch, yn ei gyfarfod cyhoeddus ar 12 Gorffennaf 2018, derbyniodd y Bwrdd Iechyd Adolygiad Annibynnol ar y Trefniadau Llywodraethu'n ymwneud â gofal cleifion ar ward Tawel Fan cyn ei chau ar 20 Rhagfyr 2013 a threfniadau llywodraethu mewn Gwasanaethau Iechyd Meddwl Pobl Hŷn o fis Rhagfyr 2013 hyd heddiw. Gellir cael copïau o'r adroddiad ar wefan y Bwrdd Iechyd yn: http://www.wales.nhs.uk/sitesplus/861/page/75258

Roedd y Bwrdd Iechyd yn falch o dderbyn y cyflwyniad gan Donna Ockenden i'r Bwrdd ar ddarganfyddiadau ei hadolygiad ar lywodraethu a'i hargymhellion cysylltiedig. Bydd y Bwrdd Iechyd yn awr yn ystyried ei hadroddiad yn fanwl ond mae'r Bwrdd yn cydnabod yn llawn y prif bwynt a wnaed sef bod angen cyflymu'r gwelliannau. Disgrifir yn nes ymlaen yn y llythyr sut y bydd hyn yn cael ei wneud. Mae llawer o'n heriau presennol yn codi o faterion hanesyddol ac mae gwaith i'w wneud i ymgorffori gwelliannau ar draws y sefydliad cyfan, ond rydym yn llwyr ymroddedig i gyflymu'r newid sy'n digwydd er lles y boblogaeth a wasanaethwn a'n staff ymroddgar sy'n gweithio'n galed.

Yng ngoleuni adroddiad HASCAS ac Adolygiad Donna Ockenden i Lywodraethu, mae’n bwysig iawn ein bod yn cymryd camau i ail adeiladu’r hyder mewn gwasanaethau iechyd meddwl yng Ngogledd Cymru. Mae hyn yn cynnwys sicrhau ein bod yn rhannu’r camau sydd eisoes ar y gweill neu sydd wedi eu cwblhau i ddarparu’r gwelliannau mewn gwasanaethau iechyd meddwl ar draws y Bwrdd Iechyd. Mae’r rhain wedi cynnwys y canlynol:

**Strategaeth**

Mae strategaeth newydd ar gyfer gwasanaethau iechyd meddwl, *Law yn Llaw at Iechyd Meddwl yng Ngogledd Cymru*, wedi cael ei datblygu gyda mewnbwn helaeth gan ddefnyddwyr gwasanaethau a rhanddeiliaid eraill. Cafodd ei gymeradwyo gan y Bwrdd Iechyd ym mis Ebrill 2017 ac mae'n parhau i gael ei lywio drwy ymgysylltu â rhanddeiliaid. Datblygwyd y strategaeth gyda'r syniad ei fod i bawb o bob oed ac i'r system gyfan ac mae'n cynnwys Gwasanaethau Iechyd Meddwl Plant a Phobl Ifanc, Gwasanaethau Camddefnyddio Sylweddau, Oedolion Oed Gwaith, Gwasanaethau Fforensig ac Iechyd Meddwl Pobl Hŷn. Mae'r pwyslais wedi cael ei symud ymlaen o'r strategaeth ac ymgysylltu cychwynnol i gynlluniau gweithredu. Wrth ddatblygu strategaeth iechyd meddwl i Ogledd Cymru, rydym wedi sicrhau perchnogaeth ar y cyd ar draws yr holl bartneriaid yn enwedig pobl â phrofiadau bywyd fydd yn cefnogi rhoi'r strategaeth ar waith.

**Cyllid refeniw**

Ers 2013, mae'r Bwrdd Iechyd wedi cynyddu ei fuddsoddiad mewn gwasanaethau Iechyd Meddwl ac mae'n cynllunio i barhau i wneud hynny i'r dyfodol. Rhwng 2012/13 a 2016/17, cynyddodd y cyfanswm a wariwyd ar ddarparu gwasanaethau iechyd meddwl i oedolion o £117m i £143m; cynnydd o 22%. Yn yr un cyfnod, cynyddodd y cyfanswm a wariwyd ar ddarparu gwasanaethau iechyd meddwl i'r henoed o £36m i £51m; cynnydd o dros 40%.

**Cyllid cyfalaf**

Mae'r Bwrdd Iechyd wedi gwneud buddsoddiad sylweddol i wella rhai o'n wardiau iechyd meddwl cleifion mewnol. Fodd bynnag, rydym yn llwyr ymwybodol o'r llawer o faterion strwythurol parhaus yn ymwneud â'n hadeiladau cleifion mewnol sy'n ein hatal rhag darparu'r gofal gorau un i'n cleifion. Rydym wedi datblygu cynlluniau manwl wedi'u costio ar gyfer rhaglen ailddatblygu sylweddol i'n hunedau iechyd meddwl cleifion mewnol ac wedi trafod gyda Llywodraeth Cymru am fynd â'r rhain yn eu blaenau.

Fe wnaethon wneud gwella argaeledd gwelyau cleifion mewnol yn brif flaenoriaeth yn ein strategaeth iechyd meddwl a gwnaethom gynnydd arwyddocaol i gyflawni hyn. Oherwydd bod gwelyau cleifion mewnol yn cael eu rheoli'n well, yn y flwyddyn ariannol ddiwethaf, llwyddom i gyflawni gostyngiad o 96% yn nifer y dyddiau oedd ein cleifion yn ei dreulio mewn unedau iechyd meddwl y tu allan i Ogledd Cymru. Galluogodd hyn ni i wneud arbediad o bron i £3 miliwn. Yn bwysicach, fe sicrhaodd y gallai mwy o'n cleifion gael gofal yn nes at eu cartrefi ac i rwydwaith cefnogol eu ffrindiau a theulu.

Dros y tair blynedd diwethaf rydym wedi gwario dros £7.5 miliwn ar welliannau amgylcheddol a gwrth-rwymyn yn ein hunedau iechyd meddwl. Mae ein gwelliannau gwrth-rwymyn wedi canolbwyntio ar ardaloedd heb oruchwyliaeth yn ein wardiau iechyd meddwl oedolion ac rydym wedi ailwampio ystafelloedd ymolchi, ystafelloedd gwely, cawodydd a thoiledau.

Gwnaed gwaith ailwampio sylweddol ar ein tair ward dementia penodol ym Mae Colwyn, Llangefni a Wrecsam i fodloni safonau ansawdd cenedlaethol ar amgylcheddau sy'n cefnogi dementia fel y nodwyd gan y King's Fund - elusen ddylanwadol mewn iechyd a gofal cymdeithasol. Mae'r gwaith gwella a orffennwyd yn ddiweddar yn cynnwys lloriau newydd, arwyddion a chynlluniau lliw sy'n cynnwys yr arweiniad diweddaraf gan Goleg Brenhinol y Seiciatryddion. Sefydlwyd ystafelloedd penodol i deuluoedd hefyd i gefnogi ein hymrwymiad i ymweld agored ac agorwyd mannau yn yr awyr agored nad oedd modd eu defnyddio, a'u gwneud yn ddiogel i bobl â dementia eu mwynhau. Cafodd y gwaith ailwampio yn uned Bryn Hesketh ym Mae Colwyn ei ddisgrifio'n bositif gan Gyngor Iechyd Cymuned Gogledd Cymru yn eu hymweliad annisgwyl ym mis Mai 2017, a chan HIW yn eu harchwiliad annisgwyl ym mis Tachwedd 2017 a'u hadroddiad blynyddol ar gyfer 2017-18. Cafodd gwelliannau i Ysbyty Cefni hefyd eu disgrifio'n bositif gan Gyngor Iechyd Cymuned Gogledd Cymru ym mis Mehefin 2017.

**Gwasanaethau dementia ac ymwybyddiaeth**

Mae'r Bwrdd Iechyd wedi cyflwyno nifer o fentrau newydd i wella ansawdd ein gwasanaethau dementia. Mae llwybr dementia gofal llym yn awr yn ei le ar gyfer pobl sy'n cael eu derbyn i'r ysbyty, sy'n diffinio'r safonau gofal disgwyliedig sy’n cael eu darparu i gleifion. Mae gennym Nyrs Ymgynghorol benodol ar gyfer Dementia sy'n darparu mewnbwn ar lefel strategol ac yn cefnogi arbenigwyr nyrsio sydd ag uwch sgiliau i gefnogi ein gwasanaethau dementia. Mae un o'r arbenigwyr hyn yn y Tîm Diogelu Corfforaethol er mwyn atgyfnerthu ein hymagwedd ar draws y sefydliad at ddiogelu’r grŵp bregus o gleifion. Hefyd, rydym yn cynnig hyfforddiant dementia ar lefel fedrus i'r holl staff sy'n gweithio mewn lleoliadau Iechyd Meddwl Pobl Hŷn, Gofal yr Henoed, Trawma ac Orthopaedeg ac Adrannau Achosion Brys. Mae hyn yn unol â'r arweiniad arfer da a nodir yn 'Gwaith Da'; fframwaith addysg a datblygiad dementia ar gyfer Cymru. Mae'r hyfforddiant hwn wedi cael ei brofi a'i gymeradwyo gan ofalwyr pobl â dementia. Hefyd mae dros 85% o'n staff sy'n wynebu'r cyhoedd wedi cael hyfforddiant ymwybyddiaeth dementia.

Yn ganolog i'n hymgyrch i wella ansawdd gofal dementia, mae buddsoddiad mewn Mapio Gofal Dementia, ble cafodd nifer o'n staff hyfforddiant gan Brifysgol Bradford. Mae Mapio Gofal Dementia yn fframwaith arsylwadol arloesol sy'n cofnodi ansawdd bywyd ac ansawdd gofal o safbwynt y sawl sydd â dementia. Defnyddir adborth o’r ymarferion chwarterol Mapio Gofal Dementia hyn i lywio gwelliant parhaus, newid mewn diwylliant ac rydym yn dechrau gweld gwelliannau. Bu pwyslais cryf ar recriwtio gweithwyr cefnogi dementia a chydlynwyr gweithgaredd dementia, sydd wedi cael effaith bositif ar les cleifion fel y nodwyd mewn archwiliadau gan Arolygiaeth Gofal Iechyd Cymru ac eraill. Mae bob un o'r pum ward Iechyd Meddwl Pobl Hŷn bellach yn cyflogi o leiaf un cydlynydd gweithgaredd dementia. Maen nhw hefyd yn cael eu cyflogi mewn meysydd ar draws y Bwrdd Iechyd sy’n rhoi cefnogaeth i gleifion a gofalwyr sy’n byw â diagnosis o ddementia. Rydym wedi gweithio i ail-symud gofalwyr ac aelodau cleifion fel eu bod mewn sefyllfa llawer cryfach o ran ymgysylltu er mwyn cefnogi ein staff i ddarparu gofal sydd wir yn canolbwyntio ar y claf. Mae hyn wedi arwain at gyflwyno nifer o fentrau i ofalwyr a theuluoedd, yn cynnwys Ymgyrch John, sy'n eirioli dros hawliau perthnasau a gofalwyr i aros gyda'u hanwyliaid. Mae cyflwyno Pasport Gofalwyr hefyd wedi cefnogi polisi ymweld agored ledled y Bwrdd Iechyd. Hefyd mae 'Gofalu i Siarad' ar gael fel pecyn i sicrhau bod cleifion a theuluoedd yn rhan o gynllunio gofal o'r pwynt derbyn.

Mae'r gwaith hwn wedi arwain at nifer o ganlyniadau positif, yn cynnwys gostyngiad sylweddol mewn codymau yn ein wardiau iechyd meddwl sydd oddeutu 20%, yn ogystal â gwelliant yn nifer y codymau a adroddir arnynt a'n hymyriad a’n gofal wedi codwm.

**G****wasanaethau Iechyd Meddwl Cymuned**

Mae Arolygiad Gofal Iechyd Cymru wedi dweud yn eu hadroddiad blynyddol ar gyfer 2017-18, a gyflwynwyd i'r Bwrdd Iechyd ar 12 Gorffennaf 2018, eu bod wedi gweld bod ansawdd y gofal cleifion ac ymgysylltu yn dda a bod defnyddwyr gwasanaethau'n siarad yn bositif am y gefnogaeth a gawsant. Roedd mynediad at y gwasanaeth a'r broses gyfeirio yn dda ac ymatebwyd yn brydlon i wybodaeth a rannwyd rhwng gweithwyr proffesiynol. Roedd agwedd amlddisgyblaethol, wedi ei ganolbwyntio ar yr unigolyn yn ei le ar gyfer asesu, cynllunio gofal ac adolygu anghenion unigolion. Ond nodwyd hefyd bod angen gwneud gwelliannau mewn mynediad at wasanaethau seicoleg, dyrannu achosion i staff meddygol fel cydlynwyr gwasanaethau a mynediad at dechnoleg gwybodaeth.

**Staffio**

Mae'r Bwrdd Iechyd wedi rhoi nifer o systemau ar waith i sicrhau lefelau staffio diogel i Iechyd Meddwl Pobl Hŷn ac yn fwy cyffredinol. Mae'r rhain yn cynnwys Rhestr Electronig i gynllunio a defnyddio adnoddau nyrsio ar ward, a oruchwylir gan reolwyr wardiau a metronau. Adroddir ar lefelau staffio mewn adroddiadau wythnosol ac adroddiadau misol ar eithriadau ar draws nifer o Brif Ddangosyddion Perfformiad, a adolygir gan uwch staff. Mae gweithdrefn Uwch Gyfeirio Staffio Diogel Iechyd Meddwl ac Anableddau Dysgu ac adolygir unrhyw ddigwyddiadau'n ymwneud â staffio diogel yn y cyfarfod wythnosol *Gweithio i Wella*. Mae'r Uwch Adran Iechyd Meddwl ac Anableddau Dysgu hefyd wedi cwblhau'r Asesiad Nyrsio Cleifion Mewnol Cymru Gyfan.

Er bod heriau'n parhau o ran staffio, fel sy'n wir ar hyd a lled rhannau helaeth o'r Deyrnas Unedig, mae'r Bwrdd Iechyd yn datblygu nifer o fentrau i recriwtio i swyddi gweigion. Mae'r Bwrdd Iechyd yn gweithio i sicrhau bod graddedigion nyrsio o Brifysgolion lleol yn cael eu recriwtio ac mae wedi cyflwyno ffyrdd newydd o weithio gyda phenodiad diweddar Nyrs Ymgynghorol. Mae mwy o gynlluniau ar y gweill i recriwtio mwy o Nyrsys Ymgynghorol ar gyfer anableddau dysgu, gofal llym, ac ystod o Uwch Nyrsys Ymarferwyr.

Yn eu hadroddiad blynyddol ar gyfer 2017-18, dywedodd Arolygiaeth Gofal Iechyd Cymru eu bod wedi gweld grwpiau staff cefnogol a ddywedodd wrthynt eu bod yn teimlo eu bod yn cael eu cefnogi gan reolwyr.

**Strwythurau rheoli**

Fel y cydnabuwyd yn yr adroddiad gan Donna Ockenden, cyflwynodd Cyfarwyddwr Iechyd Meddwl newydd BIPBC strwythur rheoli "dros dro" yn haf 2016 ac fe'i gwnaed yn barhaol ar ddiwedd 2017. Dywedodd Donna Ockenden bod hyn bellach yn sicrhau strwythur rheoli sy'n addas i bwrpas ar gyfer yr Uwch Adran Iechyd Meddwl ac Anableddau Dysgu.

Dywedodd Arolygiaeth Gofal Iechyd Cymru a Swyddfa Archwilio Cymru yn eu hadolygiad llywodraethu ar y cyd y llynedd bod '*materion yn ymwneud ag ansawdd a diogelwch yn awr yn cael eu dynodi ac yr ymatebir iddynt yn gynt na'r hyn oedd yn digwydd yn y gorffennol*' a *'bod ymdrech cydunol wedi bod gan y Bwrdd Iechyd dros y 12 mis diwethaf i atgyfnerthu trefniadau sicrwydd ansawdd o ran gwasanaethau iechyd meddwl. Mae'n glir bod rhai o'r penodiadau allweddol yn yr Uwch Adran hon wedi cael effaith bositif*.'

**Achrediad a gwobrau**

Mae agweddau o wasanaethau iechyd meddwl y Bwrdd Iechyd wedi cael eu cydnabod gan nifer o gyrff allanol. Mae Coleg Brenhinol y Seiciatryddion - y corff proffesiynol sy'n gyfrifol am godi safonau mewn seiciatreg, wedi dyfarnu nod ansawdd newydd i'n gwasanaethau cof. Y llynedd, llwyddom i gadw ein statws fel yr unig fwrdd iechyd yng Nghymru i gael gwasanaethau cof oedd wedi eu hachredu'n llawn gan Goleg Brenhinol y Seiciatryddion. Rhoddir yr achrediad fel cydnabyddiaeth am waith rhagorol mewn prif feysydd a ddynodwyd gan weithwyr proffesiynol iechyd meddwl, ac adborth gan ofalwyr, defnyddwyr y gwasanaeth a meddygon teulu.

Hefyd, dyfarnwyd *Cymeradwyaeth Gwasanaeth Iechyd Meddwl Cynaladwy* i bob un o'n tri Gwasanaeth Cof. Cyflwynwyd y nod ansawdd newydd gan Goleg Brenhinol y Seiciatryddion i gydnabod gwasanaethau sy'n rhoi grym i gleifion a gofalwyr i reoli eu hiechyd meddwl eu hunain; dileu gweithgarwch gwastraffus; defnyddio dewisiadau carbon isel; a rhoi grym i staff yn eu gwaith bob dydd.

Mae bob un o'n tri Ysbyty Cyffredinol Dosbarth ac adrannau achosion brys yn gweithio tuag at safonau'r Gymdeithas Alzheimer yn ymwneud ag Ysbytai sy'n Deall Dementia. Mae Ysbyty Cyffredinol Llandudno eisoes wedi ennill achrediad gan y Gymdeithas Alzheimer a bydd pob un o'n Hysbytai Cymuned yn dechrau ar y rhaglen ym mis Awst 2018.

**Pwyslais ar sicrhau cyflymder a gwelliant**

Aeth y Bwrdd Iechyd hefyd â phapur gerbron ei gyfarfod ar 12 Gorffennaf 2018 yn amlinellu sut mae'n cynllunio i ymateb i adroddiad HASCAS ar wersi i'w dysgu. Bydd camau gwella yn cael eu goruchwylio gan grŵp dan arweiniad Gill Harris, ein Cyfarwyddwr Gweithredol Nyrsio a Bydwreigiaeth. Bydd y grŵp yn darparu arweinyddiaeth, llywodraethu a chraffu ar gynnydd yn erbyn yr holl argymhellion a amlinellwyd yn yr adroddiad a bydd hefyd yn goruchwylio gweithredu'r argymhellion yn Arolygiad Ockenden ar Lywodraethu.

Mae'r Bwrdd yn cydnabod pwysigrwydd ymgysylltu â rhanddeiliaid a bydd yn sefydlu Grŵp Rhanddeiliaid i atgyfnerthu ac arwain gwaith y Grŵp Gwella. Bwriad y Grŵp Rhanddeiliaid fydd helpu'r Grŵp Gwella i ddeall ac ystyried yr effaith ar randdeiliaid, drwy ddarparu fforwm sy'n galluogi i asesiad mwy manwl gael ei wneud, ac ar yr un pryd, yn darparu ffordd o ddynodi materion yn ymwneud â rhanddeiliaid sydd angen eu dwyn gerbron y Grŵp Gwella. Felly, bydd y Grŵp Rhanddeiliaid yn cael ei sefydlu fel is-grŵp y Grŵp Gwella dan gadeiryddiaeth y Cyfarwyddwr Cyswllt Sicrwydd Ansawdd. Bydd y Grŵp yn cynnwys aelodau o'r amrywiol randdeiliaid a fydd yn debygol o gael eu heffeithio wrth roi'r argymhellion ar waith. Bydd rhanddeiliaid yn cynnwys, ond nid yn gyfyngedig i'r Cyngor Iechyd Cymuned, Awdurdodau Lleol, Prifysgolion, Sector Gwirfoddol, Heddlu Gogledd Cymru, defnyddwyr gwasanaethau a'u teuluoedd yn cynnwys cynrychiolwyr teuluoedd Tawel Fan, arweinwyr pobl hŷn a chynrychiolwyr iechyd meddwl.

Er ein bod yn cydnabod yn llawn yr angen parhaus i sicrhau gwelliannau ar frys, rwyf yn gobeithio bod y manylion uchod yn rhoi cyd-destun defnyddiol i chi am y gwelliannau sydd eisoes yn cael eu darparu gan wasanaethau iechyd meddwl y Bwrdd Iechyd.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**Re: Older Persons Mental Health Services**

As you will know the Health Board received, at its meeting held in public on the 12th July 2018, an Independent Review of the Governance Arrangements relating to the care of patients on Tawel Fan prior to its closure on the 20th December 2013 and governance arrangements in Older People’s Mental Health Services from December 2013 to the current time. Copies of the report can be found on the Health Board’s internet pages at: <http://www.wales.nhs.uk/sitesplus/861/page/75258>.

The Health Board was pleased to receive the presentation from Donna Ockenden on the findings of her governance review and her related recommendations. The Health Board will now consider her report in detail but the Board fully recognises the key point that we need to accelerate the pace of improvement. How this will be done is described later in this letter. Many of our current challenges stem from historic issues, and there is further work to do to embed improvements across the whole organisation, but we are absolutely committed to increasing the pace of change for the good of the population we serve and our hard working and committed staff.

In the light of both the HASCAS investigation and the Donna Ockenden Governance Review, It is very important that we take action to rebuild the confidence in mental health services in North Wales. This includes ensuring we communicate the actions already underway or completed to deliver to improvements in mental health services across the Health Board. These have included the following:

**Strategy**

A new strategy for mental health services, *Together for Mental Health in North Wales*, has been developed with extensive input from service users and other stakeholders. It was approved by the Health Board in April 2017 and has continued to be informed by engagement with partners. The strategy has been developed with the view that it is all-age and whole-system and it includes Child and Adolescent Mental Health Services, Substance Misuse Services, Adults of Working Age, Forensic Services, and Older People’s Mental Health. The focus has now moved forward from the initial strategy and engagement onto implementation plans. In undertaking the development of the mental health strategy for North Wales we have ensured joint ownership across all partners and in particular people with lived experience that will support the implementation of the strategy.

**Revenue funding**

Since 2013, the Health Board has increased its investment in Mental Health services and plans to continue to do so to the future. Between 2012/13 and 2016/17, the amount we spent on providing adult mental health services rose from £117m to £143m; an increase of 22%. In the same time period, the amount we spent on providing mental health services for the elderly rose from £36m to £51m; an increase of over 40%.

**Capital funding.**

The Health Board has made a significant investment to improve some of our mental health inpatient ward environments. However, we are fully aware of the many long standing structural issues relating to our inpatient estate which prevent us from delivering the very best care for our patients. We have developed detailed costed plans for a significant re-development programme for our inpatient mental health units and we have had discussions with Welsh Government regarding progressing these plans.

We made improving the availability of inpatient beds a key priority in our mental health strategy and made significant progress in achieving this. Because of improved inpatient bed management, in the last financial year we achieved a 96% reduction in the number of days our patients spent at mental health units outside of North Wales. This enabled us to make a saving of almost £3 million. More importantly, it ensured that more of our patients could receive care closer to the support network of their friends and family.

Over the past three years we have spent over £7.5 million on anti-ligature and environmental improvements across our mental health units. Our anti-ligature improvements have focussed on unsupervised areas within our adult mental health wards, and we have seen upgrades to bedrooms, bathrooms, shower rooms, and toilets.

Our three dementia specific wards in Colwyn Bay, Llangefni and Wrexham have undergone significant refurbishment work to meet national quality standards on dementia supportive environments set out by the King’s Fund – an influential health and social care charity. The recently completed improvement work includes new flooring, signage and colour schemes which incorporate the latest guidance from the Royal College of Psychiatrists. Dedicated family rooms have also been established to support our commitment to open visiting, and previously inaccessible outdoor spaces have been opened up and made safe for people with dementia to enjoy. The refurbishment of Bryn Hesketh unit in Colwyn Bay was described positively by the North Wales Community Health Council (NWCHC) in their unannounced visit of May 2017, and by HIW in their unannounced inspection in Nov 2017 and annual report for 2017-18. Improvements to Ysbyty Cefni were also described positively by NWCHC in June 2017.

**Dementia services and awareness**

The Health Board has introduced a number of new initiatives to improve the quality of our dementia services. An acute care dementia care pathway is now in place for people admitted to hospital, which defines the standards of care that we expect to be provided. We have a dedicated Consultant Nurse in Dementia who is providing input at a strategic level whilst supporting nurse specialists, who have enhanced skills to support our dementia services. One of these specialists sit within the Corporate Safeguarding Team in order to strengthen our approach across the organisation to safeguarding the vulnerable group of patients. In addition, we are offering skilled level dementia training to all staff working in Older People’s Mental Health settings, Care of the Elderly, Trauma and Orthopaedics and Emergency Departments. This is in accordance with best practice guidance set out within ‘Good Work’; a dementia education and development framework for Wales. This training has been ‘road tested’ and approved by carers of people with dementia. In addition, more than 85% of our public facing staff have received dementia awareness training.

Central to our drive to improve the quality of dementia care has been an investment in Dementia Care Mapping, with a number of our staff receiving training from the University of Bradford. Dementia Care Mapping is an innovative observational framework that records the quality of life and quality of care from the perspective of the person with dementia.  Feedback from these quarterly Dementia Care Mapping exercises is used to drive continuous improvement, culture change and we are beginning to see improvements. There has been a strong focus on the recruitment of dementia support workers and dementia activity co-ordinators, which has had a positive impact on patient wellbeing, as noted in amongst other things inspections from Healthcare Inspectorate Wales. All five Older Persons Mental Health wards now employ at least one dementia activity co-ordinator. They are also employed in areas across the Health Board who provide support to patients and carers living with a dementia diagnosis. We have worked to reposition carers and family members in to a much stronger position of involvement in order to support our staff to deliver truly person centred care. This has led to the introduction of a number of initiatives aimed at carers and families, including John’s Campaign, which advocates for the right of relatives and carers to stay with their loved ones. The introduction a Carer’s Passport has also supported a policy of open visiting across the Health Board. In addition, ‘Care to Talk’ is available as a tool to ensure involvement in care planning from patients and families from the point of admission.

This work has resulted in a number of positive outcomes, including a significant reduction in falls across our mental health wards in the region of 20% as well as an improvement of reporting and strengthening our post falls interventions and care.

**Community Mental Health Services**

Healthcare Inspectorate Wales have commented in their annual report 2017-18, which was presented at the meeting of the Health Board on the 12th July 2018, that the quality of patient care and engagement was found to be good and service users spoke positively about the support these received. Access to the service and referral process were good and information shared between professionals was responded to in a timely manner. A multidisciplinary, person centred approach was in place for the assessment, care planning and review of individual needs. The need for improvements to be made in respect of access to psychology services, allocation of cases to medical staff as co-ordinators of service and access to information technology were, however, noted.

**Staffing**

The Health Board has put in place a number of systems to assure safe staffing levels for Older People’s Mental Health and more generally. These include an Electronic Roster to plan and deploy ward nursing resources, which is overseen by ward managers and matrons. Staffing levels are reported weekly reports with monthly exception reports across a number of Key Performance Indicators, reviewed by senior staff. There is a Mental Health & Learning Disabilities (MHLD) Safe Staffing Escalation procedure and any incidents relating to safe staffing are reviewed at the weekly *Putting Things Right* meeting. The MHLD Division has also completed the All Wales Inpatient Nursing Assessment.

Whilst staffing challenges remain, as is the case across much of the United Kingdom, the Health Board is taking forward a number of initiatives to recruit to vacant posts. The Health Board works to ensure the recruitment of nursing graduates from local Universities and has introduced new ways of working with the recent appointment of a Consultant Nurse. Further plans are in place to recruit more Consultant Nurses for learning disability, acute care and a range of Advanced Nurse Practitioners.

Healthcare Inspectorate Wales in their annual report for 2017-18 have commented that they found positive staff groups who told them that they felt supported by management.

**Management structures**

As acknowledged within the report by Donna Ockenden, the incoming BCUHB Director of Mental Health introduced a new “holding management” structure in the summer of 2016 which was made substantive at the end of 2017. Donna Ockenden comments that this now ensures a fit for purpose management structure for the MHLD Division going forward.

Healthcare Inspectorate Wales and Wales Audit Office commented in their joint governance review last year, that said ‘*issues relating to quality and safety are now identified and reacted to more quickly than might have been the case previously*’ and that ‘*there has been a concerted effort by the Health Board over the past 12 months to strengthen quality assurance arrangements in regards to mental health services. It is clear that some of the key appointments within this Division have had a positive impact.*’

**Accreditation and awards**

Aspects of the Health Board’s mental health services have been recognised by a number of external bodies. The Royal College of Psychiatrists – the professional body responsible for raising standards in psychiatry, has awarded a new quality mark to our memory services. Last year we retained our status as the only health board in Wales to have memory services which have been fully accredited by the Royal College of Psychiatrists. The award is given in recognition of exemplary practice across key areas identified by mental health professionals, and following feedback from service users, carers and GPs.

In addition to this, all three of our Memory Services have been awarded a *Sustainable Mental Health Service Commendation*. The new quality mark has been introduced by the Royal College of Psychiatrists to recognise services which successfully empower patients and carers to manage their own mental health; eliminate wasteful activity; make use of low-carbon alternatives; and empower staff in their daily work.

All three of our District General Hospitals and emergency departments are working towards the Alzheimer’s Society standards relating to Dementia Friendly Hospitals. Llandudno General Hospital has already been awarded accreditation from the Alzheimer’s Society and all Community Hospitals will commence the programme in August ’18.

**Focus for securing pace and improvement**

The Health Board also took a paper to its meeting on the 12th July 2018 outlining how it plans to respond to the HASCAS lessons for learning report. Improvement actions will be overseen by a group led by Gill Harris, our Executive Director of Nursing and Midwifery. The group will provide leadership, governance and scrutiny of progress against all recommendations outlined in the report and will also oversee the implementation of the recommendations from the Ockenden Governance Review.

The Board recognises the importance of stakeholder engagement and will establish a Stakeholder Group to strengthen and guide the work of the Improvement Group. The Stakeholder Group is intended to help the Improvement Group understand and take account of the impact on stakeholders, by providing a forum which enables a more in-depth assessment to be made, whilst at the same time providing a means of identifying emerging stakeholder related issues that need to be brought to the attention of the Improvement Group. As such, a Stakeholder Group will be established as a subgroup of the Improvement Group and will be chaired by the Associate Director of Quality Assurance. The Group will comprise membership from various stakeholders likely to be impacted by the implementation of the recommendations. Stakeholders will include but not be limited to the Community Health Council, Local Authorities, University, Voluntary Sector, North Wales Police, service users and families including Tawel Fan families’ representatives, older people’s lead and mental health representation.

Whilst fully acknowledging the continuing need to secure improvements, at pace I hope that the details above provide you with some helpful context regarding improvements already delivered by the Health Board’s mental health services.

Yn gywir / Yours sincerely



**Gary Doherty**

**Prif Weithredwr**

**Chief Executive**