



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

**Executive Headquarters / Pencadlys Gweithredol**

Woodland House  
Maes-y-Coed Road  
Cardiff  
CF14 4HH

Ty Coedtir  
Ffordd Maes-y-Coed  
Caerdydd  
CF14 4HH

Eich cyf/Your ref:  
Ein cyf/Our ref: LR-jb-11-8365  
Welsh Health Telephone Network:  
Direct Line/Llinell uniongychol: 029 2183 6010

**Len Richards**  
**Chief Executive**

16 November 2020

Lynne Neagle MS  
Chair of Children, Young People and Education Committee  
Welsh Parliament  
Cardiff Bay  
Cardiff  
CF99 1SN

Dear Lynne

Thank you for your letter seeking information on Emotional Wellbeing (EW) and Mental Health (MH) services for young people during the Covid-19 pandemic.

I can confirm that our EW and MH services have remained open during the pandemic, largely operating a digital and telephone service, however still delivering face to face appointments where safe and appropriate to do so. In addition our MH crisis team continued to provide a 7 day service delivering face to face crisis assessments and GP consultations.

The blended approach of face to face, telephone, video call and 'Attend Anywhere' software has allowed us to continue to deliver MH assessments and therapeutic interventions. Similarly the MH crisis team are utilising the 'Consultant Connect' platform to support quicker access to a clinician for GPs where there are urgent concerns about a young person.

The commissioned early intervention EW service provided by our third sector partner 'Change Grow Live' continues to run via a telephone and digital service, remaining open access and accepting self-referrals.

'Chat Health,' a confidential, anonymous text advice and support service provided by our school nursing team has remained open, continuing to offer support on a range of issues including stress, anxiety, bullying and self-harm.

While our waiting lists for young people's MH have not grown during the pandemic, we have ensured that young people and families waiting to access the service have received a letter apologising for waits and, more importantly signposting them to a range of information to access for support whilst they wait.

Bwrdd Iechyd Prifysgol Caerdydd a'r Fro yw enw gweithredol Bwyrdd Iechyd Lleol Prifysgol Caerdydd a'r Fro  
Cardiff and Vale University Health Board is the operational name of Cardiff and Vale University Local Health Board

*Croesawir y Bwrdd ohebiaeth yn Gymraeg neu Saesneg. Sicrhawn byddwn yn cyfathrebu â chi yn eich dewis iaith. Ni fydd gohebu yn Gymraeg yn creu unrhyw oedi  
The Board welcomes correspondence in Welsh or English. We will ensure that we will communicate in your chosen language. Correspondence in Welsh will not lead to a delay*



We have updated our website to include links to resources which children, young people and families may find helpful (please see below), and information has also been shared on the UHB Facebook and Twitter pages.

We have plans to create an EW and MH services website with advice and support material which we have been working on. Our stakeholder young people have been engaged in the design of this resource. Unfortunately progress has been slower than we would have liked and we hope to get this launched in 2021.

I hope this information is helpful to you.

Yours sincerely



**Len Richards**  
**Chief Executive**