



Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

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18 November 2020

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Chief Executive

**PRIVATE & CONFIDENTIAL**

Lynne Neagle MS  
Chair  
Welsh Parliament  
Cardiff Bay  
Cardiff  
CF99 1SN

Dear Ms Neagle,

**RE: COVID-19 AND CHILDREN AND YOUNG PEOPLE'S MENTAL HEALTH**

Thank you for your recent correspondence requesting assurances that the Health Board has taken steps to support young people with access to services during the pandemic.

The Health Board has adopted a population health approach to core business and as such a sustainable communications and engagement approach is currently under development. The following summarises activity to date to communicate and promote service provision:

**ENGAGEMENT ACTIVITY**

**Overarching activity:**

Prior to the pandemic the UHB held a young people's engagement event which was actively supported by the Children's Commissioner's team

The young people who attended have all been approached recently to request their involvement in a virtual Young Peoples Forum to take forward Children's Rights based activity across the organisation including the development of a Children's Charter

It is hoped that the development of new support and communications approaches will be co-produced and co-designed with these young people and as such be more meaningful

**Service Specific Engagement:**

School health Nursing services developed a questionnaire for school aged pupils which will help gauge young people's views about services that support them during this time and in doing so will help to take service models forwards

Health Visiting services are also developing engagement approaches as part of the Pathfinder work within the Rhonda Cynon and Taf communities. This will gather families views about provision during the pandemic and help to review and potentially redesign future service models

Both Health visiting and School Health Nursing have used social media platforms to advertise immunisation clinics to encourage attendance and to advertise new service delivery approaches developed within the community.

**Cyfeiriad Dychwelyd/ Return Address:**

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Cadeirydd/Chair: Professor Marcus Longley

Prif Weithredwr/Chief Executive: Mr Paul Mears

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## CHILDREN'S SECONDARY CARE SERVICES ACTIVITY

A series of short films for parents and carers is planned for social media platforms with the first one shared last month on twitter and Facebook. This was used to explain the need for one parent visiting on Neonatal and acute paediatric areas

On our Neonatal and Special care baby units families are being supported to use UHB iPads to have contact with their baby or child when they can't be with them to support attachment & relationships

A number of opportunities have also been undertaken to encourage families to use our services and to allay the anxieties– promoting our Childrens teams through social media

## CAMHS SERVICES

The emerging evidence about the pandemic has identified the negative impact on the emotional health and wellbeing of many young people.

It is evident that referrals into community CAMHS teams reduced significantly during the first wave and as such a no of approaches were undertaken to try and address the same:

- ✚ Social media platforms were used to remind young people and families of the CAMHS provision and the models during the pandemic. It is anticipated that this work will develop further as part of the strategic approach and co-designed with young people
- ✚ *Attend Anywhere* is now being used for contacts with young people if and when they prefer this to face to face
- ✚ Front line staff from Tier 3 community teams used text messages to keep in touch with young people

Subsequently there has been an increase in referrals for school aged children.

As such service models have been reviewed and a specific example of them adapting is in the community CAMHS teams in Swansea. They developed their Single Point of Access (SPOA) to include self-referrals and ensured a CAMHS practitioner was available to provide telephone advice, consultation and information 0900- 1700hrs.

I do hope you find the activity to date reassuring, noting the ongoing development of our engagement strategy which will help inform and guide this programme of work.

Yours sincerely,



**Paul Mears**  
**Prif Weithredwr/Chief Executive**