

Comisiynydd  
Plant Cymru

Children's  
Commissioner  
for Wales

Lynne Neagle AM  
Chair  
Children, Young People  
and Education  
Committee  
National Assembly for  
Wales

**Via email only**

25 February 2019

Dear Lynne,

**Re: Tier 4 CAMHS in-patient services in Wales.**

Following my letter of 18<sup>th</sup> January, I have now received a reply from Healthcare Inspectorate Wales (HIW), which I attach for your information.

I understand that more detail around the issues in CAMHS in-patient settings will be available in HIW's upcoming 'Youth Thematic Report', to be published at the end of March.

I continue to have concerns over the provision of in-patient CAMHS services in Wales, and will be actively pursuing those concerns.

Yours sincerely,



Sally

Sally Holland  
Comisiynydd Plant Cymru  
Children's Commissioner for Wales



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20 February 2019

Ein cyf / Our ref 25465

Dear Sally

**RE: CONCERNS IN RELATION TO TIER 4 CAMHS SERVICES IN WALES**

Thank you for your letter dated 18 January identifying your concerns Regarding Tier 4 CAMHS patients in Wales. As you will be aware, Healthcare Inspectorate Wales (HIW) carries out reviews/inspections of healthcare organisations or services in response to concerns arising from a particular incident or incidents, dependent upon the seriousness and/or frequency of occurrence. Information on how we inspect the NHS and Independent Healthcare services can be viewed in the link below.

<http://hiw.org.uk/about/whatwedo/inspect/?lang=en>

In relation to the three settings you have identified, I can confirm that we have undertaken recent inspections which can be found below.

Ty Llidiard

<http://hiw.org.uk/find-service/service-index/tyllidiard?lang=en>

Abergele

<http://hiw.org.uk/find-service/service-index/abergelehospital1?lang=en>

Regis

<http://hiw.org.uk/find-service/service-index/regishealthcare89?lang=en>

Our findings and recommendations relating to these services can be found in the reports, but in general, the themes to have emerged include issues regarding, maintenance of premises, individualised risk assessments, staff training, documentation within legal records

such as detention papers, patient records including restraint risk management and implementation plans.

Recruitment of appropriately qualified, skilled and experienced staff and management have also been identified through our intelligence as areas of concern.

Significant concerns has been identified in relation to Regis Healthcare which have required HIW to undertake significant action, as you may have seen in the media. This is subject to ongoing proceedings and as such would be inappropriate to comment at present.

In relation to the provision of tier 4 CAMHS services in general, HIW's main purpose is to ensure that patients receive safe and effective care and treatment. We use appropriate regulations and standards to make judgements about the quality, safety and effectiveness of healthcare services. We provide independent assurance on the safety quality and availability of healthcare by effective regulation and reporting openly and clearly on inspections and investigations.

We encourage and support improvements in care through reporting and sharing good practice and areas where actions is require. Where we identify poor or weak practice we take action in order to ensure that patients are not put at undue risk.

Our recent inspections of CAMHS settings has certainly outlined some challenges that need to be overcome in order to ensure that the care being provided is safe, and of sufficient quality. We will continue to monitor services and take appropriate action where standards and regulations are not met.

Yours sincerely,

A handwritten signature in blue ink, appearing to read 'K. Chamberlain'.

Dr Kate Chamberlain  
Chief Executive