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Bwrdd Iechyd Prifysgol
Hywel Dda
University Health Board

Ein cyf/Our ref: CEO.265
Eich cyf/Your ref:
Gofynnwch am/Please ask for: Corporate Information Officer
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Dyddiad/Date: 18 March 2019

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David J Rowlands AM
Chair of the Petitions Committee
National Assembly for Wales
Cardiff Bay
Cardiff
CF99 1NA

E-mail to - SeneddPetitions@assembly.wales

Dear David

Re: Petition P-05-846 Save our Hospital at Prince Philip Llanelli

Thank you for your letter of the 7 March 2019 regarding the petition submitted by SOSPPAN.

I note that the Committee request a response in relation to:

- (i) The future status of mental health services in Llanelli and any plans for assessment or in-patient services to be moved or replaced

The Health Board's Health and Care Strategy: *A Healthier Mid and West Wales – Our Future Generations Living Well* (approved at our Public Board in November 2018) views mental health and care equally with physical health and care, ensuring that those with mental health problems receive equitable access to the most effective and safest care available.

The current model of service provision is not considered sustainable in its current form. In light of this, we previously embarked upon a prolonged period of engagement and consultation with service users, carers and other key stakeholders from the statutory and non-statutory sector, to co-produce a

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Mrs Judith Hardisty

Prif Weithredwr/Chief Executive
Mr Steve Moore

Bwrdd Iechyd Prifysgol Hywel Dda yw enw gweithredol Bwrdd Iechyd Lleol Prifysgol Hywel Dda
Hywel Dda University Health Board is the operational name of Hywel Dda University Local Health Board

Mae Bwrdd Iechyd Prifysgol Hywel Dda yn amgylchedd di-fwg Hywel Dda University Health Board operates a smoke free environment

redesigned service model to meet the needs of the population for the next ten years or more.

People told us that they wanted services to:

- Be accessible by all 24-hours a day: the person who needs help or their supporters need to be able to walk into a mental health centre at any time and establish a safe relationship to discuss their needs and agree immediate support.
- Have no waiting lists: the first contact should take place within 24-hours after the request, with planned meetings to follow that agree the support and treatment available in the context of choice.
- Move away from hospital admission and treatment to hospitality and time out: the mental health centre would provide night hospitality as an instrument to address the crisis during periods when there is higher need for care and/or to support the needs of the family. Intermediate access for those “stepping-down” from the central admission units back to the community would be available to support their transition.

A public consultation on the proposed co-produced mental health service model was held in 2017 and the independently analysed feedback from this consultation fed into a revised co-produced model that was agreed by the Board on 25 January 2018. The model noted there would be:

- The development of 24/7 Community Mental Health Centres (CMHC) in each County;
- A single point of access with which to contact services or to receive advice, making services more accessible; and
- A move to centralise inpatient provision to Carmarthenshire through a:
 - Central Assessment Unit that has 14 assessment beds and a dedicated Section 136 of the Mental Health Act 1983 facility (where a person is taken to a place of safety) comprising two additional beds. This allows for a greater provision of senior clinical staff, available through extended hours and at weekends.
 - Central Treatment Unit with 15 treatment and recovery beds. This will be able to provide a greater presence of senior staff available through extended hours. It will also include people with a lived experience of mental health problems through the provision of peer mentors and family support workers as a core part of the service.

The Health Board has also recently commissioned Mind and Hafal, prominent national mental health charities, to work collaboratively with the Health Board to develop a mental health drop-in service within Llanelli town centre. The service is anticipated to open by the end of May 2019 and will be based at the current Llanelli Mind centre. The service will be open from 6pm-2am, Thursday – Friday initially, and will provide:

- Drop-in access for people experiencing any kind of mental health problem
- Support and advice in relation to mental health and related social problems
- Access to therapeutic interventions where needed

- A close link to statutory mental health services.

As part of this initiative, we will also be providing a transport service, based at the drop-in centre, to assist with any travel difficulties.

There will also be alignment of existing *Transforming Mental Health* plans with the development of our plans for the community model, considering every opportunity to co-locate the Community Mental Health centres within the Health and Well-being Centres where appropriate. We would also investigate whether services could be delivered more appropriately via the planned new build urgent and planned care hospital. Our new hospital will act as our main site for our network of hospitals, covering urgent and planned care provision for the whole of the Hywel Dda area. As part of the development of the new hospital, we will consider the co-location of the mental health assessment and treatment units on the new site.

- (ii) Current and future arrangements for patients to access services in Swansea Bay University Health Board, in particular A&E and antenatal facilities

Hywel Dda residents will continue to access services, where appropriate, provided by Swansea Bay University Health Board. Following the approval of Hywel Dda University Health Board's Health and Care Strategy in November 2018, and the refresh of Swansea Bay University Health Board's Clinical Services Plan, there is further opportunity to maximise regional working across both Health Boards (via initiatives such as 'A Regional Collaboration for Health' – ARCH).

The aim being that the entire population of South West Wales can receive the best possible care irrespective of address. We would expect this to include access to A&E, antenatal and other services provided in Swansea.

- (iii) The services which will be available in community hubs being developed under the current health care strategy

I would direct the Committee to our previous correspondence (in reply to your letter of 29 November 2018) and reiterate that when we consulted with the public regarding our proposals for change, we talked about Community Hubs (e.g. such as Llanelli, Ammanford & Cross Hands sites as noted by SOSPPAN) providing a range of support and services. However, feedback suggested this term was not easily understood and therefore we now use the term 'health and well-being centre' to describe these.

Rather than being prescriptive on the number, and what services should be located in each health and well-being centre, we have recognised that the needs of communities will be different from each other, and we are committed to working with local people to develop tailored solutions to what matters to them.

Therefore, the Health Board has approved a framework for continuous engagement to guide our on-going work with the communities, staff and stakeholders moving forward, and we will confirm our detailed plans in the coming months. SOSPPAN's engagement would be welcomed moving forward in the further design and development of health and care provision across Carmarthenshire, and the wider Health Board area.

Indicative services noted within the strategy to be within the Health and Well-being Centres include:

- Tests, such as x-rays, scans and blood tests
- Outpatient appointments and clinics
- Pre and Post-Operative Care
- Advice and treatment for minor injuries and illness
- Holistic support for the frail and elderly, and people with complex needs
- Support for people with mental health issues and learning disabilities
- Care for people with long term conditions
- Overnight beds
- Assisted living facilities
- Healthy living advice and support

(iv) The claims that some Health Board staff were told how to respond to the *Our Big NHS Change* consultation by managers, and that some managers were seeking to see copies of consultation responses made by staff prior to their submission

I can assure you that it has never been policy that Health Board staff were told how to respond to *Our Big NHS Change*. Similarly, the Health Board has never sought to influence any members of staff personal views regarding the consultation.

Please do not hesitate to contact me again should you have any further queries.

Yours sincerely



JOE TEAPE
DEPUTY CHIEF EXECUTIVE

 **Steve Moore**
Chief Executive