

Review of

Together for Mental Health:

The plan for 2019 to 2022

in response to COVID-19



This is the Everyday version.



Llywodraeth Cymru
Welsh Government

Background

Together for Mental Health was written in 2012. A lot of people helped to put the plan together.

This review was done in 2020 in response to the COVID-19 pandemic.

We agreed on five overarching themes:

- 1) Reduce health inequality and support Welsh language.
- 2) Work more closely with people who have mental health difficulties and with their carers.
- 3) A strong and supported workforce and a plan for the future.
- 4) Collect the information we need to understand and improve people's experiences of support and understand how we are doing.
- 5) Make any legal changes needed.

The review has a new priority: Mental health and well-being during the recovery from COVID-19.

These are described on pages 5 to 16.

Having these in place will make it easier to succeed with our six priority actions for mental health and mental health services.

These are:

- to improve mental health and well-being for everyone from all backgrounds.
- to improve access to support for children and young people.
- to improve crisis and out of hours support for people of all ages.
- to increase access to talking therapies and treatments for children.
- to improve services for pregnant women and mothers with newborn babies.
- to improve mental health services in general. Our focus is on better services for people with eating disorders, people involved with the criminal justice system, and people who also have substance misuse issues.

These are described on pages 17 to 50.

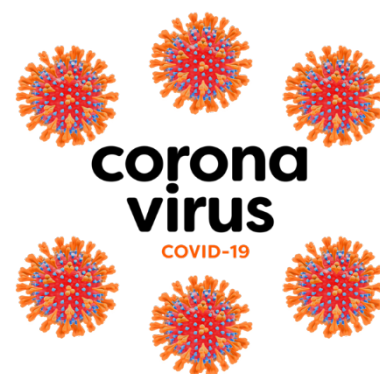
Improvements for people with dementia are part of the Dementia Action Plan for Wales.

Improvements around suicide and self-harm are part of the Talk to Me 2 Strategy, which has been extended to 2022.

Overall Themes

New Theme

Mental Health and Well-being during recovery from COVID-19



Action 1: Respond to COVID-19 making sure all people can get the mental health support they need

Who will do this? Welsh Government, Health Boards and local authorities.

In 2020:

- Health Boards will review how they have changed what they do because of COVID-19.
- Health Boards will say in their Operational Framework reports how they will adapt to people's needs and how they will keep services available.
- Welsh Government will work with Health Boards and Public Health Wales to check new information about mental health and well-being during COVID-19. This will tell if we need to do new things.
- Welsh Government will check that the delivery plan has the right priorities.
- Welsh Government will develop guidance and advice to keep services available during COVID-19 restrictions.
- Welsh Government and partners will keep on working to make sure 'entry level' services are available to more people so fewer people need specialist services.

Theme 1

Reduce health inequality and support Welsh language



Action 1: Improve Welsh language provision

Who will do this? Welsh Government, Health Boards and local authorities.

Ongoing:

- Every six months, Health Boards will report what they have done to improve Welsh language provision.
- Health Boards and local authorities will check how COVID-19 has affected Welsh language provision.
- Health Boards and local authorities will make sure forms and systems record people's Welsh language needs.

Action 2: Make sure everyone has the same chance to get a service, and give people information they can understand (including making sure the information is in the right language)

Who will do this? Welsh Government, Health Boards and NHS Trusts.

Ongoing:

- Every six months, Health Boards must talk to people who use their services to show that:
 - people are getting a fairer service.
 - staff have had Treat Me Fairly training.

- they are following the All Wales Standard for Accessible Communication and Information for People with Sensory Loss.
- Welsh Government and partners will work to reduce the effects of COVID-19 on Black Asian and Minority Ethnic groups.
- Welsh Government to include mental health in the Race Equality Action Plan for Wales.

Action 3: Produce a Health Equity Status Report for Wales

Who will do this? Welsh Government, Public Health Wales and the World Health Organisation.

In 2020: these organisations will publish a report on the effects of COVID-19 on people in Wales.

In 2021: these organisations will

- Publish the Health Equity Status Report.
- Use the report to plan more ways to reduce health inequalities.

Action 4: Make sure vulnerable groups of people and people with additional needs get a better service

Who will do this? Welsh Government, Health Boards, local authorities and voluntary sector.

Ongoing:

Every 6 months, Health Boards will say:

- How they are supporting Veterans NHS Wales.

- How they are working with Welsh Government and voluntary organisations to make sure medical staff and voluntary organisations are aware of the mental health needs of people from Black, Asian and Minority Ethnic communities.

In 2020: Welsh Government will work with Health Boards and others to make sure refugees and asylum seekers have their mental health needs met.

In 2020 and 2021: Welsh Government will

- Work with Diverse Cymru so more medical staff and voluntary organisations are aware of the mental health needs of people from Black, Asian and Minority Ethnic communities.
- Make sure BAME Helpline Wales links with the CALL helpline.

Theme 2

Work more closely with people who have mental health difficulties and with their carers



Action 1: Develop national guidance about coproduction. *Coproduction is a way of working together as equals.* This will include guidance on how people with lived experience and carers can take the lead.

Who will do this? The Mental Health National Forum for people with lived experience.

In 2020: Mental Health National Forum will develop a Communications Plan.

In 2021: Publish the national guidance on coproduction and start to put it into action.

Action 2: Review if arrangements for engaging the voluntary sector reflect the number and diversity of mental health organisations.

Who will do this? Welsh Government and voluntary sector organisations, including the Wales Alliance for Mental Health.

In 2020: Discuss ways of working together in better ways.

In 2021: Act on what the review says.

Action 3: Improve support for carers based on the three national priorities. *These are: supporting life alongside caring; identifying carers; providing carers with information, advice and assistance.*

Who will do this? Welsh Government.

In 2020: Coproduce a new strategic action plan.

In 2021: Review whether the strategic action plan is being put into practice.

Theme 3

A strong and supported workforce and a plan for the future.



Action 1: Use the 10-year Health and

Social Care Workforce Strategy to produce a workforce plan for mental health.

Who will do this? Welsh Government, Health Education Improvement Wales, Social Care Wales, voluntary organisations, local authorities, and the NHS.

In 2020: Produce a mental health workforce plan. *This can only happen after the 10-year strategy is published.*

In 2021:

- Ask others about the draft plan then agree it.
- Start doing what the plan says.

Action 2: Make sure that mental health inpatient wards are helped to plan the right staffing levels.

Who will do this? The mental health group of the All Wales Nursing Staffing Programme.

By 2022:

- Collect the information to make planning tools.
- Work with Health Boards to test the tools in mental health settings.

Theme 4

Collect the information we need to understand and improve people's experiences of support and understand how we are doing.



Action 1: Give money to help projects through the Healthier Wales Fund, then use learning from the projects to make services better.

Who will do this? Welsh Government and Regional Partnership Boards with services.

In 2020:

- The Regional Partnership Boards will report what is being learned from the projects.
- Learning will be put into a national report to help share good practice.

In 2021: Publish a second report.

In 2022: Publish a follow-up report to see how services are working more closely together and what they have achieved.

Action 2: Agree a national set of data to be collected about mental health and learning disability services, and start using the Welsh Community Care Informatics Service computer system.

Who will do this? Welsh Government and NHS Wales Informatics Service, health boards and local authorities.

In 2020:

- Agree definitions for all the data items across health and social care.
- Add two new sets of data to the Stats Wales website about what happens in emergencies and about talking therapies.
- Make sure health and social care teams across Wales use the same set of forms for assessment, care and treatment planning, and reviews.
- Test a new way for collecting information about results working with the people who use services and staff helping them.

In 2021:

- Staff will start using the new forms for all services.
- Welsh Government will share information better with the public.
- Welsh Government will make the Stats Wales website more user-friendly.

By 2022:

- All health and social service departments use the computer system.
- All teams collect results in a better way.

Action 3: Compare information between areas of Wales, with the UK and the rest of the world.

Who will do this? The National Collaborative Commissioning Unit.

Each year: Health Boards use this information to help them improve their services.

Action 4: Complete an independent evaluation of our Together for Mental Health Strategy, from 2012 until now to see if the goals are being met.

Who will do this? An independent organisation.

In 2020: Choose who does the evaluation.

In 2021: Start the evaluation.

In 2022: Publish the report and use it to help decide where more work is needed over the long term.

Action 5: Make sure lessons from research are quickly put into practice

Who will do this? Welsh Government, NHS Wales and the Wolfson Centre for Mental Health.

In 2021:

- Set up a new centre for research, the Wolfson Centre.
- Set up a research plan for:
 - public health
 - learning how things are passed from parents to children
 - early support of people at high risk of mental ill-health
 - schools

- online health.

From 2022 onwards:

- Use learning to help deliver support to children and young people both at school and outside schools.
- Develop online support packages for school counsellors and other staff to use.
- Train youth mental health staff in schools and GP surgeries.

Action 6: Look at research that Welsh Government funds about mental health and 'social prescribing' *Social prescribing is a way of connecting people with community support.*

Who will do this? Welsh Government, Health and Care Research Wales.

Ongoing: Update report every six months about the research projects.

Action 7: Use what has been learned about mental health social prescribing from the test projects to plan what to spend money on in the future.

Who will do this? Welsh Government and voluntary sector.

In 2020 and 2021:

- British Red Cross and Mind Cymru run mental health social prescribing test projects.

In 2022: Welsh Government given the final reports about the test projects.

Theme 5

Make any legal changes needed.



Action 1: Make changes to the Mental Health (Wales) Measure 2010.

Who will do this? Welsh Government.

In 2020 and 2021: Welsh Government will work with Social Care Wales and Health Education and Improvement Wales to consider setting up skills-based way of deciding which staff can do mental health assessments and care coordination.

Action 2: Understand how the UK Government review of the Mental Health Act 1983 will affect Wales.

Who will do this? Welsh Government.

In 2020 and 2021: Look at how any UK changes to the Act will affect Wales.

Action 3: Deliver changes to the Mental Capacity (Amendment) Act 2019 in Wales.

Who will do this? Welsh Government.

In 2020 and 2021:

- Work with the UK Government to make sure the Code of Practice to the Mental Capacity Act is right for Wales.
- Write regulations for Wales to make sure the changes are

delivered.

- Develop guidance and training on how to put the new law into action.
- Start collecting data.

Ongoing: Every six months, report what Welsh Government is doing to deliver the changes.

Priority actions for mental health services

Priority Actions 1

To improve mental health and well-being for everyone from all backgrounds, by doing more of what keeps people well and by making sure that everyone can access support equally.



Goal:

- I will be able to access activities that help me to stay well and develop positive relationships.
- My community will promote positive mental well-being and encourage talking about mental health.
- Mental health will be seen as 'everybody's business.'

We will take action to:

- tackle stigma and discrimination (Actions 1 and 2).
- make Wales a mentally healthier place (Actions 3 to 12).
- improve coping skills and mental health (Actions 13 to 18).
- prevent suicide and self-harm (Actions 18 to 21).

We will use the National Survey of Wales to review whether we are achieving our goal.

Action 1: Develop Phase 3 of the Time to Change Wales campaign, focusing on middle aged men and Welsh speakers.

Who will do this? Welsh Government and voluntary organisations.

Ongoing, with 6-monthly reviews:

- More employers sign up to Time to Change.
- Increased number of adult champions. *Our target for champions is to have 20% Welsh speakers and 50% men.*

Action 2: Recommend how to further reduce stigma and discrimination

Who will do this? The Stigma and Discrimination working group of the Mental Health National Partnership Board.

In 2020: The working group will write a report for the Board.

In 2021: Welsh Government will consider how to take more action to reduce stigma and discrimination.

Action 3: Support people with mental health conditions to work, through the Out of Work Peer Mentoring Service, the In-Work Support Service and the Individual Placement Support programme.

Who will do this? Welsh Government.

In 2020:

- The in-work support service will continue to help people who might lose their job.
- Confirm funding until 2022 for the Out of Work Peer Mentoring Service.
- Publish evaluations of the programmes to learn what works.
- Increase the number of people that can be helped by in-work or out of work support services to cope with the effects of COVID-19.

In 2021:

- Provide more training to small and medium sized businesses to support their employees' mental health.
- Support more people with mental health conditions to find work.

Action 4: Encourage employers to promote good mental health and well-being.

Who will do this? Welsh Government, the Health and Employability group and Public Health Wales.

In 2020:

- Find examples of good practice. Check if the Employability Plan and the Economic Contract are helping workplaces to promote good mental health and well-being.
- Healthy Working Wales will develop guidance for employers to provide a supportive working environment.

- Welsh Government will work with training providers. They want to make sure that extra funding to support the COVID-19 commitment for jobs and skills helps the people that COVID-19 has affected the most.
- Welsh Government will work with the Department for Work and Pensions and partners to make sure that the different help for young people to get work is joined up.

In 2021:

- Healthy Working Wales will share information and tools to promote mental well-being at work. This will emphasise the tools that help employees cope with COVID-19.
- Welsh Government will review its approach to youth unemployment to help prevent the effect of long-term unemployment on young people.

Action 5: Tackle loneliness and social isolation especially during COVID-19.

Who will do this? Welsh Government.

In 2020:

- Publish a strategy.
- Work with others to decide what to do during COVID-19.

Action 6: Funding for projects that support people to manage their own health and well-being.

Who will do this? Welsh Government, Health Boards and the voluntary sector.

In 2021 and 2022: Health Boards and the voluntary sector will work together to submit ideas.

From 2021 onwards: Welsh Government will

- Award funding to successful projects.
- Monitor how the projects have been delivered.

Action 7: Roll out and evaluate rapid re-housing approaches including Housing First. *Housing First is a test scheme to help people with mental health and substance misuse support needs to manage their own housing tenancy with support.*

Who will do this? Welsh Government with Social Services and Health Boards.

In 2020: Start the second phase of Housing First funding.

In 2021: Review what organisations have been doing during COVID-19 to rapidly rehouse people with complex needs. Build on what works across the whole of Wales.

Ongoing: Support evaluation of rapid re-housing schemes including Housing First.

Action 8: New protocols for mental health and substance misuse services to work together to help rough sleepers.

Who will do this? Welsh Government, local authorities and Health Boards.

In 2020: Welsh Government will look at what has been done during COVID-19 and will work with local authorities and Health Boards to develop new ways of working together.

Ongoing: Welsh Government will support trials of new ways to work with people who are homeless, rough sleeping or at risk of homelessness.

Action 9: Develop training that supports landlords to identify and support people with mental health issues.

Who will do this? Rent Smart Wales and Welsh Government.

In 2020:

- Welsh Government will support the development and delivery of new training for landlords.
- Rent Smart Wales will include mental health awareness in the training that private landlords must do before they can be re-licenced.
- Develop a database of support services for the Rent Smart Wales website.

Ongoing: Continue to roll out training to housing professionals, including landlords.

Action 10: Reduce evictions by developing mental health services that allow housing management services and private landlords to work together better.

Who will do this? Welsh Government, local authorities and Health Boards.
In 2020:

- Develop guidance on emergency support to allow people to stay in their own homes and avoid evictions.
- Make sure landlords get advice and training on where to access support services for tenants.
- Start using an 'early alert' scheme for tenants who are struggling.
- Start a loan scheme for tenants who are falling behind on their rent payments because of COVID-19.
- Extend the notice period for evictions for assured and assured shorthold tenancies to six months.
- Keep checking if the Coronavirus Act 2020 can be used to help prevent evictions.

Action 11: Make it easier to access debt and money advice.

Who will do this? Welsh Government.

In 2020: Start a new Single Advice Fund with links to health services.

In 2021: Carry out the Welsh actions in the UK Money and Pensions Service Strategy for Financial Inclusion.

Ongoing: The Debt Task and Finish Group will find out about ways to link money advice services with mental health services.

Action 12: Think about the mental health impact of Brexit on at-risk communities.

Who will do this? Welsh Government and Wales Farm Charities Partnership.

In 2020:

- Welsh Government act on *Supporting Farming Communities at Times of Uncertainty*. This is a report written by Public Health Wales in 2019.
- Welsh Government will work with the Wales Farm Charities Partnership to act on the report too.

Action 13: Hold a national conversation about mental well-being.

Who will do this? Public Health Wales and Welsh Government.

In 2020:

- Agree what to include in the Hapus Programme and how to evaluate it.
- Public Health Wales will deliver the 'How are you doing' campaign.

In 2021:

- Launch the Hapus Programme.
- Start a long-term plan to improve the population's mental well-being and coping skills.

Action 14: Inform public services about harmful childhood experiences, and work with public services to reduce their long-term effect.

Professionals often call these Adverse Childhood Experiences.

Who will do this? Welsh Government and partners.

Ongoing: Report on progress every six months.

In 2020: Commission a review to help Welsh Government decide future policy about adverse childhood experiences.

Action 15: Encourage and support taking part in local cultural activities.

Who will do this? Welsh Government and Public Service Boards.

Ongoing: Write a six-monthly report on progress with work done through the *Fusion: Creating Opportunity through Culture Programme*.

Action 16: Review the Healthy and Active Fund.

Who will do this? Welsh Government.

In 2020 and 2021:

- Review the fund to see if it was a good way of supporting projects.
- Look at the results from projects to find the ones that are making a difference.

Action 17: Develop a national physical activity plan

Who will do this? The Welsh Physical Activity Partnership

(Sport Wales, Public Health Wales and Natural Resources Wales).

In 2020:

- Develop a national action plan.
- Agree the next steps to encourage more people to get involved with sports, as being active helps mental well-being.

Action 18: Look at how outdoor activities can support mental well-being.

Who will do this? Welsh Government and Natural Resource Wales.

Ongoing:

- Provide money to projects that show the clear links between improving the environment and improving people's health and well-being.
- Start local community action using the Natural Resource Wales area statements.

Action 19: Deliver the *Talk to Me 2* Strategy. This strategy now runs until 2022.

Who will do this? Welsh Government and the Suicide and Self-Harm National Advisory Group.

In 2020:

- Take on a national co-ordinator and create three regional coordinator jobs.
- Work with each area to agree actions and projects.
- Look at deaths by suicide and self-harm as part of the Child Death Review. Make sure that information that helps is available quickly.

In 2021 and 2022

- Put the area plans into action.
- Report on progress to Welsh Government every six months.

Action 20: Strengthen bereavement support in Wales.

Who will do this? Suicide and Self-Harm National Advisory Group and Welsh Government.

In 2020:

- Publish the national bereavement study.
- Develop a national plan and start to deliver more support to families who have lost relatives to suicide.

Action 21: Improve access to information and support about suicide and self-harm.

Who will do this? Suicide and Self-Harm National Advisory Group.

In 2020:

- Develop training for GPs.
- Develop the *Talk to Me Too* website as a central point of information and support to individuals, organisations, and families.
- The Wales Farm Charities Partnership Group to share their knowledge and expertise.
- Develop a national training framework with information about training programmes across Wales. This will be hosted on the *Talk to Me Too* website.

Priority Actions 2

To improve access to support for children and young people.



Goal

- I will have support to develop my ability to cope with everyday challenges
- My teachers and other adults will recognise when I need more support, and know how to access it
- If I need specialist services, I will get the help I need, when I need it.

We will take action to:

- improve access to mental health support in schools, nurseries, colleges and universities (Actions 1 to 6).
- improve access to support in the community (Actions 7 to 10).
- improve children and young people's mental health services (Actions 11 to 13).

We will use the Millennium Cohort Study and data from Stats Wales to review whether we are achieving our goals.

Action 1: Develop a ‘whole school’ approach to mental health and emotional well-being.

Who will do this? Welsh Government.

In 2020:

- Write guidance for a whole school approach.
- Publish guidance and resources on preventing suicide and self-harm.
- Increase funding for counselling and support for children affected by COVID-19.
- Deliver activities and actions that support well-being for everyone and activities and actions for those who need support.
- Train teachers and staff in mental health issues.
- Work with others to find out what is working well.

From 2021:

- Put the guidance into practice.
- Help schools monitor their progress using good practice.
- Support Public Health Wales to look at the Welsh Network of Healthy School Schemes. Make any changes to the schemes that are needed.

Action 2: Support schools to deliver the health and well-being element of the new National Curriculum for Wales.

Who will do this? Welsh Government (Education and Public Services).

In 2020:

- Write the law about the new National Curriculum.
- Publish guidance on the new curriculum.

From 2021 and 2022: Schools, nurseries and people providing education outside schools will prepare learning plans for their pupils.

From 2022: The new curriculum will be introduced gradually. *In 2022, the curriculum will be delivered to all learners up to and including Year 7. By 2026 it will be delivered to all pupils up to and including Year 11.*

Action 3: School staff will get training on mental health and emotional well-being.

Who will do this? Welsh Government (Education and Public Services).

In 2020:

- Review what training already happens.
- Work with universities and colleges to design new training for different school staff roles.

In 2021:

- Accredite the training with the National Academy for Educational Leadership.
- Deliver the new training to school staff.

- Strengthen the mental health and well-being training in the Initial Teacher Education.

Action 4: Act on lessons learned from CAMHS pilot projects in schools
CAMHS means Child and Adolescent Mental Health Services.

Who will do this? Welsh Government (Education and Public Services), NHS and Public Health Wales.

In 2020: Gather early information from the test projects about what is working.

From 2021: Learn what works and support similar work to start across the rest of Wales.

Action 5: Include the views of children and young people to develop whole school activities.

Who will do this? Welsh Government (Education and Public Services).

In 2020:

- Set up a working group of young people who have experience of mental health issues.
- Together with the working group, plan how young people can shape policies about mental health and well-being.

Action 6: Improve information about mental and emotional health to support colleges better.

Who will do this? Welsh Government (Education and Public Services) and Public Health Wales.

In 2020:

- Help colleges to develop well-being strategies and put them into practice.
- Design and deliver learning materials for college staff.
- Develop bilingual resources for all colleges to use.

Action 7: Explore options for how early years services can be delivered better.

Who will do this? Welsh Government and Early Years Transformation Pathfinders.

In 2021 and 2022:

- Test new ways of delivering services that will have the greatest impact over the long term.

From 2022: Share learning with Public Service Boards to improve how services work together at a regional level.

Action 8: Fund Regional Partnership Boards to support local non-medical community services.

Who will do this? Welsh Government and Regional Partnership Boards.

In 2020: Provide funding to Regional Partnership Boards to test local ways of providing non-medical community services.

In 2021: Monitor and review how the funding has been used.

Action 9: Make early support for mental health and well-being an everyday part of youth work.

Who will do this? Welsh Government, local authorities and their partners.

In 2020: Make grants for youth work in Wales more flexible so young people can be supported during COVID-19.

In 2021: Work with local authority youth services to develop and share good ideas developed during COVID-19 about how to support children and young people.

Action 10: Develop and test online support projects for children and young people.

Who will do this? Welsh Government.

In 2020:

- Review what already exists.
- Work out the costs and benefits of providing online support.
- Make a plan for providing online support.
- Provide on-line self-help via Hwb for schools for children and Silvercloud for adults.

In 2021: Carry out the plan.

Action 11: Fund Health Boards to act on recommendations from the recent NHS Delivery Unit review of primary care CAMHS. CAMHS means *Child and Adolescent Mental Health Services*.

Who will do this? Welsh Government and Health Boards.

Ongoing: Every six months, Health Boards report their progress to Welsh Government.

Action 12: Improve young people moving from child to adult mental health services.

Who will do this? Welsh Government.

In 2020: Review the guidance about moving from child to adult services in view of the new all-Wales NHS guidance.

From 2021 and 2022:

- Work with children and young people to make sure the guidance is being used.
- Review whether the guidance is making a difference.

Action 13: Specialist mental health services will meet young people's needs. The services will be equally available for children in care or close to going into care.

Who will do this? The NHS.

In 2020:

- Develop ideas of better ways for health and social care to pay for services.
- Set up some work about this through the *Together for Children and Young People* programme.

In 2021:

- Act on the CAMHS Network review of in-patient care.
- Carry out the suggestions for better ways for health and social services to pay for services.

Priority Actions 3

To improve crisis and out of hours support for children, working-age adults and older people.



Goal

- I will be able to get support when I am in distress.
- The people I meet will know how to support me.
- I will have access to services at any time.

We will take action to:

- Strengthen partnership working.

We will use the number of detentions under section 135 and 136 of the Mental Health Act, data from Stats Wales and data from Welsh Government's Mental Health Core Dataset. This will tell us if we are achieving our goals.

Action 1: Deliver the new National Crisis Care Concordat Action Plan.

Who will do this? Mental Health Crisis Care Concordat and Regional Mental Health Criminal Justice Groups. *These include health boards, police forces, local authorities, the Welsh Ambulance Service NHS Trust and the voluntary sector.*

In 2020: All partners agree to the local plans and report to the Concordat group.

From 2021 and 2022: Every six months, Welsh Government receives a report on how the plans are being put into practice.

Action 2: Complete a rapid urgent mental health review about how people are detained under the Mental Health Act and transported to hospital.

Who will do this? National Collaborative Commissioning Unit.

In 2020: Carry out the review and say what needs to change.

In 2020 and 2021: Make the changes recommended in the review.

Action 3: Fund Health Boards to provide 24/7 access to crisis services for people of all ages.

Who will do this? Welsh Government and health boards.

Ongoing: Health Boards use funding to deliver 24/7 support through their local plans.

Every six months: Health Boards report to Welsh Government on progress.

Action 4: Test new ideas for crisis services (such as street triage), identify what works and introduce those ideas across Wales.

Who will do this? Welsh Government and partners.

In 2020: Agree which ideas to try out and try the test projects.

From 2020 and 2021: Agree national actions. *These will be based on the review of access to services in a crisis. They will also be based on lessons from trying out the test projects.*

Priority Actions 4

To increase access to therapies such as talking treatments, online supports or group sessions.



Goal

- I can have the psychological therapies that are best for me and have been shown to work without waiting too long.
- I will be involved in making decisions about my care.

We will take action to:

- improve the quality and types of psychological therapies available, and improve access to these therapies.

We will review whether we are achieving our goals by using data from Stats Wales about the Mental Health (Wales) Measure.

Action 1: Continue to fund the Reading Well scheme, with books about common mental health conditions in libraries.

Who will do this? Welsh Government (Health and Social Services) and the Reading Agency.

In 2020:

- All libraries have books for adults about common mental health conditions.
- Launch a similar scheme for children and families.

From 2021:

Review whether having access to books in libraries helps people's mental and emotional health.

Action 2: Introduce a support structure for mental health Therapies in Wales. Use it to improve services and to support staff development.

Who will do this? Welsh Government (Health and Social Services) and National Psychological Therapies Management Committee.

In 2020:

- Introduce the support system.
- Develop a *Children and Young People Matrices* document.
- Assess how COVID-19 has changed how psychological therapies have been delivered.
- Use what has been learned to provide digital psychological therapies.

Ongoing:

- Publish information about what works for children and young people with mental health difficulties. Health Boards report on progress with new funding.
- Continue to update the adult Matrices Cymru document.
- Review whether Health Boards are meeting their targets for Local Primary Mental Health Support Services and specialist psychological therapies.
- Review how Health Boards are developing therapy services for everyone. *This includes people with physical or long-term health conditions.*

Action 3: Fund a service for all Health Boards to support people who experience traumatic stress. Services will be for people of all ages and will ensure those with particular needs are also able to access help.

Who will do this? Welsh Government (Health and Social Services) and Health Boards.

In 2021:

- Speed up the delivery of the traumatic stress improvement work.
- Use this work to improve the quality of services that include support for trauma.
- Produce an on-line guide for practitioners to help them support people who are affected by traumatic events.

In 2021 and 2022:

- Health Boards report on the traumatic stress improvement work.
- Pilot a 'train the trainer' programme for people in all sectors.

Action 4: Look at growing the *Health for Health Professionals Wales Service (which provides mental health support to staff)* to include NHS Dentists and paramedics.

Who will do this? Welsh Government (Health and Social Services) and partners.

In 2020: Make the service available to all NHS staff.

From 2021: Gather evidence to decide the best way to deliver the service in the future.

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Priority Actions 5

To improve mental health services for pregnant women and mothers with new-born babies.



Goal

- I will be able to get support if I struggle with my mental health during or after my pregnancy.
- If I need more specialist support, I will be able to get it close to my home and with my baby.

We will take action to:

- improve the quality of mental and emotional health services and access to services for pregnant women and mothers with new-born babies.

We will review whether we are achieving our goals by looking at Health Board returns to see if they meet the Royal College of Psychiatrists' quality standards.

Action 1: Set up a mother and baby unit in Wales.

Who will do this? Welsh Health Specialised Services Committee (WHSSC) and lead Health Board.

In 2020: Start building a mother and baby unit to Royal College of Psychiatrist standards.

In 2021: Open the mother and baby unit.

Action 2: Establish a perinatal mental health network. *Perinatal means pregnant women and mothers with new-born babies.* The network will help to improve services and collect information about how well services are working.

Who will do this? NHS Collaborative and Health Boards.

In 2020 and 2021:

- Set up the perinatal mental health network.
- To meet the standards set out by the All Wales Perinatal Mental Health Steering Group.
- Implement the Perinatal Mental Health Clinical Network delivery plan.
- Develop a training plan for perinatal mental health.
- Work more closely with voluntary organisations.
- Work to recognise the needs of fathers.

In 2021 and 2022: Meet the Royal College of Psychiatrists' quality standards.

Priority Actions 6

To improve the quality of mental health services through new ways of working. Our focus is also on better services for people with eating disorders, people involved with the criminal justice system, and people who also have substance misuse issues.



Goal

- The services that I need will keep getting better and will meet my individual needs.

We will take action to:

- make sure everyone can get the services they need (Actions 1-5).
- make support better for people with eating disorders (Action 6).
- make support better for people with mental health and substance misuse issues (Action 7).
- make early support better for people with psychosis (Action 8).
- make support better for people involved in the criminal justice system (Action 9).

We will use the number of admissions to hospital, number of detentions under the Mental Health Act and Welsh Government data to review

whether we are achieving our goals.

Action 1: Set goals for non-specialist mental health support.

Who will do this? Welsh Government (Health and Social Services), NHS Wales, Health Boards, GP Clusters and 111/Out of Hours.

In 2020: Plan what happens if someone phones 111/Out of Hours about a mental health crisis and the steps to take each time.

Each Health Board needs to work with the leaders of groups of GP surgeries to agree this.

In 2021 and 2022:

- Review whether the plans are working.
- Add new actions for GP and other non-specialist services.

Action 2: Review Care and Treatment Planning every year in Health Boards, checking whether they use a recovery approach and whether the NHS Delivery Unit's recommendations are being carried out.

Who will do this? Health Boards.

In 2020: Write a follow-up report on how care and treatment planning is going. *This will include the views of people using services. It will list areas for improvement.*

From 2021 and 2022: Every six months, Health Boards report on improvements to Welsh Government.

Action 3: Agree what mental and emotional health services should be like in the future. This includes agreeing a set of values. It means reviewing whether the way services are provided works. It also means learning from experience and producing guidance for Wales.

Who will do this? Welsh Government (Health and Social Services) and partners.

In 2020:

- Look at how services are set up.
- Research what works for providing care.
- Run workshops to make sure different services are doing the right things.

From 2021 and 2022:

- Look at how mental health systems work and people's experiences of using the systems.
- Use this information to develop guidance on what services should be like in the future.

Action 4: Carry out plans to improve Community Mental Health Teams (CMHTs). Base these plans on the review done by Care Inspectorate Wales and Healthcare Inspectorate Wales.

Who will do this? Health Boards.

From 2020 and 2021: Health Boards carry out follow up reviews and report on their progress.

Action 5: To review hospital services with extra safety measures, and to develop a plan for mental health in these settings.

Who will do this? National Collaborative Commissioning Unit and Health Boards.

In 2020: Review secure provision for patients.

In 2021: Write a strategy for secure provision for in-patients.

Action 6: Develop a new way of working for eating disorder services, using information from the review that made recommendations for change.

Who will do this? Welsh Government, working with service users, carers and Health Boards.

In 2020 and 2021: Create local improvement plans and begin to carry them out.

Action 7: Review how well we are delivering the plan for people who have both mental health and drug and alcohol misuse difficulties.

Who will do this? Welsh Government.

In 2020: Look closely at the personal journeys of people with mental health and substance misuse issues and how they receive support.

From 2021:

- Make sure that services work together for this group, including housing and homelessness services.
- Make sure that mental health services and substance misuse services work together better.

Ongoing: Review whether money provided to Area Planning Boards to improve services is making a difference.

Action 8: Develop and use best practice to deliver services for people who have new experiences of the mental health condition psychosis (problems understanding what is real).

Who will do this? Early Intervention in Psychosis National Steering Group and Community of Practice, and Royal College of Psychiatrists.

In 2020: Review services. Carry out a plan to make services better for the patients.

In 2021: Repeat our review to see if things have got better.

Action 9: Better mental health, well-being and learning disability services in all prisons and for young people and women with experience of the justice system.

Who will do this? Welsh Government, working with health boards, Public Health Wales and Her Majesty's Prison and Probation Service.

In 2020:

- Set up a Prison Health and Social Care Group.
- Work on the four priorities in the Partnership Agreement for Prison Health.
- Write standards for mental health services in prisons.
- Take action on the recommendations by the Health, Social Care and Sport Committee of the Welsh Assembly.

From 2021:

- Work to meet the standards for mental health services in prisons.
- Report on how well we do.

Ongoing: Every six months, review the difference extra funding for healthcare services in prisons has made. *The review will concentrate on the effect on people with mental health and substance misuse issues.*

Welsh Government

Review of the Mental Health Delivery Plan in Response to COVID-19.

Everyday English version November 2021

The full version can be downloaded from <https://gov.wales/mental-health-delivery-plan-2019-to-2022>