

Freedom of Information Act 2000 - Request Reference FoI/23/531

Mental Health Care and Services

Information Requested:

Mental health service contacts

1. Contacts by consultation medium for adults

- a. Please provide the total number of contacts you have had with adults accessing help for their mental health, in the community and in A &E, broken down by the consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for adults"

2. Contacts by consultation medium for children (under 18)

- a. Please provide the total number of contacts you have had with children accessing help for their mental health in the community and in A &E broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "contacts by medium for children".

3. IAPT contacts by consultation medium for adults

- a. Please provide the number of contacts you have had with adults accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for adults".

4. IAPT contacts by consultation medium for children (under 18)

- a. Please provide the number of contacts you have had with children (aged under 18) accessing Improving Access to Psychological Therapies (IAPT) services broken down by consultation medium. Please provide a monthly breakdown between November 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "IAPT by medium for children".

5. Depot Injections given between Jan 2020 and June 2022

- a. Please provide the number of depot injections given to patients broken down by location. Please provide a monthly breakdown between March 2020 and June 2022. Kindly complete the spreadsheet attached, on the tab called "Depot injections given".

6. Alternative arrangements

- a. If a patient could not access a remote appointment, what was the Board's offer to access care?
- b. If home visits or depot clinic were withdrawn for people needing depot injections, what were the alternative arrangements?

Management of Covid in Psychiatric Wards between March 2020 and June 2022

- c. Did you shut any services in whole or in part or stop taking patients into a service or on a waiting list during lockdown. If yes, could you explain the reason that decision was taken.

7. Visits to wards

- a. Did you change your policy to restrict visits from friends and family to patients on the wards during this time (Between March 2020 and June 2022)?
- b. Did any policies or rules for visits vary for different age groups and groups of patients?
- c. If visits were restricted, did you put on additional methods for patients to keep in touch with friends and family such as extra phones for the wards or setting up video calls?
- d. If yes, what date(s) did you provide extra facilities?

8. Access to outdoors

- a. Did you have any policies on access to outdoors/ fresh air for patients?
- b. Did these policies change during lock down, and if so please specify dates that any fresh air policies changed.

9. S17 Leave

- a. Did you have any updated policies and procedures on s17 leave during this time? For example, was s17 leave routinely cancelled?

Response Details:

In response to question 1:

- a. In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the Fees Regulations for this amount of work (18 hours) is £450 for the UHB. The Fees Regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

In response to question 2:

- a. Please see the response to question 1a.

In response to question 3:

- a. The UHB does not hold this information. Following our duty to advise and assist, per section 16 of the Freedom of Information Act 2000, the UHB can inform you that there are no IAPT services in Wales.

In response to question 4:

- a. Please see the response to question 3a.

In response to question 5:

- a. The UHB does not hold this information.

In response to question 6:

- a. Please see the attached PDF document titled 'Leaflet for service users in mental health'.
- b. Not applicable because the UHB did not withdraw depot administration.

The UHB can inform you that where a patient was isolated or had confirmed COVID-19, the guidance stated that staff would attend to administer the depot at a patient's home using full personal protective equipment in line with the UHB's infection policy.

- c. Psychiatric wards were not shut during this time. However, the Pine Addictions Ward was temporarily closed to allow for 'red zones'.

In response to question 7:

- a. Policy changes on the Psychiatric wards were no broader than the general UHB policies. The wards did also ensure that there were proper cleaning schedules between visits. At times of COVID-19 outbreaks, visits were stopped and national guidance was followed to ensure the safety of patients, staff and visitors.

As per the duty to advise and assist imposed by section 16 of the Act, you may find the following links of use: [Public Health Wales: Infection Prevention and Control Policy](#) and [Welsh Government: Advice on Respiratory Viruses Including COVID-19](#).

For more information on policy in Wales, please refer to the following link: [Public Health Wales: Freedom of Information](#).

- b. For older patients, and due to the environment, 'visiting pods' were established to allow relatives to visit even during periods when COVID-19 infection levels were high. These pods consisted of rooms where separate access points were set up with a plexiglass shield separating the visitors and the patient.
- c. Given the suspension of usual ward visiting practices across the Health Board as a result of COVID-19, the Patient Experience Team recognised that it was highly important to consider the ability of patients to visit, or otherwise interact with, their friends and family whilst receiving care within a hospital ward setting. This was especially important given the reality that patients may be inside a ward setting for a protracted amount of time and may be, in some way or another, isolated or excluded.

The 'Virtual Visiting' project was created by the Patient Experience Team which was supported by Welsh Government through a successful bid for 280 Lenovo computer tablets. A further stock of 138 tablets was charitably provided.

It was agreed by Cardiff University School of Medicine and the School of Nursing that some of their current students would undertake a placement as 'Patient Experience Support Workers' (PESW). Tablets were allocated to all wards across the Health Board including Mental Health Services with a comprehensive pack giving instruction on how to use and facilitate calls. The role of the PESW was to work directly on allocated wards and facilitate 'Virtual Visiting' sessions using Zoom on the computer tablets provided.

Following the lifting of restrictions these tablets remained on the wards for staff to use for virtual visiting if required for other reasons than during the restricted periods during the COVID-19 pandemic.

- d. The roll-out of the Virtual Visiting project began in April 2020 and the visiting pods were first installed in December 2020.

In response to question 8:

- a. The UHB did not have any such policies.
- b. Not applicable.

In response to question 9:

- a. The section 17 policy was not updated.