

Shaping Our Future Wellbeing

Draft model for Mental Health care

Prevention: by 2025....

- People living in Cardiff and the Vale of Glamorgan will be supported to take opportunities that improve their own health and wellbeing.
- We will have effective methods of identifying those at risk of developing mental health conditions and we will actively manage that risk, working to reduce health inequities.
- There will be clear programmes and policies to ensure the mental health of our population. This will begin in the early years, through school and into adult life, in a manner best suited to the needs of each community. Those at greatest risk will be identified early and offered appropriate psychological and/or medical interventions.
- We will have effective methods for ensuring early detection of mental health conditions. These will be focussed in the areas of greatest need but will be accessible by our whole population.
- Community based resources will provide self help information and support to people with early symptoms of mental health disorders, in order to prevent progression to more significant conditions.
- We will work to remove the stigma of mental health conditions within both the Health Board and the population it serves.
- All health professionals will take an active 'Making Every Contact Count' approach to the prevention and early recognition of mental health conditions.

- The Health Board will support employees to adopt healthy lifestyles both in and outside of work, encouraging a positive work/life balance.

Planned Care: by 2025...

- Anyone with a symptom suggestive of a mental health condition will be able to access a health care professional without delay. Following contact with a suitable clinician, emergency referrals will be seen by a mental health specialist within 4 hours of referral.
- Anyone who is diagnosed with a mental health condition will receive clinical, psychological and social support at all points in their care to enable their best possible health and wellbeing. Available services will be clearly signposted and will include services and support offered by our Partners in the community.
- Anyone with a mental health condition will be considered an active health care partner who is central to the planning and delivery of their own care.
- Anyone with a mental health condition will be supported to monitor and self manage their condition to a level agreed in partnership with their health care professional, resulting in an individualised care plan, which will be available 24 hours a day, to support their care.
- Anyone with a mental health condition will have holistic care delivered by a multidisciplinary team. This care will be evidence based and delivered according to current national standards, offering the best chance of cure/long term remission whilst causing the least possible harm.
- Care for a person with a mental health condition will be equally accessible and accommodating to all, and suited to an individual's cultural and/or social needs.

- Everyone receiving mental health care will be fully informed of the potential complications of their condition and its treatment, and will be empowered to access advice, support and assessment 24 hours a day.
- Everyone with a mental health condition will receive coordinated care delivered in a place where that person feels safe. This will be predominantly in the community.
- Anyone with a mental health condition who needs urgent assessment will be referred, 24 hours a day, to a specially trained health care professional.
- Anyone who has a mental health condition alongside other health or social problems will receive co-ordinated care between mental health and other health and social care services.
- Young people transferring from children's to adult mental health services will have a transition that is purposeful, planned and supported.
- A carer for someone with a mental health condition will be considered a healthcare partner who is vital to the planning and delivery of care. They will be empowered to access advice 24 hours a day. Their needs will be acknowledged and respite care offered accordingly.
- Anyone who has experienced mental health services in Cardiff and Vale UHB will be encouraged to offer feedback about their experiences and to contribute to the development of future services.

Unplanned Care: by 2025...

- Anyone with either a new onset or established mental health condition will have access to a specialist service providing 24 hour triage and assessment of emergency mental health problems.

Following triage, an assessment will take place within 4 hours for emergency cases, 48 hours for urgent cases and 4 weeks for routine referrals.

- There will be 24 hour access to mental health advice for anyone who has a mental health condition, their carer, or a health care professional with concern.
- If accessing emergency health services, anyone with a known mental health condition will be immediately co-managed by a team with specialist knowledge of mental health conditions.
- When accessing emergency health services, anyone whose initial investigations are suggestive of a mental health condition, will have immediate access to a mental health assessment service.
- Anyone with a known mental health condition who presents to emergency health services will be diverted, if safe and effective to do so, into mental health services.

End of Life Care: by 2025...

- Anyone who has a mental health condition whose life expectancy is less than 6 months will be supported to develop an Advance Care plan. Developed in partnership with the mental health services this plan may evolve over time, but will always have the needs/desires of the patient and their carer at its core.
- An Advance Care plan of anyone with a mental health condition will be acknowledged and respected.
- Anyone with a mental health condition will have a dignified end to life, in a location of their choosing, with all treatment decisions focussed on the individual's goals/aspirations.
- End of life symptoms will be managed at home, if so desired, by appropriately trained health care professionals.