



(Agenda Item 3.1)	(27 November 2025)	(Name of Meeting)	(Public Board)
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Report Details:	
FOI Status:	Open (Public)
If closed please indicate reason:	
Prepared By:	Becky Gammon – Deputy Director of Nursing
Presented By:	Becky Gammon – Deputy Director of Nursing
Approving Executive Sponsor:	Richard Hughes – Executive Director of Nursing and Midwifery
Report Purpose	For Noting
Engagement undertaken to date:	Patients and Relatives directly Care Groups Discussion Board presentations previously

Impact Assessment:	
Indicate the Quality / Safety / Patient Experience Implications:	Shared learning
Related Health and Care Standard	e.g. Governance, Leadership & Accountability
Equality and Welsh Language <i>Have you undertaken an Equality and Welsh Language Impact Assessment Screening?</i>	Yes (include date) No (Explain why)
Are there any Legal Implications /Impact.	No
Are there any resource (capital/Revenue/Workforce Implications / Impact?	No If Yes please include brief detail.
Link to Strategic Goals	Improving Care



Kiera's Story – CAMHS/Mental Health Services

You Said

Directorate and Care Group to consider the service branding and communication strategy by the end of 2025.

Directorate to review its clinical letters and communication with our young people and their families, in particular, service delivery by CAMHS.

Collaboratively develop clear information leaflets for patients and families on what services are delivered by which speciality, by April 2025.

The Care group will attend Corporate Parenting Boards and Complex Care Panels with Local Authority and 3rd sector partners.

Audit all area notice boards to ensure information is available to signpost how to raise a concern

We Did

Completed - letters reviewed and amended, signposting information has been included, with an explanation where the referral has not been accepted.

On track for completion on December 25. including details of which services may sit with other care groups, for example, where Neuro Development assessment sits in paediatric services, not Mental Health.

Positive feedback was received following the clinical Director for Mental Health services attending a community engagement (October 2025) with Llais and The Behaviour Support Hub to speak with families about CAMHS services.

This is now embedded into practice, and the Care group attends all 3 Local Authority Corporate Parenting Boards. Attendance at meetings is to be monitored as part of the Corporate Parenting process across all 3 Local Authorities.

Completed. This contains contact information for Cwm Taf Morgannwg Concerns, Health Inspectorate Wales and Llais.

Hot Clinic – Ward 6 Phyllis & Darren Williams

You Said

Limited information on the availability of support services as a day patient rather than an inpatient to support.

Difficulty to access for advice and support

We Did

New service model in place to support assessment, treatment and, where possible, avoid admission across all acute sites.

Hot Clinics are available for patients as an outpatient rather than attending Emergency departments to support with interventions such as bloods or scans

Direct telephone numbers given to patients to support access to district nurses or alternative support as required.

Maternity Dedicated Telephone Line

You Said

Implementation of a dedicated phone line from the Welsh ambulance service to maternity units to allow timely communication between Paramedics and Midwives.

Difficulty in coordination of multiple points of contact across several departments.

Review of training and outcome measure.

We Did

A dedicated phone line has been installed as a single point of contact. This supports effective communication and advice in relation to protocols and procedures, enhancing the quality and timeliness of communication in emergencies.

Implementation and communication of streamlined agreed Protocols and pathways to ensure clear and consistent processes are followed.

Practical Obstetric Multi-Professional Training is now embedded across Wales - Midwives, Maternity Care Assistants and Paramedics train together. Delivered in partnership by paramedics and midwives in the community as a learning setting.

Reduction in Birth Related Incidents WAST (Welsh Ambulance Service Trust) & CTM. WAST has seen a consistent reduction in maternity-related incidence since August 2024 with CTM UHB to date.

Transition of Care from Paediatrics to Adult Services

You Said

Support with the challenges facing children who are transitioning from children to adult services.

We Did

Implementation of a Health Board Oversight Board to review transition services and coordinate improvements, which includes secondary services leads.

CTM representatives in all National Initiatives and strategies.

Pilot of the online referral form.

Embed coproduction in Transition – ensuring young people’s voices shape service change.

Evaluate and monitor services in line with Welsh Government recommendations.

ongoing work with CAMHS to develop a standard Operating Procedure to address service movement and transition to adult services.

Looked-after children currently undertake annual assessments for their health needs; the final assessment before transition into adult services identifies the services required in adulthood.

Kindness & Compassion – Alan’s Experience

You Said

Supporting carers and relatives to spend time and provide support to deliver care to their relatives while in hospital.

Focus on professional standards and Civility and respect.

Increased access to mentoring and reflective practice.

Increase awareness of Multi-Faith Chaplaincy service – offering compassionate companions for patients and relatives at any time, especially at the end of life or bereavement support.

Working in partnership with the CTMUHB Palliative and End of Life Strategic Implementation Group and National Palliative and End of life Care program (PEOLC).

We Did

Review of visiting times to extend to longer hours and working with the Carers Lead to embed principles of John’s campaign and use of a carer’s passport. Awaiting formal approval.

Professional standards training underway for all nursing staff, including Health Care Support Work (HCSW), reiterating professionalism, values and Code of Conduct.

Review of opportunities to support through mentoring and preceptorship across the HB is being undertaken.

Extended chaplain recruitment to include the Islamic faith. 24/7 access to chaplaincy for patients/relatives or staff.

The People’s Experience team are working with staff across the acute sites to produce an inpatient information leaflet that provides an overview of support available for patients and families.

PEOLC workshop took place on 2nd October 2025, further workshops are planned.



Specific Matters for Consideration:

Note the learning and improvements made following the patient and service user feedback

Note the importance of the patient and relatives' first-hand experience for ongoing learning and service improvement

Key Risks / Matters for Escalation:



Recommendation

*Continue to imbed a sustainable and useable tool kit to support peoples experience feedback
Encourage feedback through multiple platforms to hear patient and relatives experience*

Next Steps

- Acknowledge the improvements made following the patients' stories*