



GIG  
CYMRU  
NHS  
WALES

Bwrdd Iechyd Prifysgol  
Cwm Taf Morgannwg  
University Health Board

# MENTAL HEALTH PERFORMANCE & QUALITY SCORECARD

Published – March 2023  
Data Upto – February 2023



**WE LISTEN,  
LEARN AND  
IMPROVE**



**WE TREAT  
EVERYONE  
WITH RESPECT**

**WE ALL WORK  
TOGETHER  
AS ONE TEAM**



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## Summary View / Heat Map (where applicable)

Indicator	Target	CTM		ILG's					
		Current	Previous	RTE		MC		Bridgend	
				Current	Previous	Current	Previous	Current	Previous
		Feb-23	Jan-22	Feb-23	Jan-22	Feb-23	Jan-22	Feb-23	Jan-22
MHM Part 1 (A) Assessments	80%	88%	84%	92%	88%	97%	94%	56%	51%
MHM Part 1 (B) Interventions	80%	92%	89%	89%	86%	95%	91%	100%	100%
MHM Part 2 (CTP)	90%	88%	88%	82%	83%	90%	90%	93%	93%
MHM Part 3	100%	No Activity	100%	No Activity	100%	No Activity	No Activity	No Activity	No Activity
MHM CAMHS Part 1 (A) Assessments	80%	30%	16%						
MHM CAMHS Part 1 (B) Interventions	80%	36%	14%						
MHM CAMHS Part 2 (CTP)	90%	85%	86%						
Psychological Therapies	80% seen within 26 weeks (total of people waiting)	47% (872)	48% (873)	22% (414)	21% (413)	51% (192)	54% (204)	85% (266)	87% (256)
Crisis Gatekeeping	95%	85%	93%	90%	97%	80%	88%	83%	92%
DGH Liaison Response Times	100%	97%	85%	95%	85%	95%	81%	100%	100%
Memory Assessment Services – <b>Assessment</b>	Reduction in patients waiting Over <b>28 Days</b> (total of people waiting)	72% (336)	62% (318)	78% (190)	57% (172)	71% (132)	74% (131)	0% (14)	13% (15)
Memory Assessment Services – <b>Diagnosis</b>	Ruduction in Patients waiting over 12 Weeks (total people waiting)	65 (284)	72% (274)	87% (104)	52% (105)	63% (131)	69% (132)	42% (90)	93% (104)
Out Patient Clinics and Follow Up's Not Booked (FUNB)	<b>New</b> Patients waiting 26 weeks and over (total of people waiting)	9% (720)	11% (908)	10% (440)	13% (403)	15% (27)	13% (207)	7% (253)	8% (298)
	<b>Follow-Up</b> Reduction in time taken for follow up (total of people waiting)	42% (1033)	43% (1115)	48% (15)	55% (22)	Reviewing Data with Angaharrad Donovan	79% (57)	42% (1018)	41% (1036)
Medical Appraisals	100%	46%	47%	43%	43%	0%	10%	77%	77%
Consultant Vacancies		13	13	5	5	3	3	5	5
CHC	12 Month Reduction Trend in packages	470	470	158	158	163	163	149	149

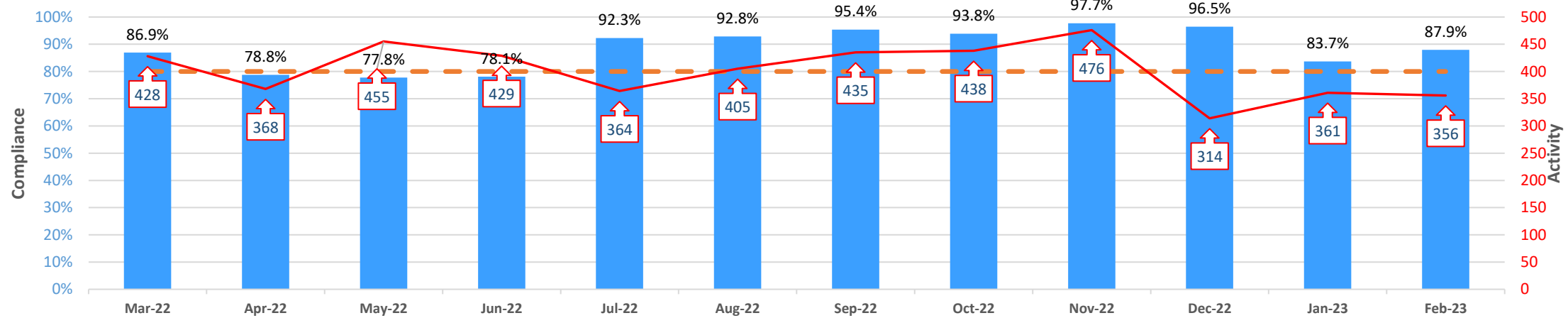
Indicator	Target	CTM		ILG's					
		Current Feb-23	Previous Jan-22	RTE		MC		Bridgend	
				Current Feb-23	Previous Jan-22	Current Feb-23	Previous Jan-22	Current Feb-23	Previous Jan-22
PDR	90%	73%	69%						
Core Skills	85%	65%	64%						
Benchmarking Bed Occupancy	2021/22 Benchmarking Mean: 90.5%	83%	85%	98%	95%	62%	63%	83%	85%
Benchmarking Number Admissions & Discharges		86 Admissions 77 Discharges	83 Admissions 80 Discharges	54 Admissions 53 Discharges	58 Admissions 50 Discharges	4 Admissions 6 Discharges	7 Admissions 7 Discharges	26 Admissions 18 Discharges	18 Admissions 22 Discharges
Hosted Services 1 - IAS (Hosted by Merthyr / Cynon)		45 Referrals	43 Referrals	29 Referrals (27 Previous Month)				20 Referrals	16 Referrals
Hosted Services 2 – EIP (Hosted by Merthyr / Cynon)		2 Referrals	5 Referrals	2 Referrals	2 Referrals	2 Referrals	2 Referrals	N/A	N/A
Hosted Services 3 - Eating Disorders (Hosted by Bridgend)		7 Referrals	17 Referrals	7 Referrals					
Hosted Services 4 – Perinatal (Hosted by Bridgend)		54 Referrals	53 Referrals	54 Referrals					
Hosted Services 5 – Veterans (Hosted by Bridgend)		9 Referrals	7 Referrals	9 Referrals					
Indicator 30: DTOC			10		5		5	N/A	N/A
Colour	Indicator with % Target			Indicator with No % Target (MAS & Outpatients)					
Green	In Target			Within 10% of Target					
Amber	Within 10% of target			Within 10%-20% of Target					
Red	Out of Target by over 10%			Over 20% of Target					

# MHM Part 1 (A): The % of Mental Health Assessments undertaken within 28 days from the date of receipt of referral

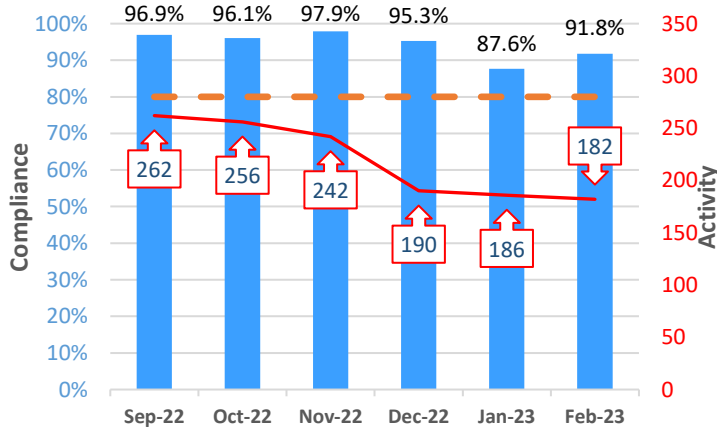
Latest Reporting Period: February 2023

CTM: 88%

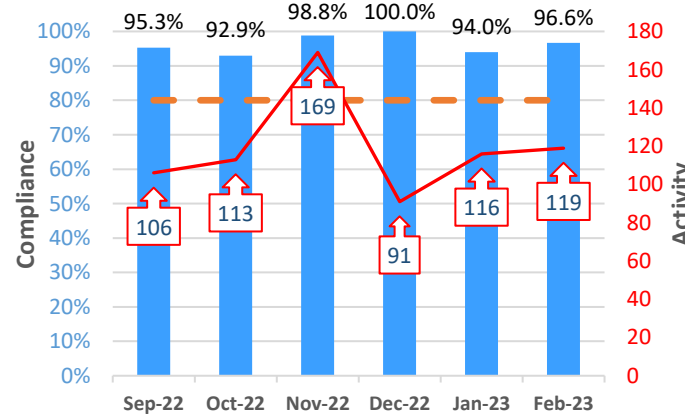
Target: 80%



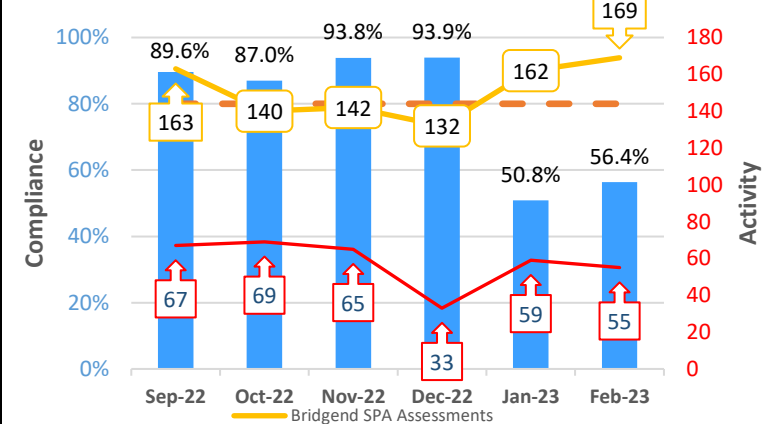
## Rhondda / Taff – 92%



## Merthyr / Cynon – 97%



## Bridgend – 56%



## Narrative

Achievement against the performance target is above 80%, sickness and vacancies continue to impact on the availability of appointments within 28 days target but all available capacity is being utilised across both Teams.

Increase in compliance in January but compliance still remains above the 80% target

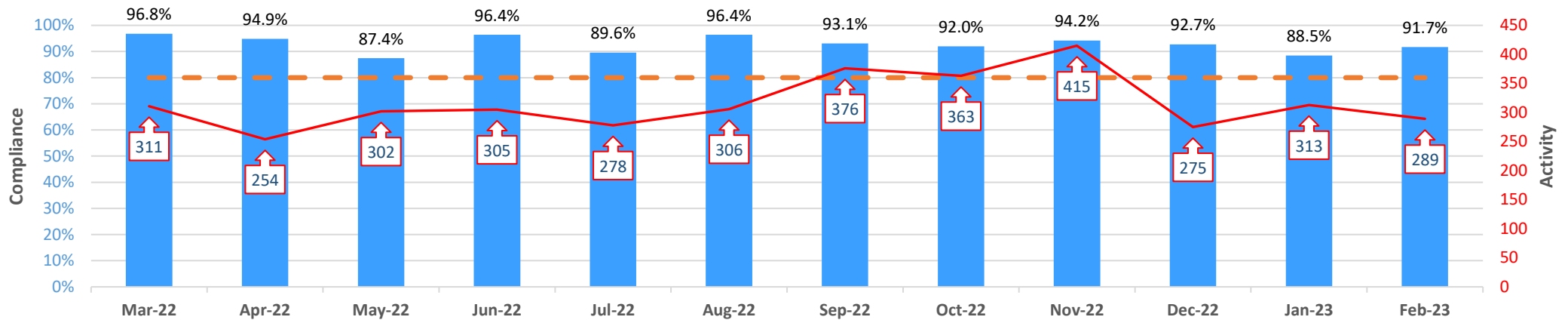
SPOA is a dedicated service that allows open access to the public for referrals 24/7 with dedicated triage telephone line support 9-5 Mon – Friday outside these hours the assessment team will pick up the calls. Our Liaison figures show the amount of mental health assessments carried out on inpatients who are admitted to hospital wards within Princes of Wales Hospital.

# MHM Part 1 (B): The % of Therapeutic Interventions started within 28 days following an assessment by LPMHSS

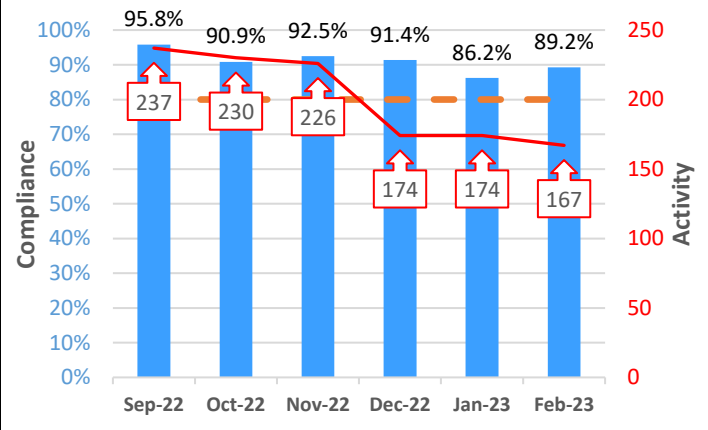
Latest Reporting Period: February 2023

CTM: 92%

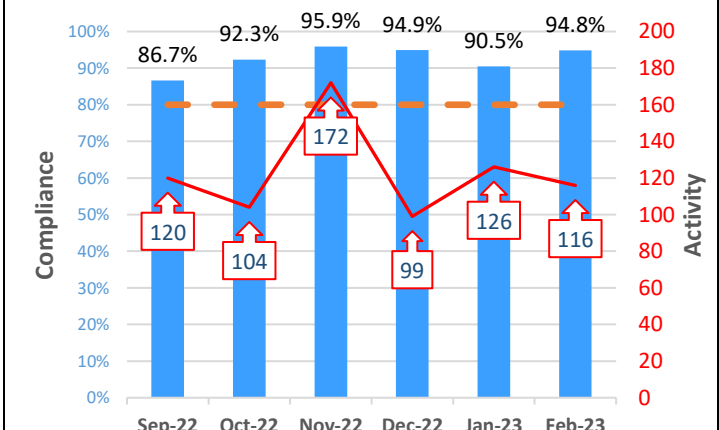
Target: 80%



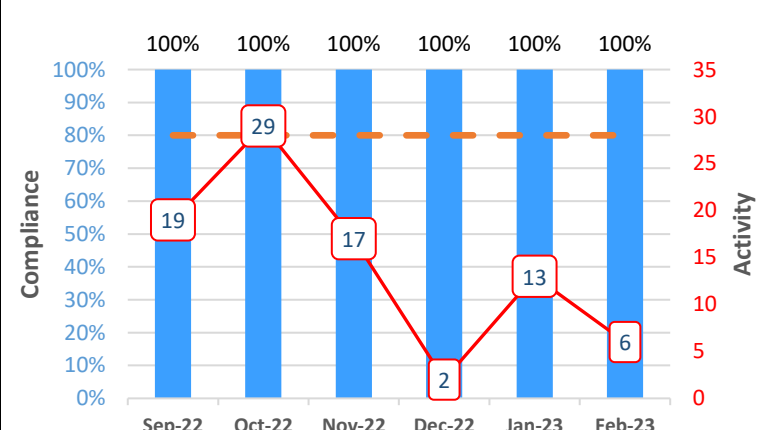
Rhondda / Taff – 89%



Merthyr / Cynon – 95%



Bridgend – 100%



## Narrative

Achievement against the performance target is above 80%, sickness and vacancies continue to impact on the availability of appointments within 28 days target but all available capacity is being utilised across both Teams.

A slight Increase also in intervention compliance but again still remaining above the 80% target.

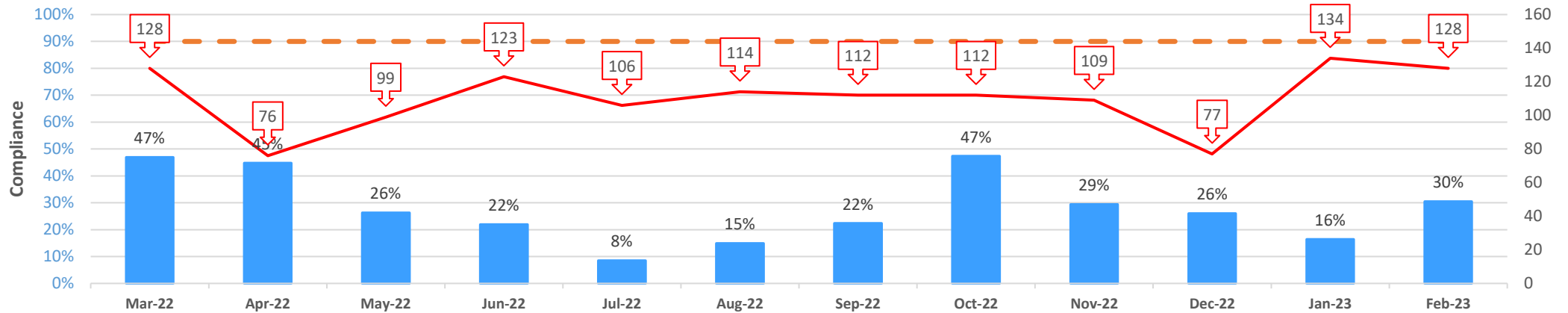
Bridgend LPMHSS undertakes a very small number of part 1 interventions.  
The main intervention/treatment continues to be 1:1 and group high intensity therapies. The great majority of psychological interventions delivered by LPMHSS are classified as being of high intensity as described by the Welsh Psychological Therapy Matrix.

# CAMHS - MHM Part 1 (A): The % of Mental Health Assessments undertaken within 28 days from the date of receipt of referral

Latest Reporting Period: February 2023

CTM: 30%

Target: 80%

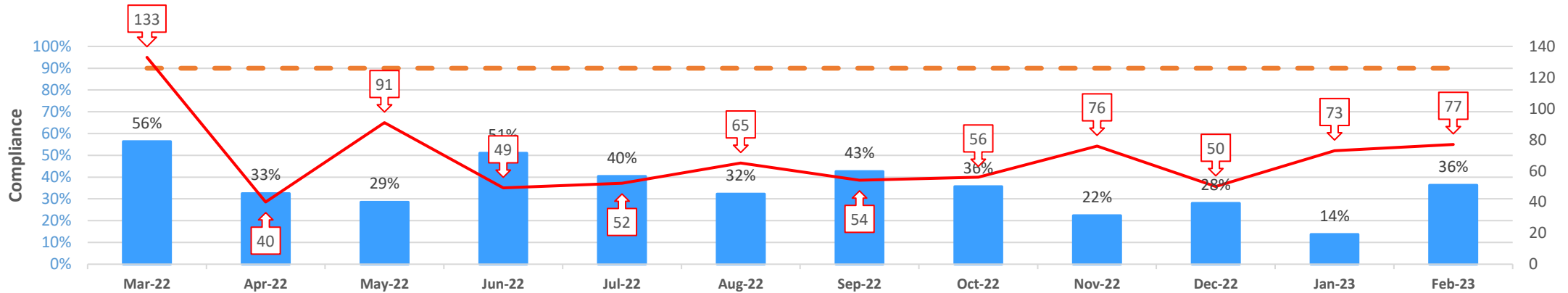


# CAMHS - MHM Part 1 (B): The % of Therapeutic Interventions started within 28 days following an assessment by LPMHSS

Latest Reporting Period: February 2023

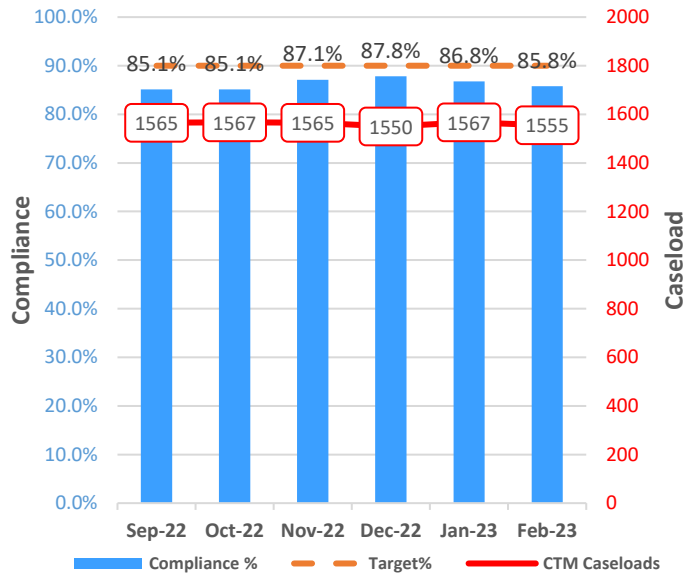
CTM: 36%

Target: 80%



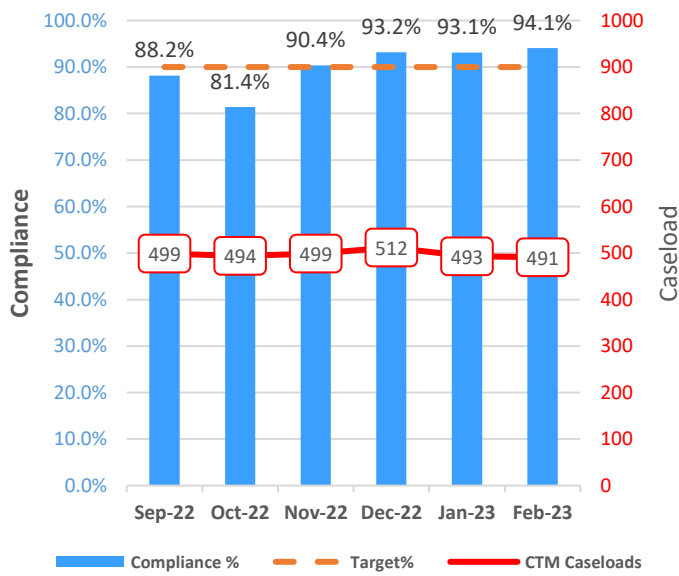
**Latest Reporting Period: February 2023**

**CTM Adult Compliance – 86%**

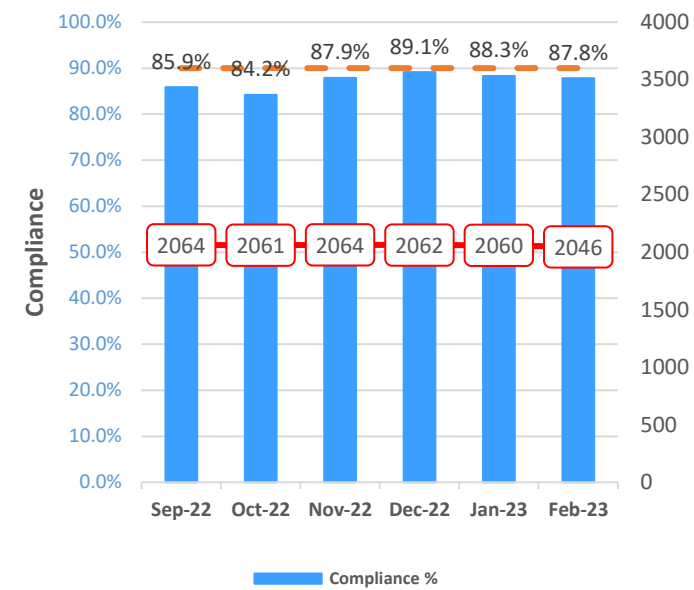


**Target: 90%**

**CTM Older Adult Compliance – 94%**



**CTM Overall Compliance – 88%**



**Adult**

**Older Adult**

RTE	Merthyr / Cynon	Bridgend
Medics 60% (42)	Medics 31% (42)	South CMHT 89% (236)
Social Worker 79% (283)	Psychology 67% (3)	North CMHT 97% (131)
CPN 84% (257)	Occupational Therapist 100% (9)	
Forensic 96% (24)	Social Worker 91% (241)	
Occupational Therapist 86% (7)	CPN 89% (184)	
Psychologist 75% (4)	EIPS 100% (24)	
Wards 80% (10)	AOT 100% (55)	

RTE	Merthyr / Cynon	Bridgend
Medic 68% (25)	Social Worker 95% (125)	Community Nurses 100% (41)
Social Worker 96% (24)	CPN 94% (112)	Social Workers 96% (79)
CPN 97% (74)	Ward 7 100% (4)	
Psychology 100% (1)		
Wards 83% (6)		

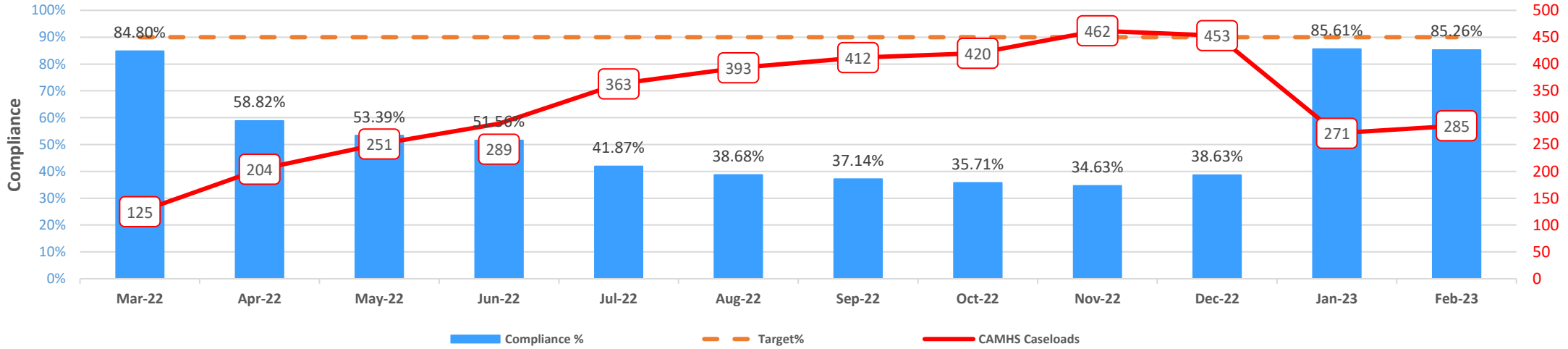
# CAMHS - MHM Part 2: The % of Health Board residents in receipt of secondary Mental Health Services (Adult & Older Adult) who have a valid care & treatment plan (CTP)

Latest Reporting Period: February 2023

Target: 90%

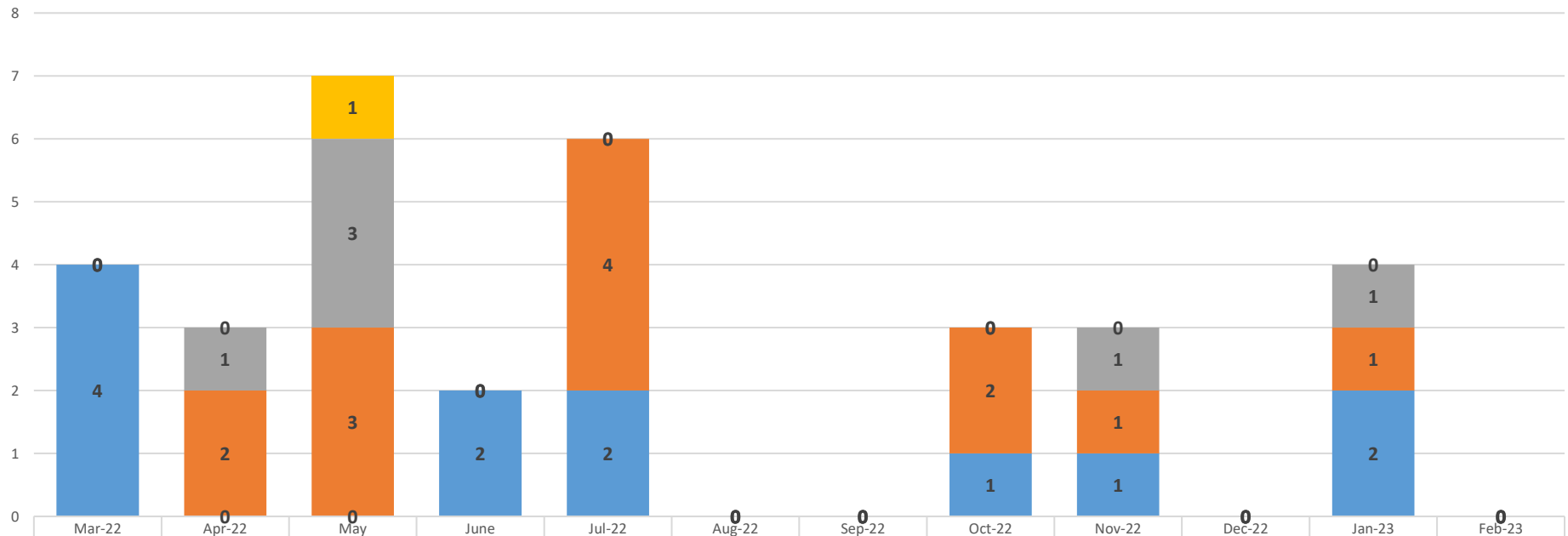
CTM CAMHS Compliance – 85%

### CAMHS Part 2



# Part 3: All health board residents who have been assessed under Part 3 of the mental health measure to be sent a copy of their outcome assessment report up to and including 10 working days after the assessment

Latest Reporting Period: February 2023 CTM: 100% Target: 100%



	Mar-22	Apr-22	May	June	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23
■ Accepted into Service	0	0	1	0	0	0	0	0	0	0	0	0
■ Summary Report within 10 Days	0	1	3	0	0	0	0	0	1	0	1	0
■ No. Assessed	0	2	3	0	4	0	0	2	1	0	1	0
■ Req. Assessment	4	0	0	2	2	0	0	1	1	0	2	0

## Rhondda & Taf Ely –100%

Part 3	Request for Ass.	No. Assessed	Summary Report within 10 days	Summary Report after 10 days	Accepted into service
Adult	0	0	0	0	0
Older	0	0	0	0	0

## Merthyr / Cynon – N/A

Part 3	Request for Ass.	No. Assessed	Summary Report within 10 days	Summary Report after 10 days	Accepted into service
Adult	0	0	0	0	0
Older	0	0	0	0	0

## Bridgend – N/A

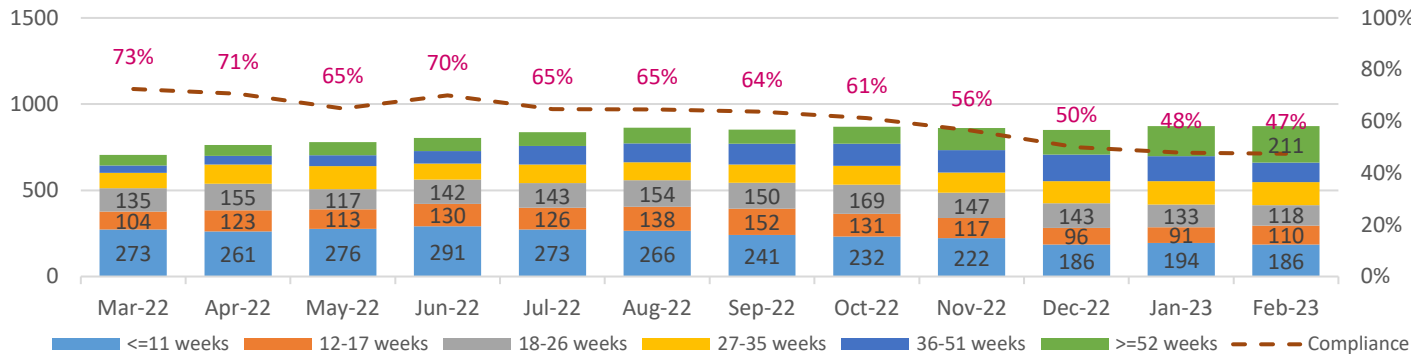
Part 3	Request for Ass.	No. Assessed	Summary Report within 10 days	Summary Report after 10 days	Accepted into service
Adult	0	0	0	0	0
Older	0	0	0	0	0

**Latest Reporting Period: February 2023**

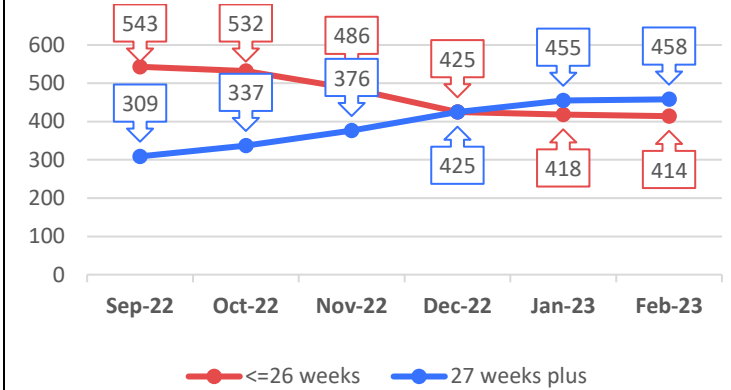
**CTM - 872 Waiting for Therapy**

**Target: 80% Waiting Less than 26 Weeks**

Waiting Times



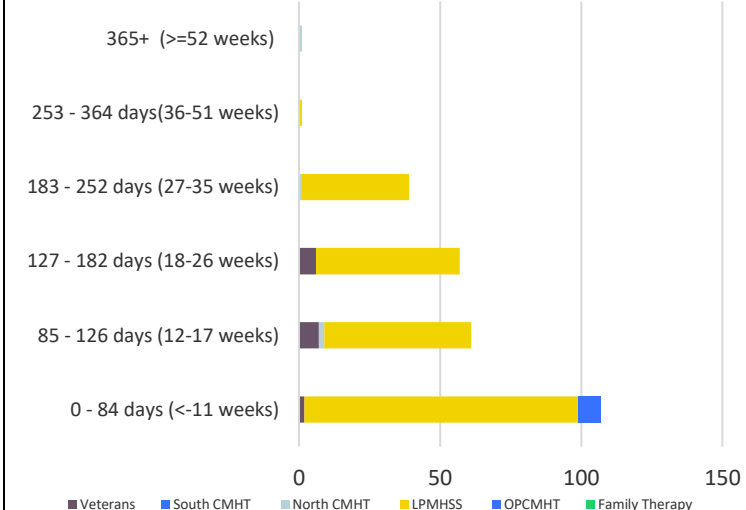
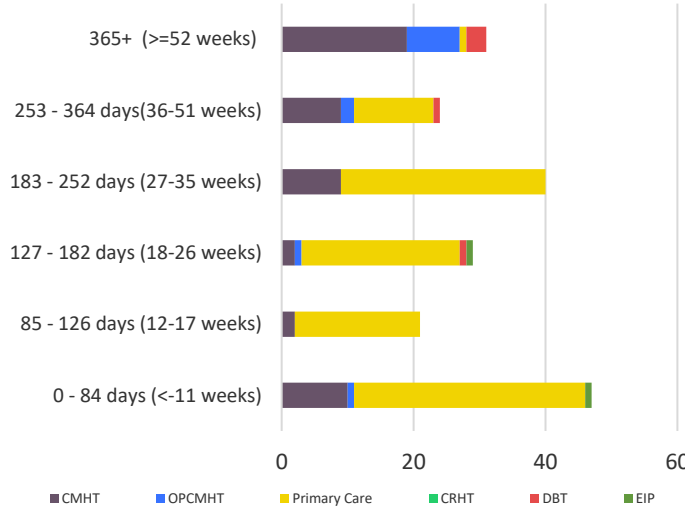
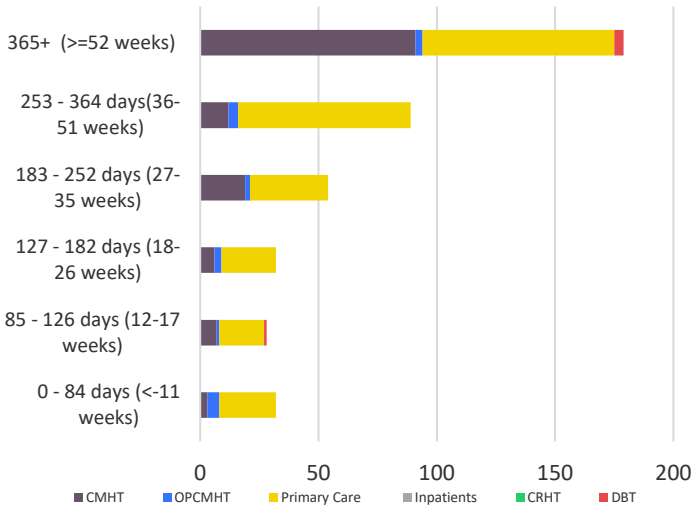
26 Week Target



**Rhondda & Taf Ely**  
414 Waiting

**Merthyr / Cynon**  
192 Waiting

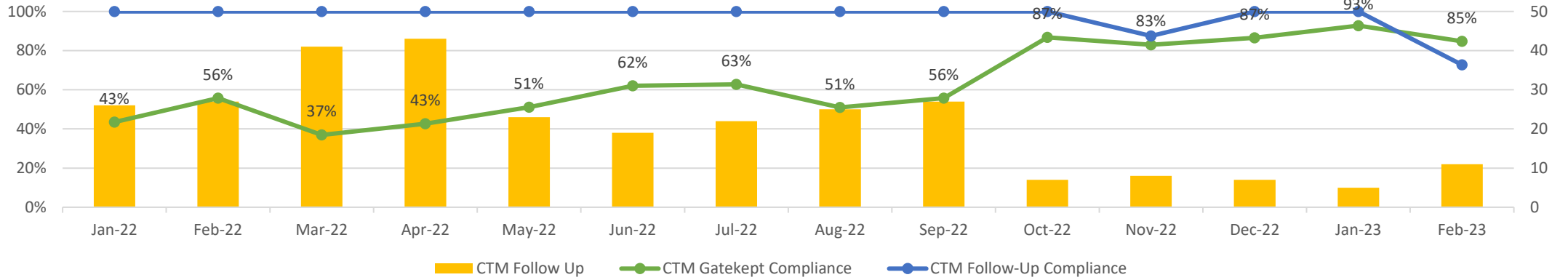
**Bridgend**  
266 Waiting



**Latest Reporting Period: February 2023**

**CTM**

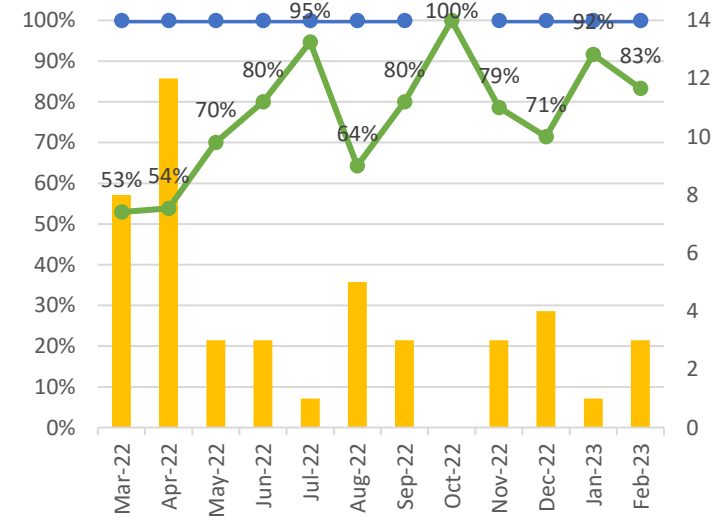
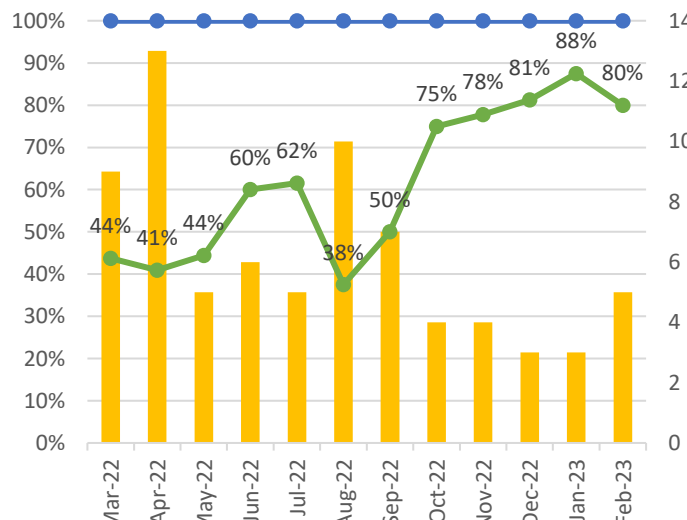
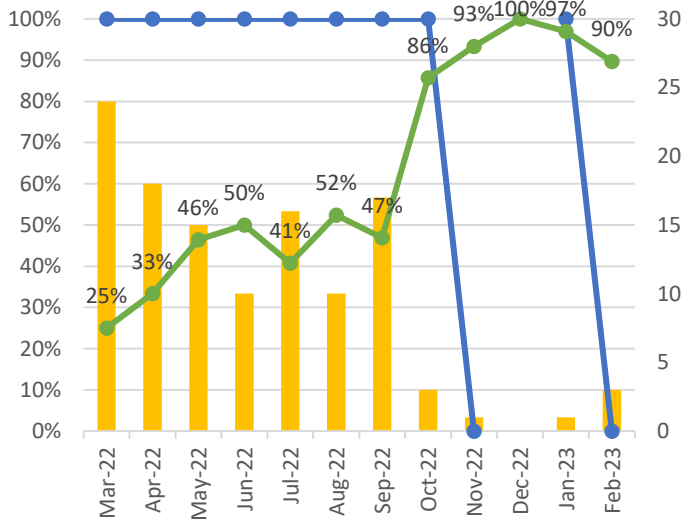
**Target:**



**Rhondda & Taf Ely**

**Merthyr / Cynon**

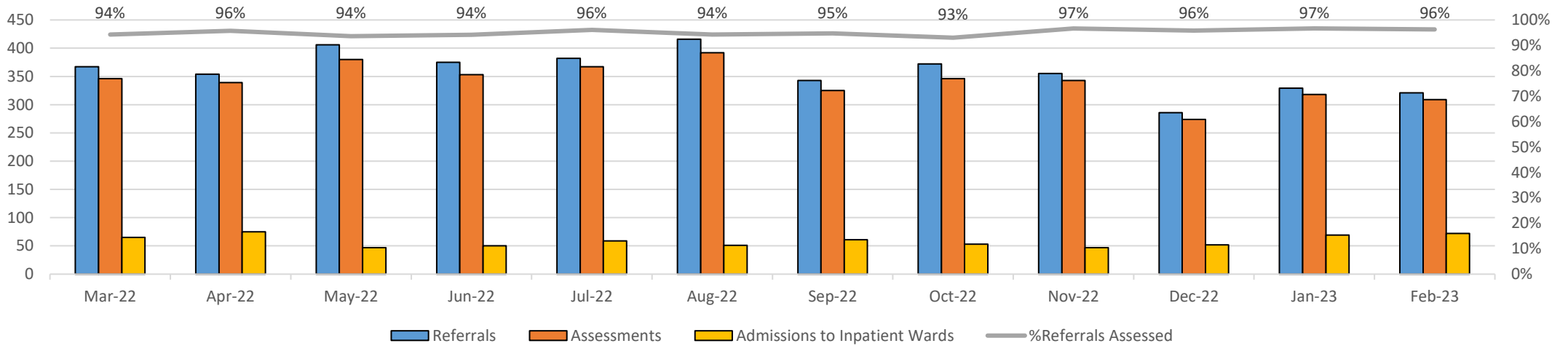
**Bridgend**



Latest Reporting Period: February 2023

CTM

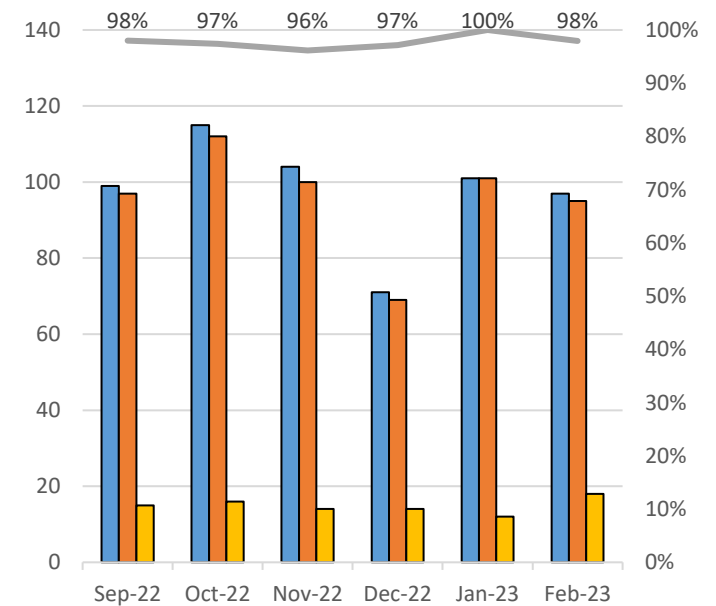
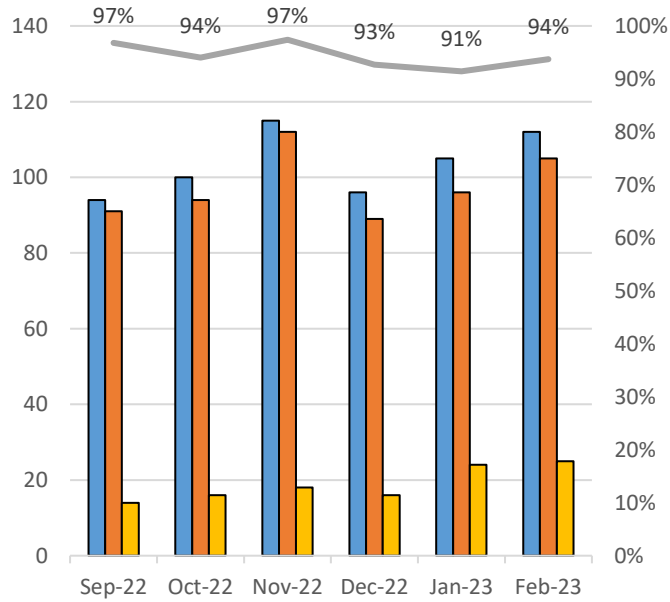
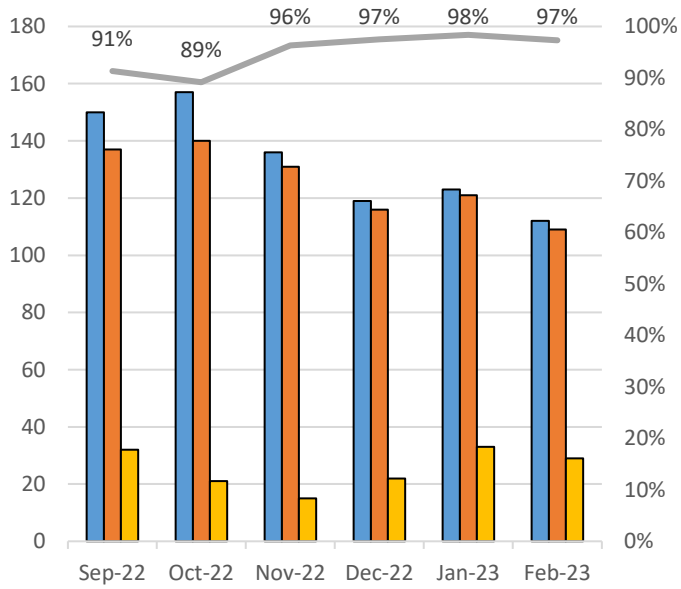
Target:



Rhondda & Taf Ely

Merthyr / Cynon

Bridgend



# DGH Liaison – Response Times

Latest Reporting Period: February 2023 CTM: 97% Target: 100%

	Req. 24 hrs	Req. 48 hrs	Req. 72 hrs +	Total
<b>No. Requested</b>	83	49	16	148
<b>No. seen within requested time</b>	78	49	16	143
<b>%</b>	<b>94%</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>

**Rhondda & Taf Ely: 95%** **Merthyr / Cynon: 95%** **Bridgend: 100%**

	Req. 24 hrs	Req. 48 hrs	Req. 72 hrs +
<b>No. Requested</b>	29	17	7
<b>No. seen within requested time</b>	26	17	7
<b>%</b>	<b>90%</b>	<b>100%</b>	<b>100%</b>

A&E	RGH
<b>No referred</b>	39
<b>No seen</b>	38
<b>seen within 4 hrs</b>	38
<b>% seen within 4 hrs</b>	<b>100%</b>

	Req. 24 hrs	Req. 48 hrs	Req. 72 hrs +
<b>No. Requested</b>	26	22	9
<b>No. seen within requested time</b>	24	22	9
<b>%</b>	<b>92%</b>	<b>100%</b>	<b>100%</b>

A&E	PCH
<b>No referred</b>	34
<b>No seen</b>	32
<b>seen within 4 hrs</b>	31
<b>% seen within 4 hrs</b>	<b>97%</b>

	Req. 24 hrs	Req. 48 hrs	Req. 72 hrs +
<b>No. Requested</b>	28	10	9
<b>No. seen within requested time</b>	28	10	9
<b>%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

3 x RGH 24hrs - 2 x OT due to capacity & 1 x referral returned due to possible delirium inducing this acute confusion state

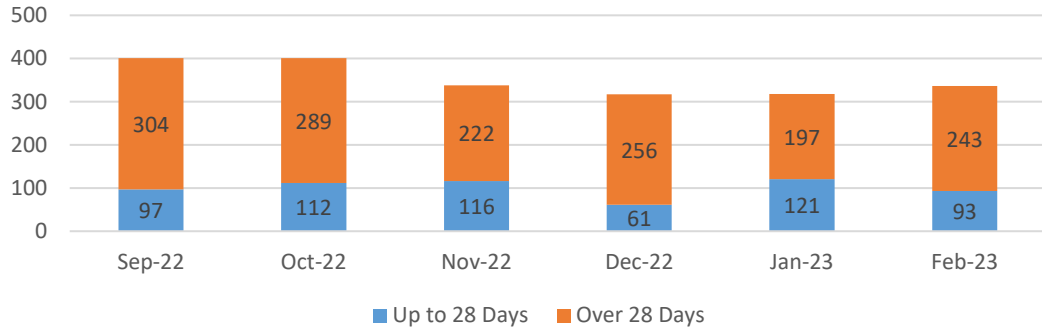
2 x 24hrs PCH OT due to capacity

Latest Reporting Period: February 2023

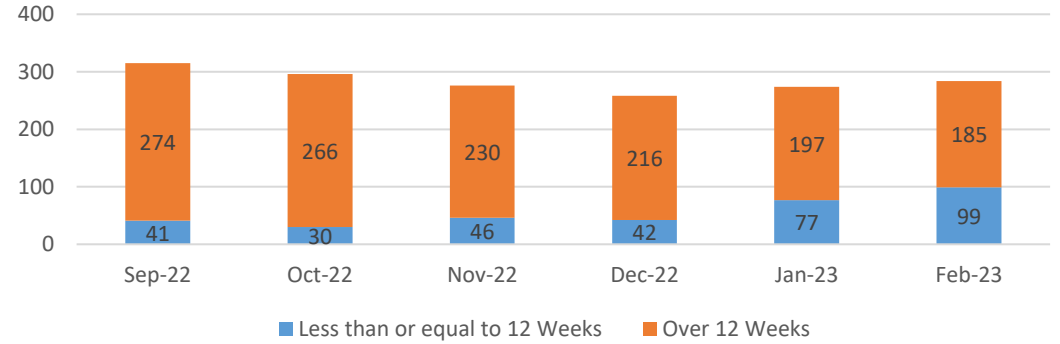
CTM

Target: Reducing trend of people waiting

CTM Assessments

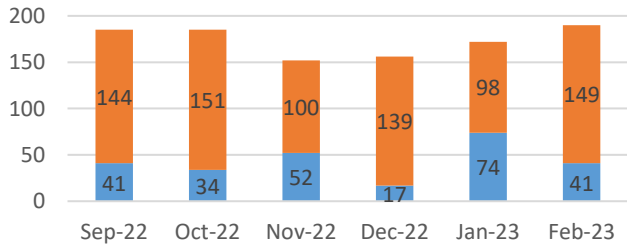


CTM Diagnosis



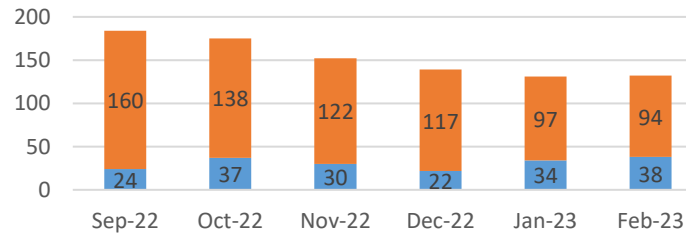
Rhondda & Taf Ely

RTE Assessments



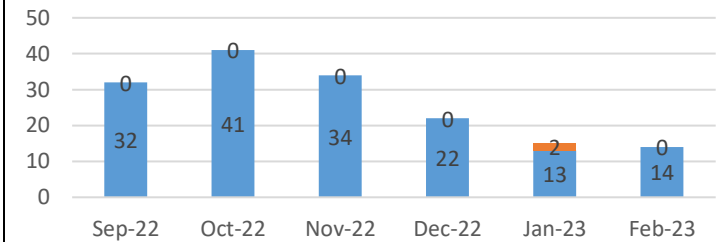
Merthyr / Cynon

MC Assessments

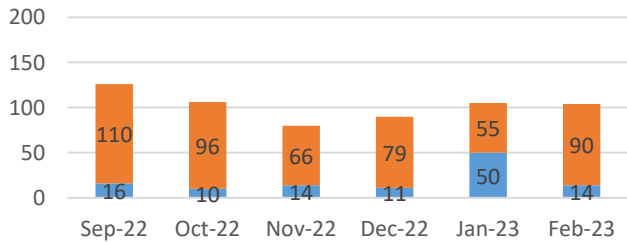


Bridgend

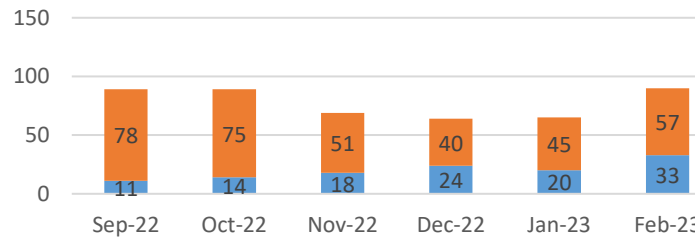
Bridgend Assessments



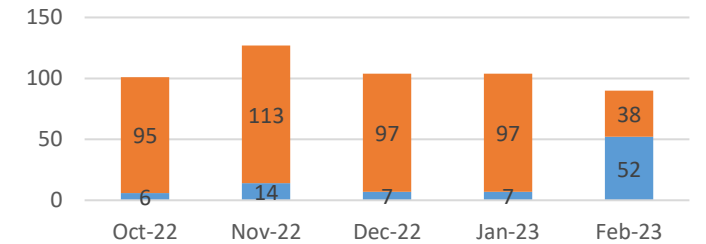
RTE Diagnosis



MC Diagnosis



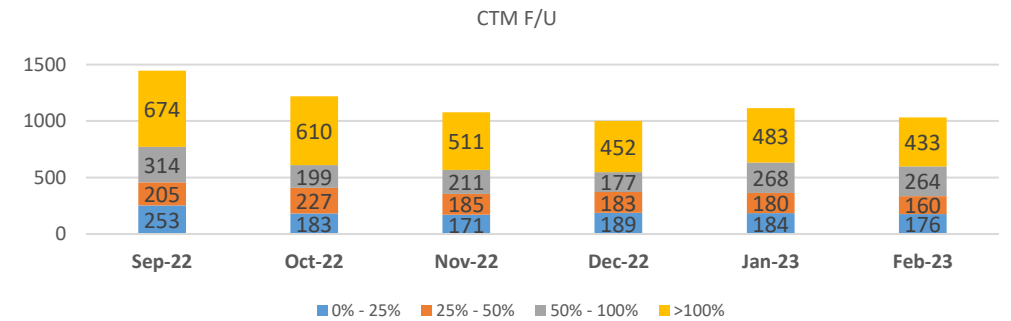
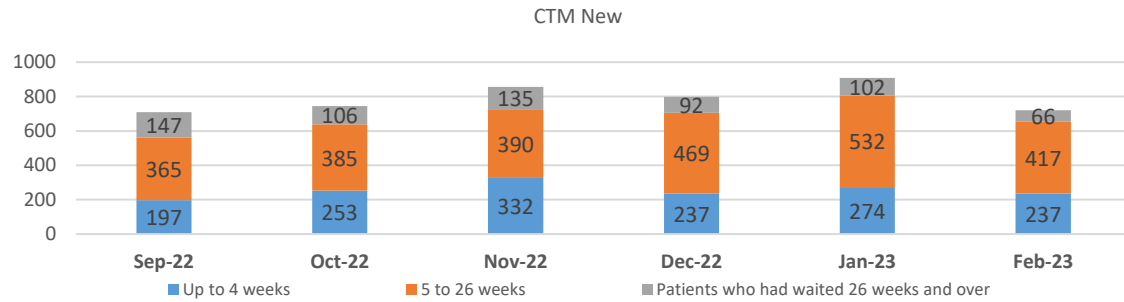
Diagnosis



Latest Reporting Period: February 2023

CTM

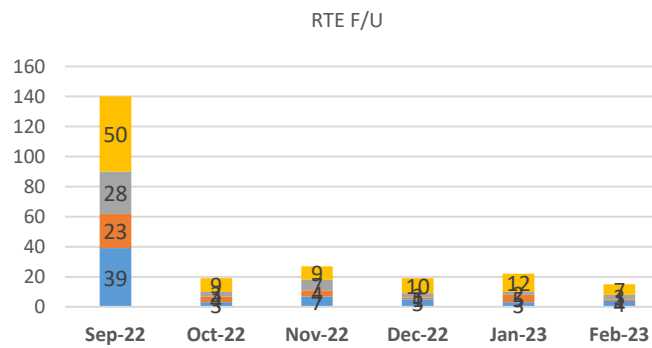
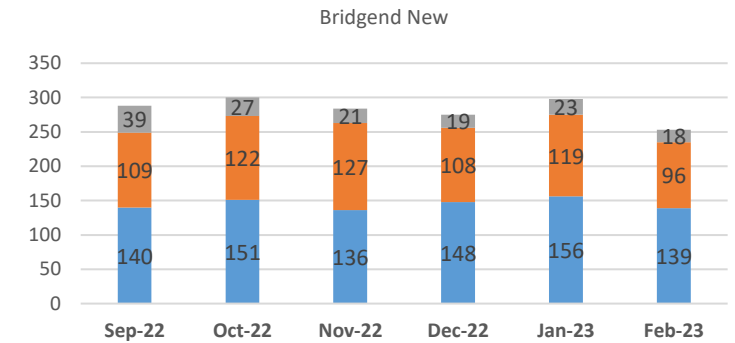
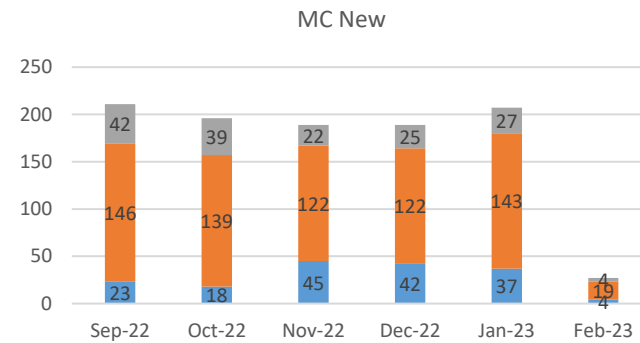
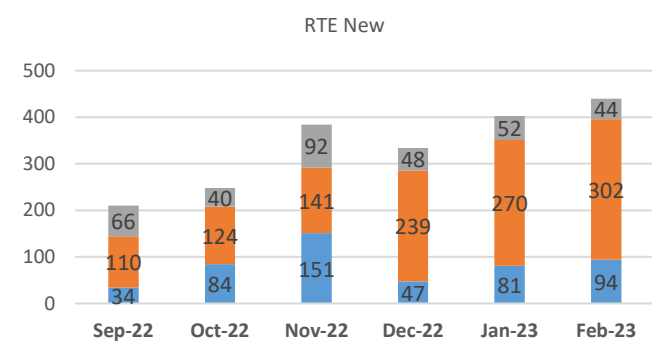
Target:



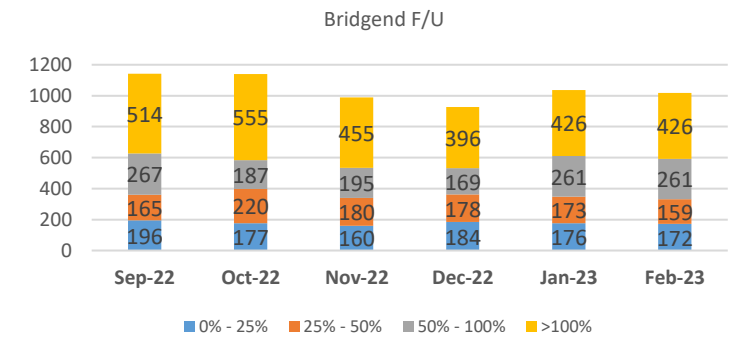
Rhondda & Taf Ely

Merthyr / Cynon

Bridgend



Merthyr Staff have been unable to complete the FUNB as the report on Intranet doesn't look correct. They have raised this query with Tracey Parfitt



# Summary of Medical Appraisals

**Latest Reporting Period: February 2023**

**CTM: 47%**

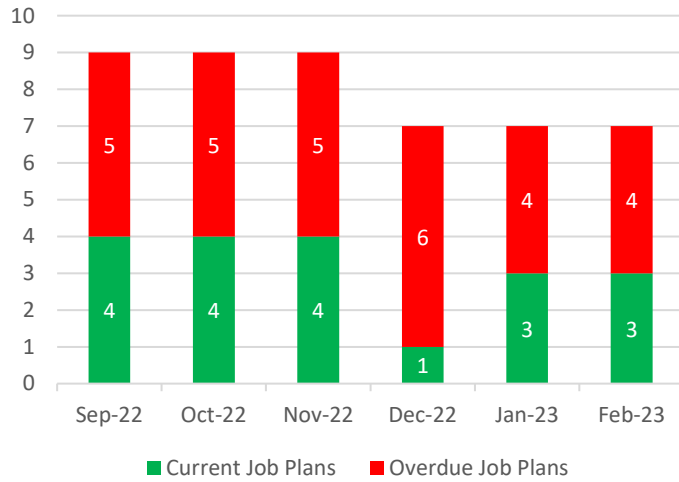
**Target: 100%**

**Rhondda & Taf Ely: 43%**

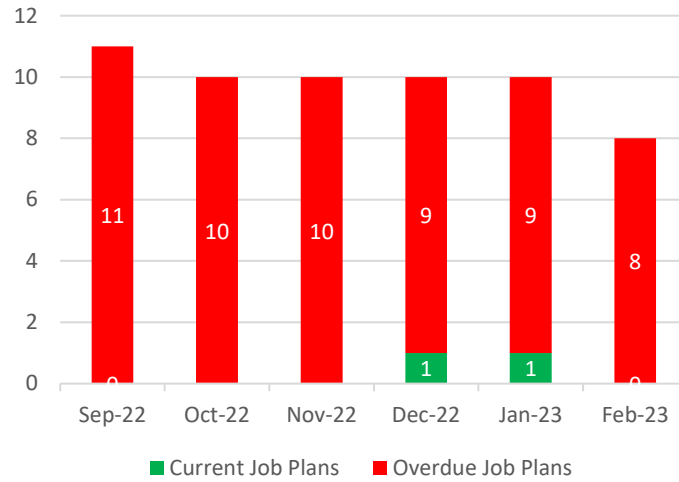
**Merthyr / Cynon: 0%**

**Bridgend: 77%**

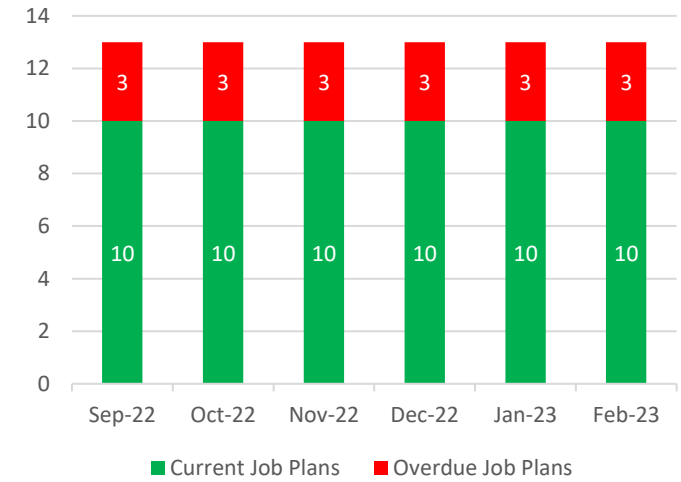
RTE



MC



Bridgend

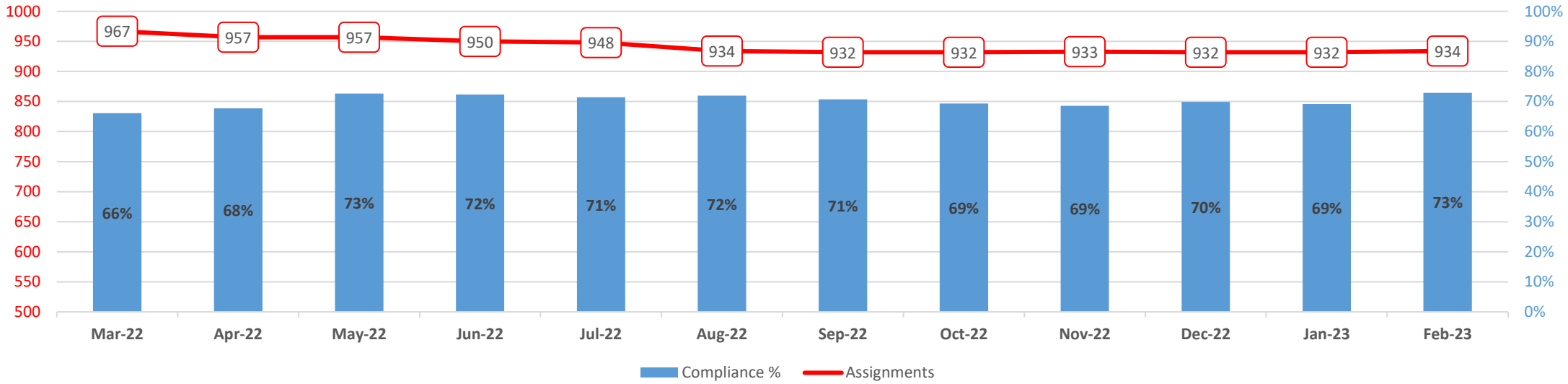


# Percentage of headcount of Directorate who have had a Personal Appraisal and Development Review in the previous 12 months

Latest Reporting Period: February 2023

CTM – 73%

Target: 90%

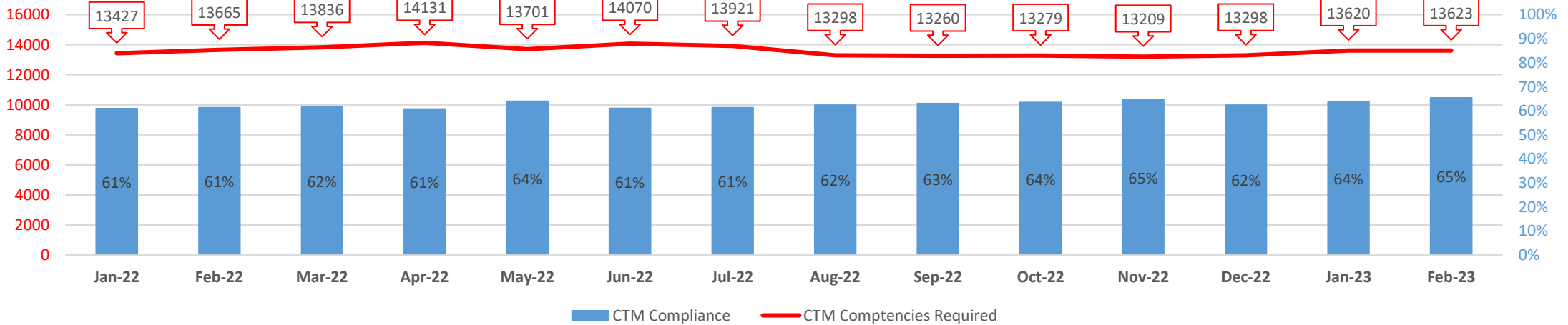


# Percentage Compliance for all completed Level 1 competencies within the Core Skills and Training Framework

Latest Reporting Period: February 2023

CTM – 65%

Target: 85%



## Consultant Vacancies

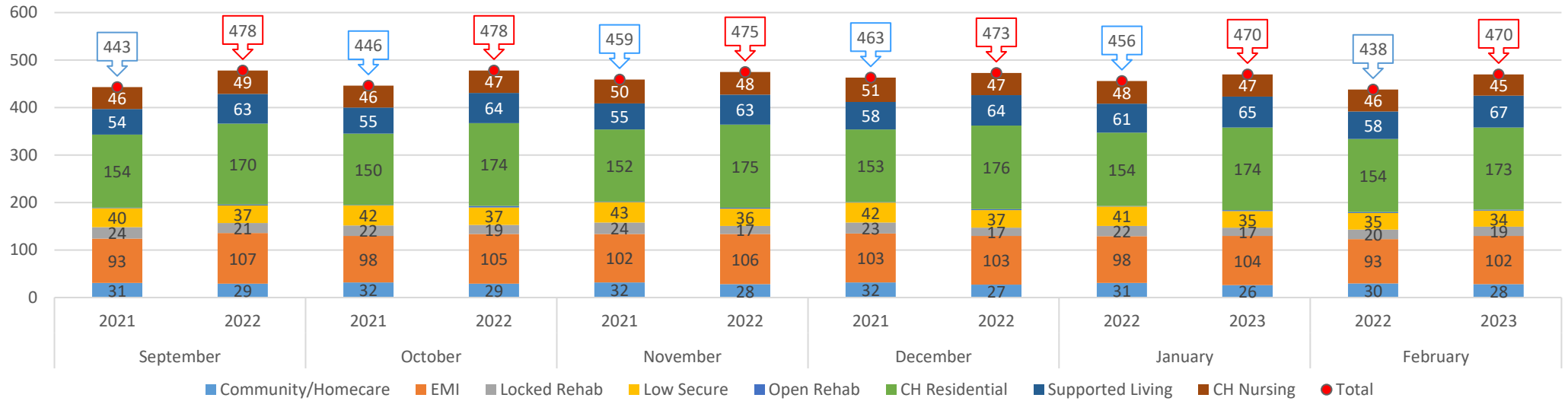
Latest Reporting Period: February 2023	CTM:	Target:
Rhondda & Taf Ely	Merthyr / Cynon	Bridgend
<p>1 x consultant OPMH - covered by Locum</p> <p>1 x Consultant Rhondda - Vacant</p> <p>1 x consultant CDAT - covered by Locum</p> <p>1 x Consultant Taff - Ildi Kele to commence post on 1st Feb 2023</p> <p>1 x Consultant Liaison - With college for approval</p>	<p>1 x consultant Rehab - Interviews 24.01.23</p> <p>1 x consultant Merthyr - Vacancy out to Agency</p> <p>1 x consultant EIP - Interviews 24.01.23</p>	<p>Vacancies</p> <ul style="list-style-type: none"> <li>• Perinatal and Eating Disorders</li> <li>• Adult South CMHT</li> <li>• OPS Liaison and Care Home In-Reach Team</li> </ul> <p>The long term locum positions are:</p> <ul style="list-style-type: none"> <li>• Adult Liaison and Psychiatric Intensive Care Unit (PICU) – Dr Govan Mittapalli yet to receive long term locum contract</li> <li>• Adult North CMHT Consultant currently covered by Dr Sue Jeal one year NHS Locum contract</li> </ul>

# Commissioned Health Care

Latest Reporting Period: February 2023

CTM: 470

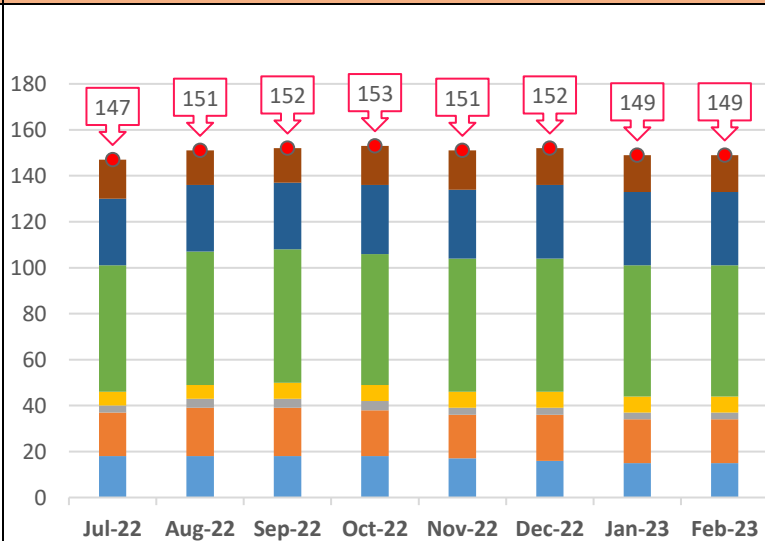
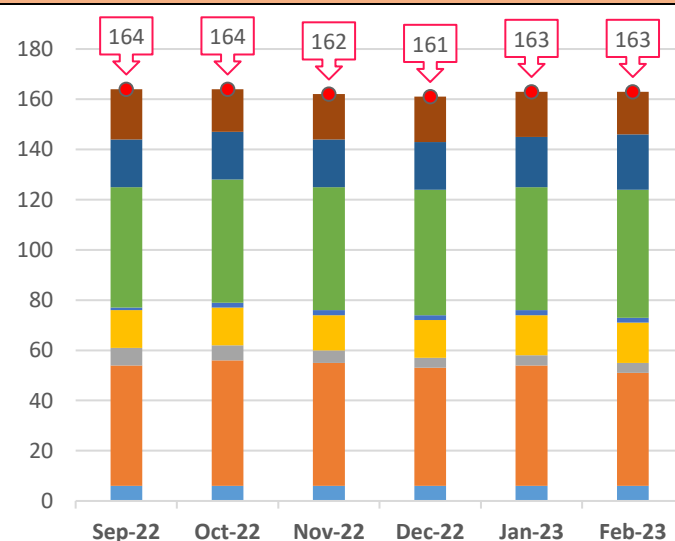
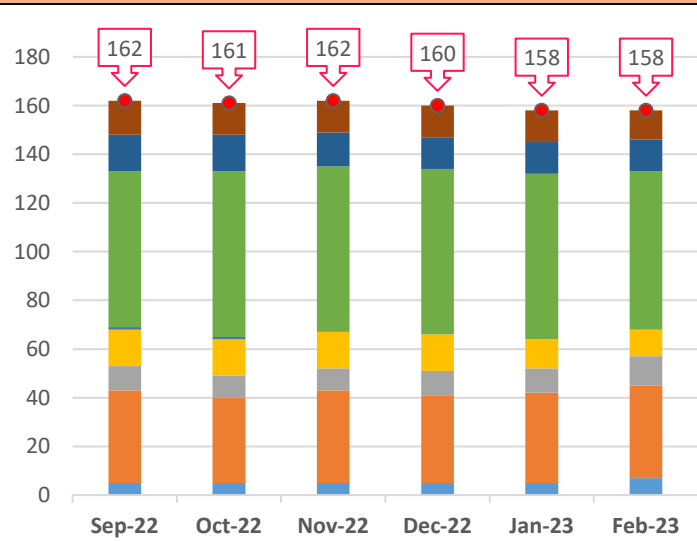
Target: 12 month reduction trend



## Rhondda & Taf Ely

## Merthyr / Cynon

## Bridgend



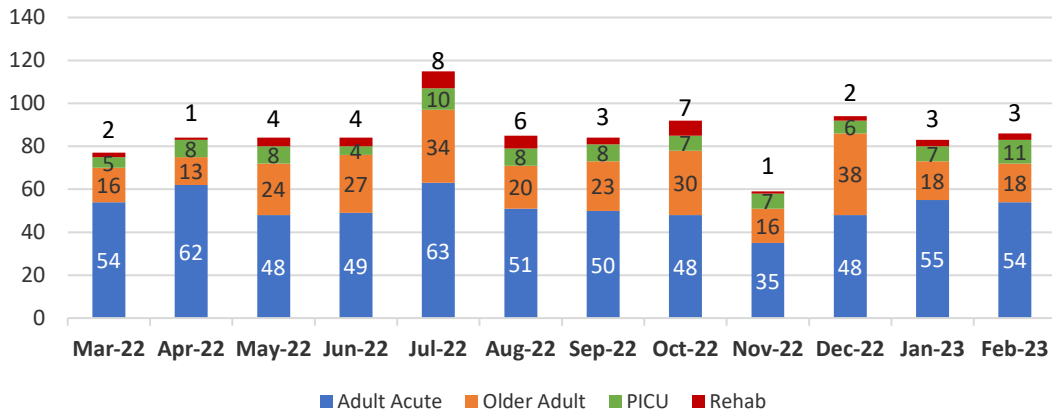
# Benchmarking 1: Number of Admissions & Discharges

Latest Reporting Period: February 2023

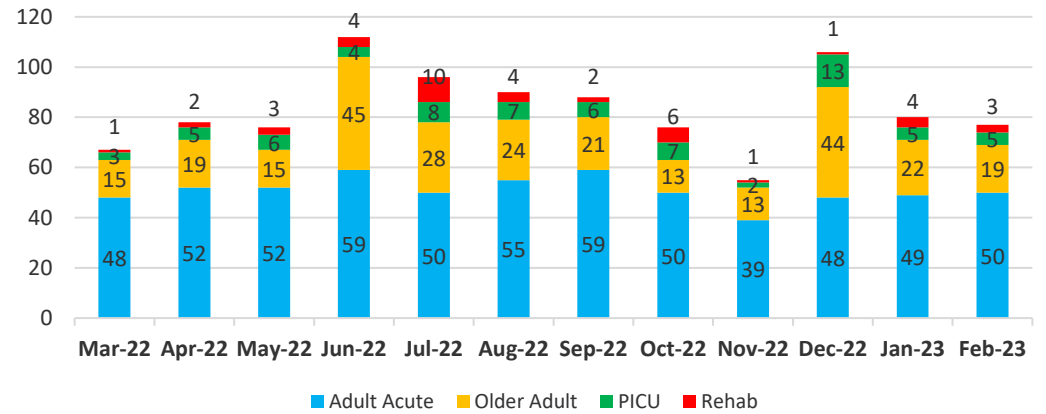
CTM

Target:

Admissions

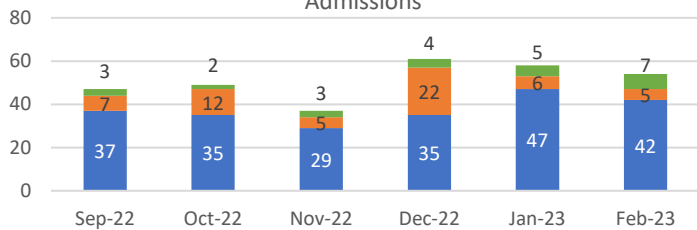


Discharges



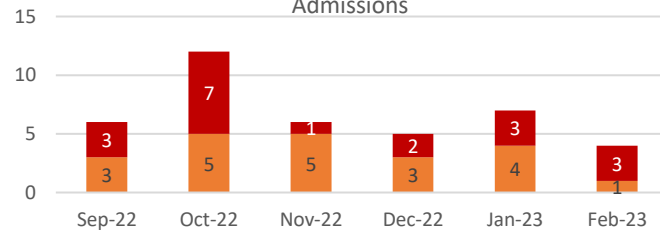
Rhondda & Taf Ely

Admissions



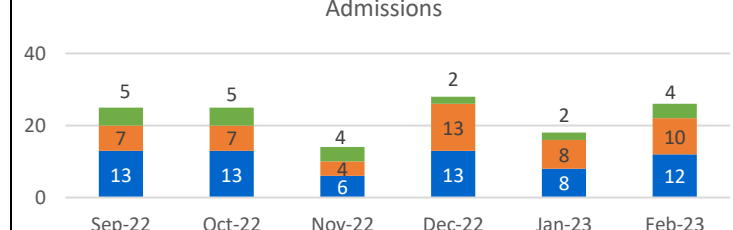
Merthyr / Cynon

Admissions

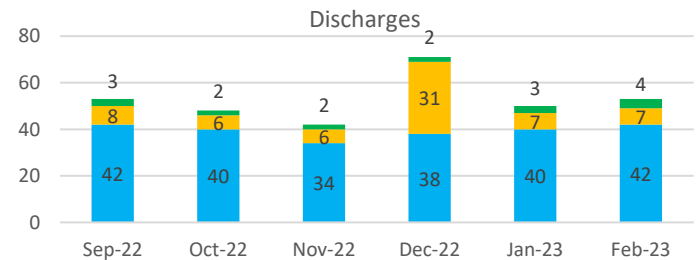


Bridgend

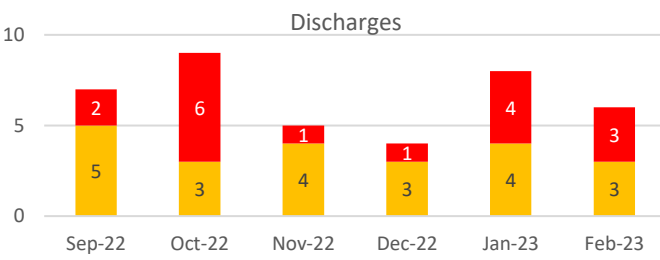
Admissions



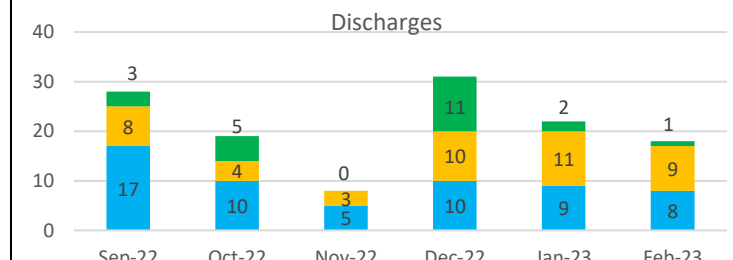
Discharges



Discharges



Discharges

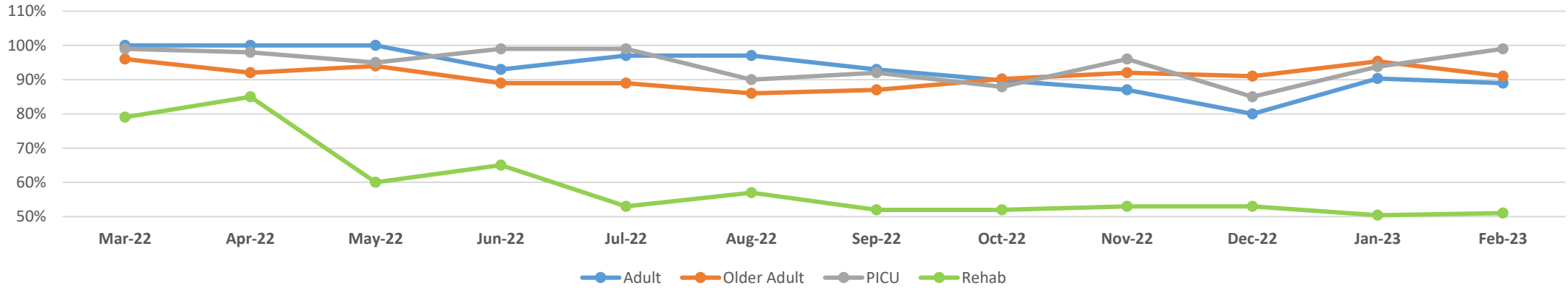


# Benchmarking 2: Bed Occupancy

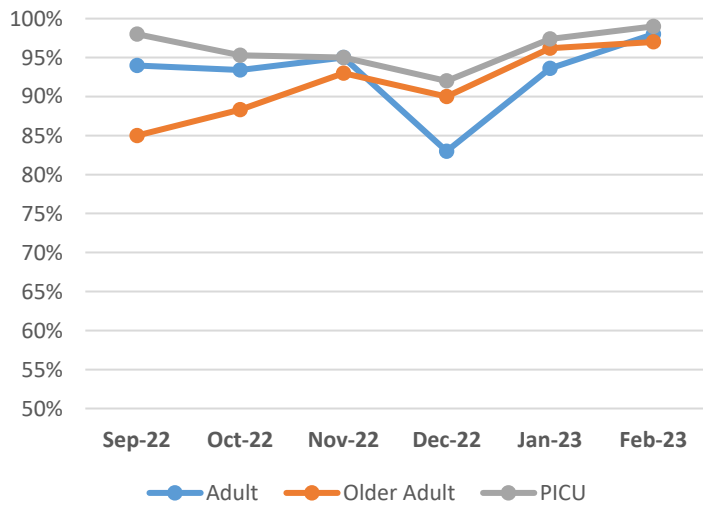
Latest Reporting Period: February 2023

CTM – 83%

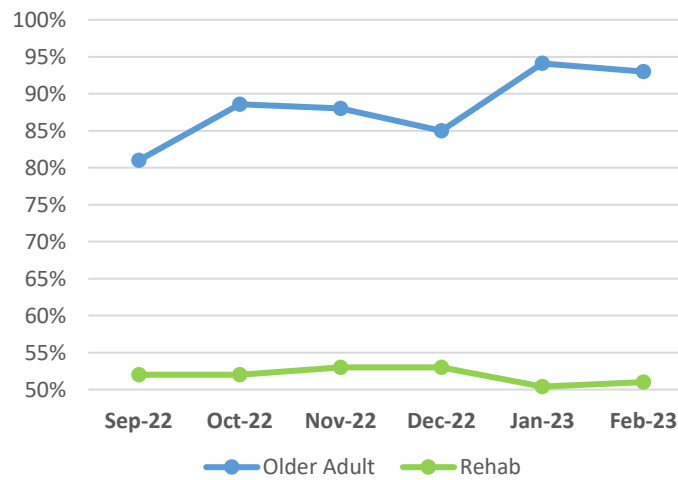
Target:



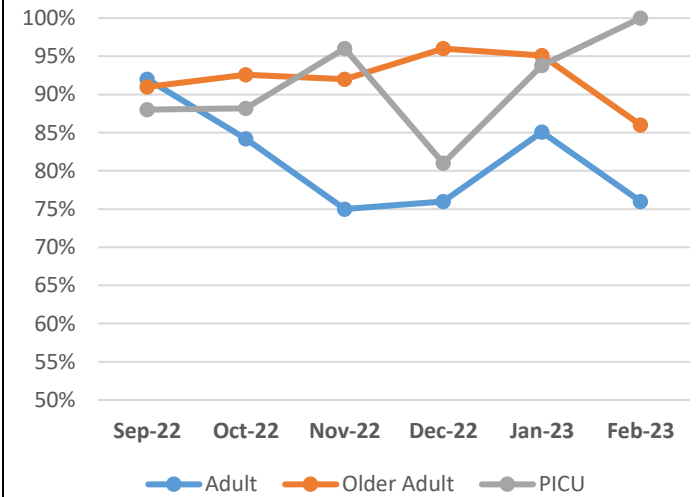
Rhondda & Taf Ely – 98%



Merthyr / Cynon – 62%



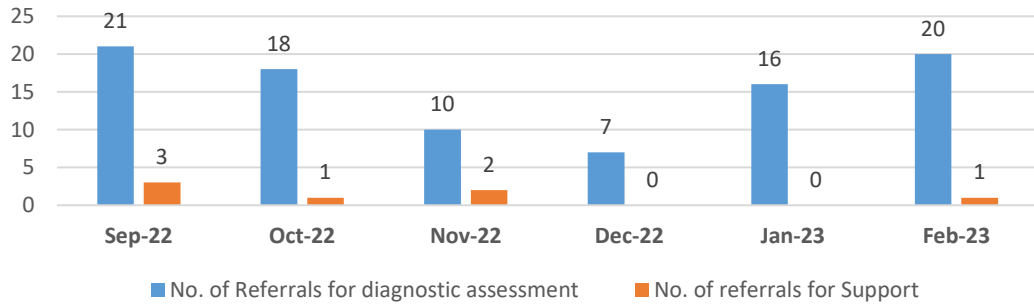
Bridgend – 83%



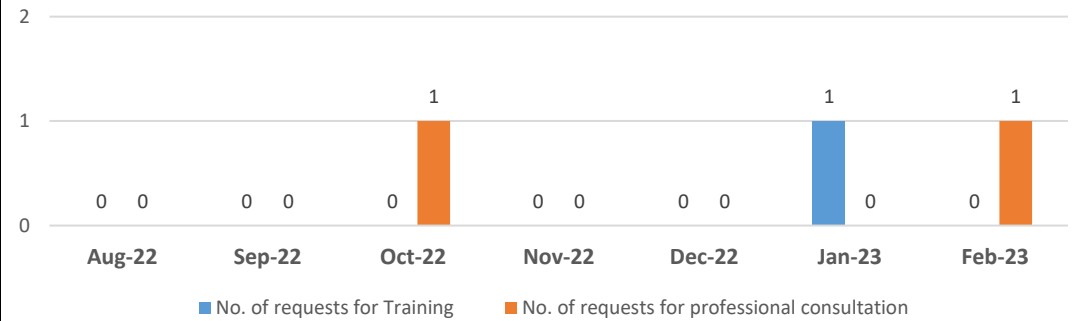
Latest Reporting Period: February 2023

CTM

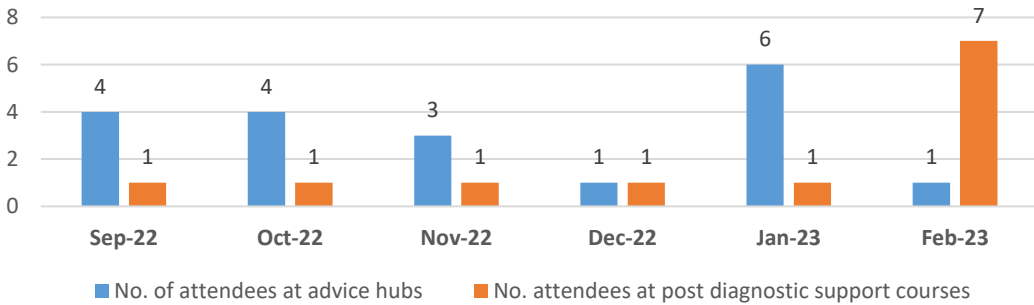
Referrals



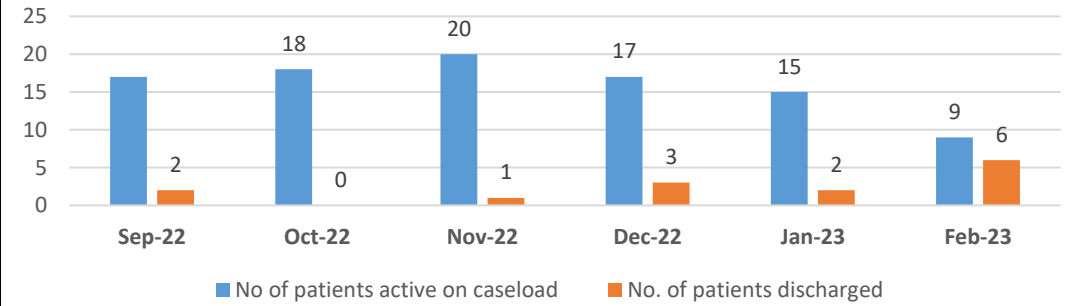
Requests



Attendees



Service Activity

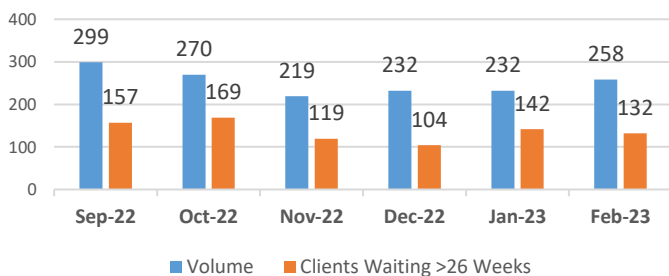


# Hosted Services 1 - IAS – Excluding Bridgend (Hosted by Merthyr / Cynon)

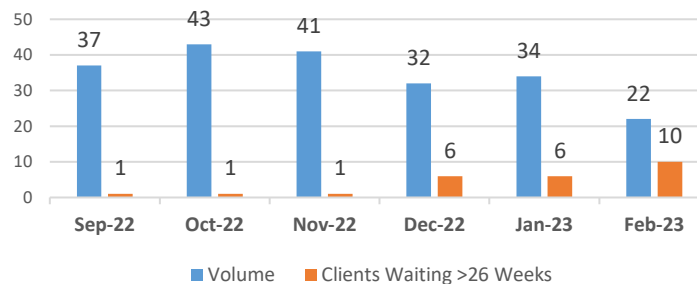
Latest Reporting Period: February 2023

CTM

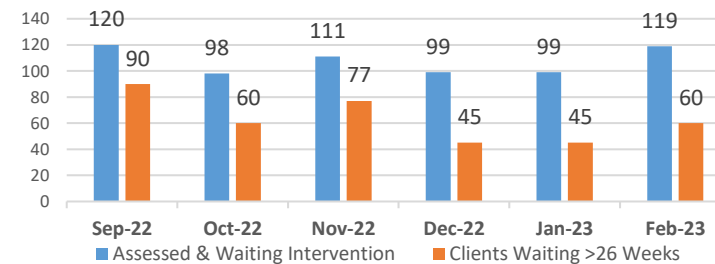
Waiting for Assessment



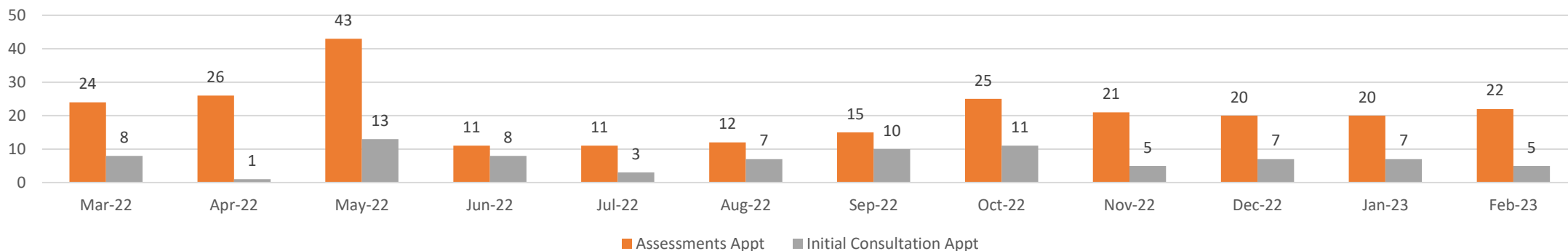
Waiting for Initial Consultation



Assessed Patients waiting for an Intervention



## Appointment Type



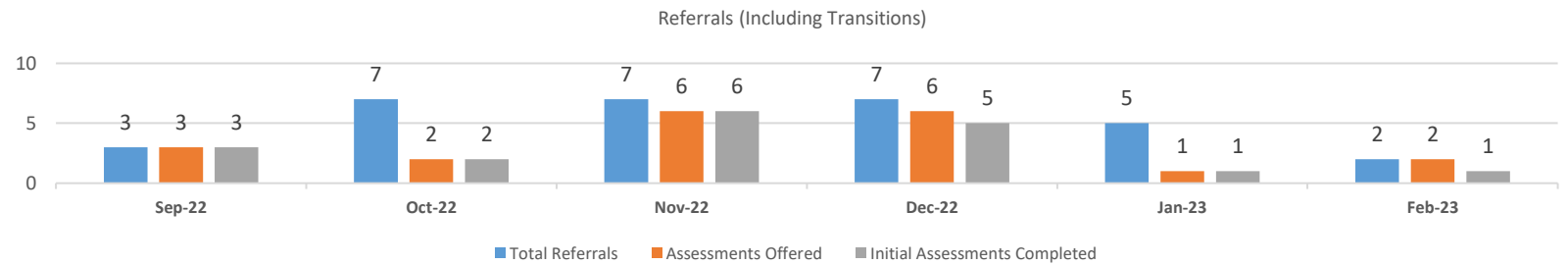
Assessment waiting list: We can provide 4.5 assessments a week (leave permitting). 2 weekly assessments by the FTC Assessor via the W/L initiative. We have received 54 (out of 60) completed assessments by ProblemShared to date. We continue to require input from Psychology for clinical leadership. The OT left our service on the 29.03.23. One Support Worker is currently working with the ORT. Courses and IC waiting list: 3 courses a week are provided: PDS 1 virtual & 1 face to face and SFL 1 virtual and 3 IC's. Please refer to the 'Senior Nurse' monthly report I submit for more detail on the narrative around current team issues.

**Latest Reporting Period: February 2023**

**CTM**

IPS coverage includes Merthyr Cynon and Rhondda Taf localities

Average Wait Referral to Assessment time: 8 days



**Rhondda & Taf Ely**

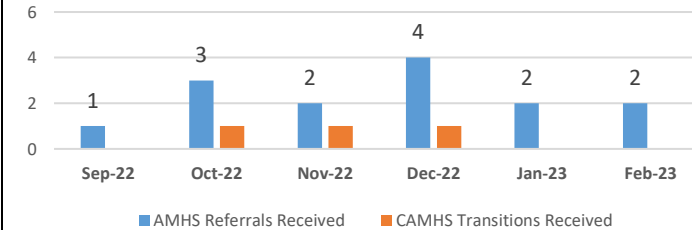
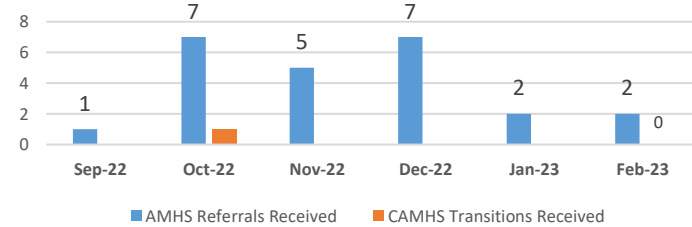
**Merthyr / Cynon**

**Bridgend**

RTE Direct Referrals

M&C Direct Referrals

**Provision remains with SB UHB via SLA**



Team receive direct referrals into service, allocate assessments and plan care on weekly basis. Team offer outreach to colleagues in other services to promote awareness and service/model/criteria. The team cover both M&C and RTE with Bridgend provision remaining with SB UHB

Current Team Composition:  
 3.0 B6 Care Co-ordinator  
 2.8 B4 Associate Health Care Support Workers  
 1.0 B7 Systemic Psychotherapist  
 Funding for 0.5 currently 0.3 Consultant Psychiatrist  
 1.0 Hafal Recovery Practitioner  
 1.0 Team Lead B7  
 1.0 Psychologist B8

Team do not intend to hold a waiting list and will work toward maximum 14 day RTT wait for each individual referred and deemed appropriate for assessment (as per guidelines)

0.1 Medic session provision commenced 17.1.2022. OT input remain with the local CMHT/Core CAMHS team. Previous IMTP submission has focused on increased Psychiatry input, Psychology sessions (0.5) and increased Admin support

Addition of 0.1 sessions of Consultant Psychiatry hours will insignificantly improve patient care by enabling timely access to medic review, diagnosis and consistency for caseload across 2 localities. Further sessions needed however to meet demand, offer risk formulation and supervision, case discussion and training to EIP staff and client group.

Operational Policy now being amended and redrafted jointly between CAMHS and AMHS EIP to reflect service merger and the Bridgend Area.

Royal College Psychiatrists EIPN Developmental Review undertaken 28.09.2021

Interventions offered

Psychology Interventions

EMDR

Behavioural Family Therapy

Systemic Family Therapy W.M

Team are offering groups focusing on

Adventure Therapy

Family & Carer Support

Woodland Activities

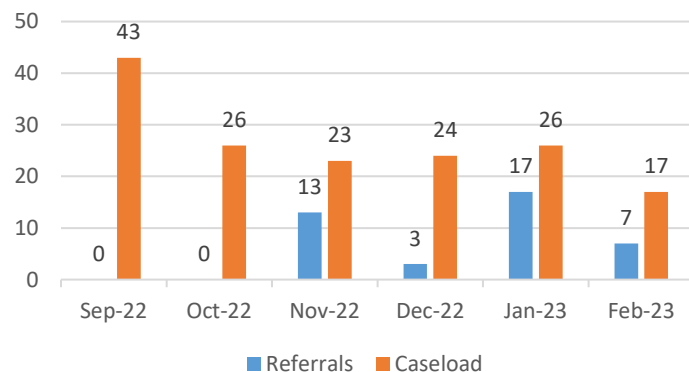
Creative Art sessions

## Hosted Services 3 - Eating Disorders (Hosted by Bridgend)

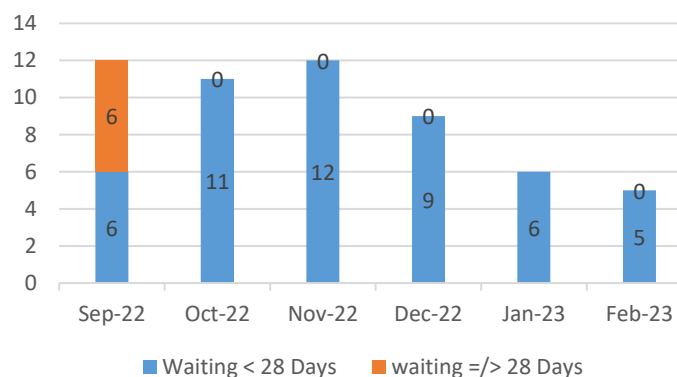
**Latest Reporting Period: February 2023**

**CTM**

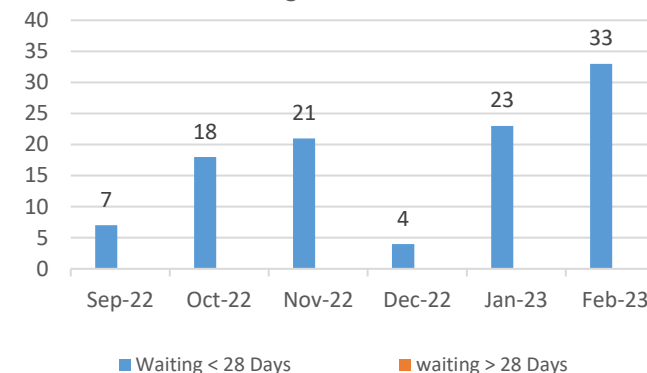
Service Activity



Waiting for Assessment



Waiting for Intervention

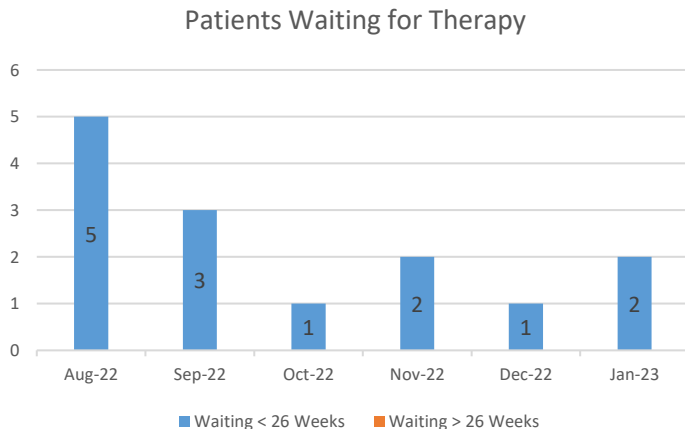
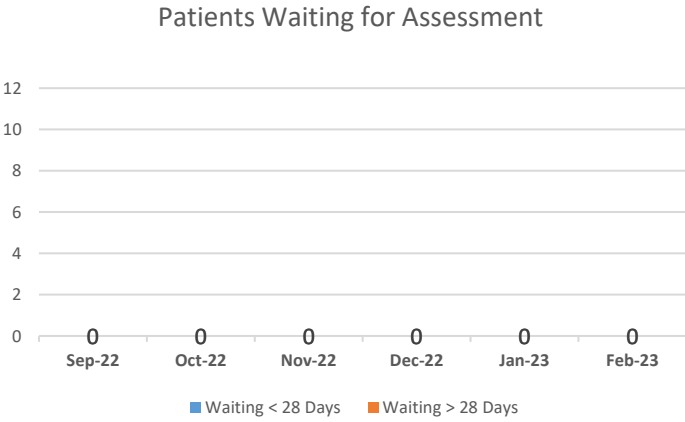
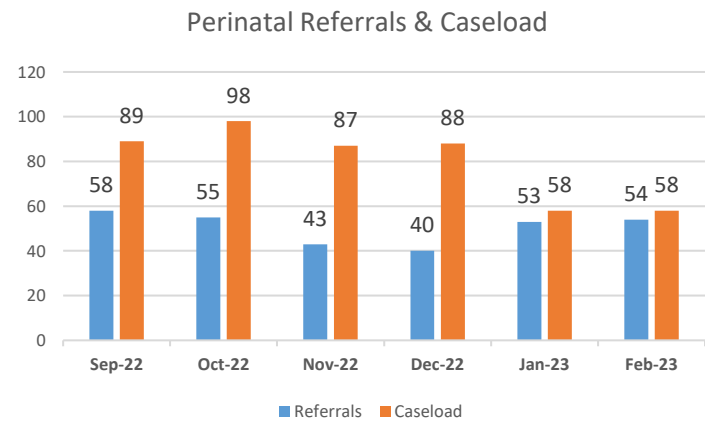


**CTM**

1wte Band 7 Highly Specialist Dietitian in post. Referrals have been limited to CMHTs/Care Coordinators only  
 Dietitian has full caseload – 23 in treatment - and travelling across CTM  
 17 patients are waiting for 1:1 Dietetic intervention and 4 patients waiting for group  
 Dietitian to run group intervention in June – 8 patients identified at this time  
 Clinical Lead vacancy means there are  
 17 patients waiting to start psychological therapy/treatment – Andrea Davies assisting in looking for solutions  
 Service remains on risk register

Latest Reporting Period: February 2023

CTM

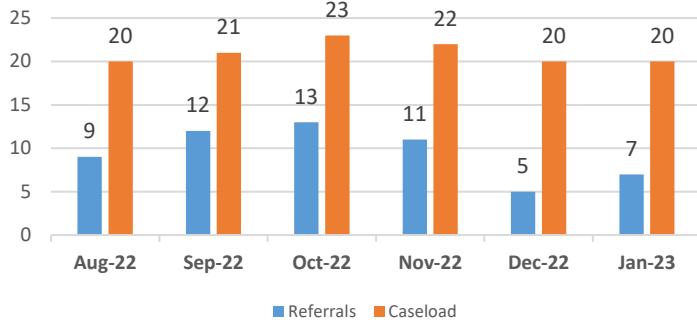


CTM

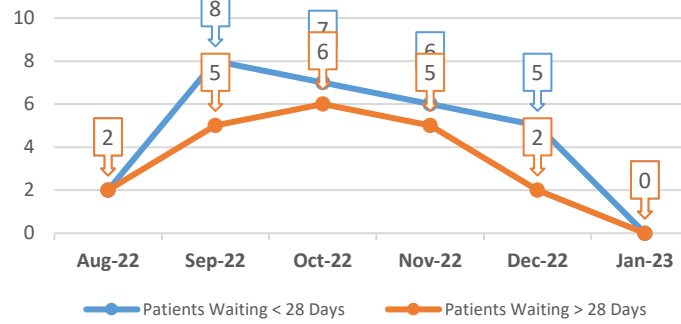
Latest Reporting Period: February 2023

CTM

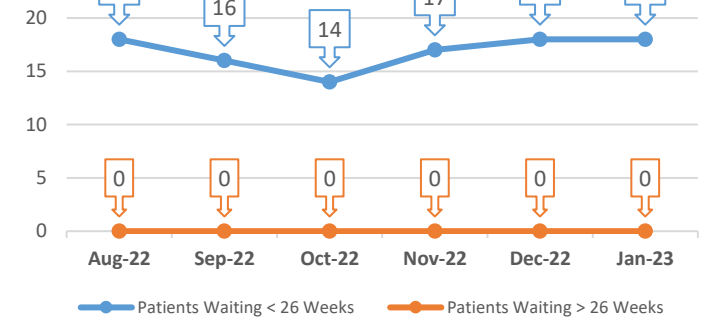
Referrals & Caseload



Assessment Waiting Times



Therapy Waiting Times



CTM

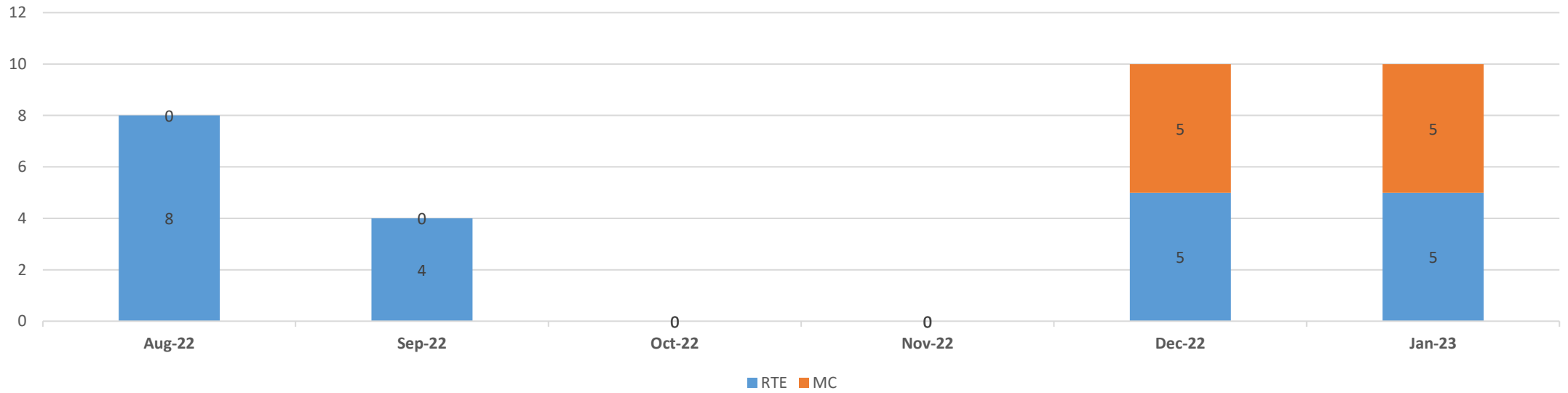
Sam Giles left the Veterans Therapist post with VNHSW on the 10th February 2023.  
 William Watkins Clinical Lead has accepted a new post with Traumatic Stress Wales pathway in CTM. 12 week notice given on 27.01.23. Start date for new post has been agreed as 24th April 2023.  
 Mark Anthony has put both posts on the Tracs system. We are currently awaiting approval on both posts before going to advert.  
 Waiting times for assessment and treatment are monitored and reviewed at weekly team meetings and veterans are appointed to treatment as soon as capacity becomes available.

# Number of health board mental health delayed transfer of care

Latest Reporting Period: January 2023

CTM

Target:12 month reduction trend



Rhondda & Taf Ely

Merthyr / Cynon

Bridgend

ILG	Nov-22	Dec-22	Jan-23
RTE	0	5	5

ILG	Nov-22	Dec-22	Jan-23
MC	0	5	5

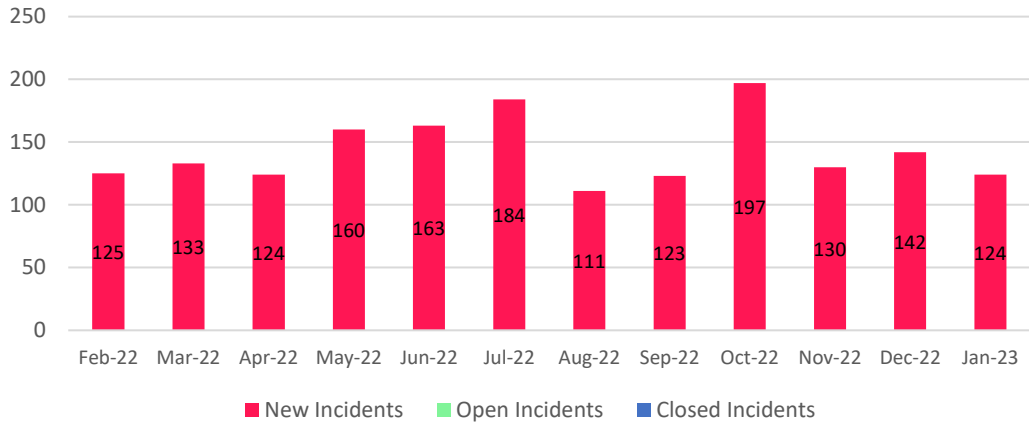
\*\*\*NOT REPORTING DUE TO COVID\*\*\*

Latest Reporting Period: January 2023

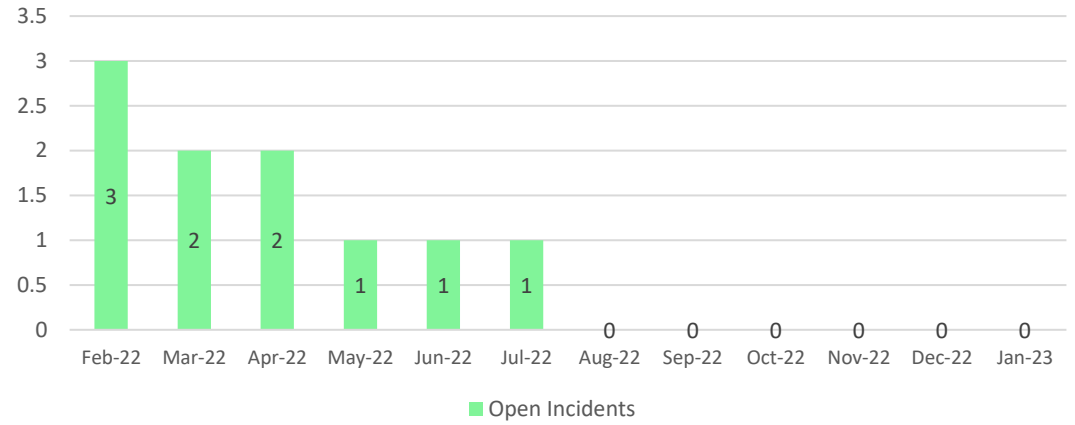
CTM

Target:

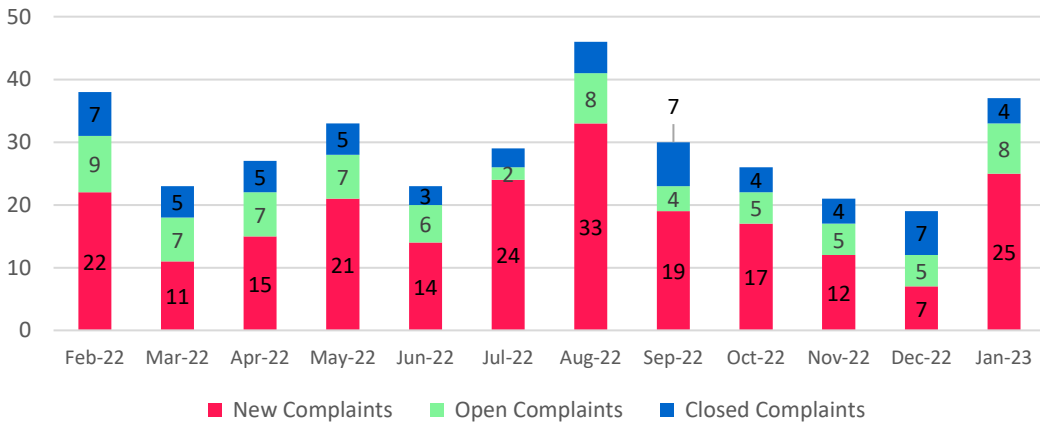
CTM Patient Safety Incidents



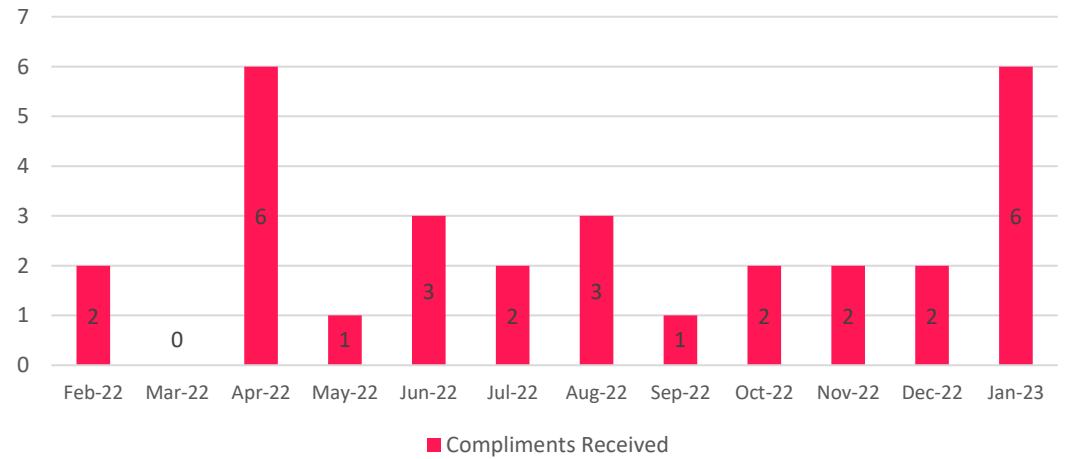
CTM Serious Incidents



CTM Complaints



CTM Compliments

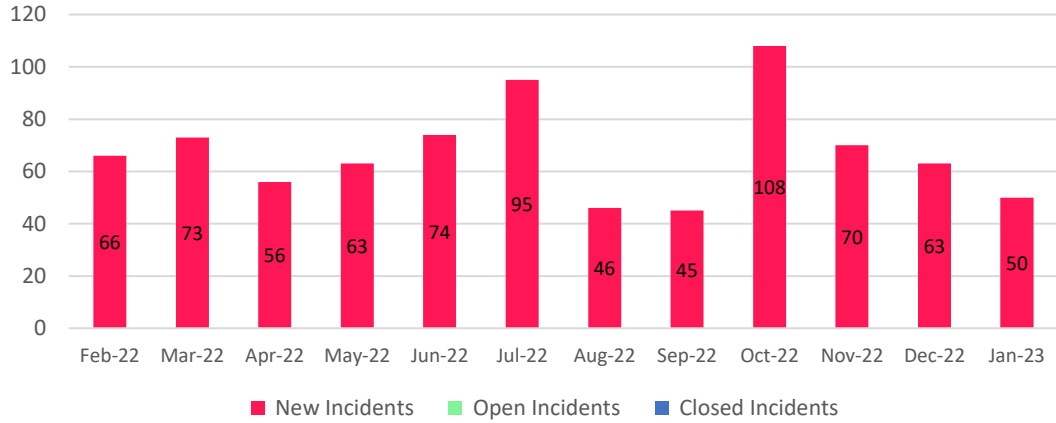


Latest Reporting Period: January 2023

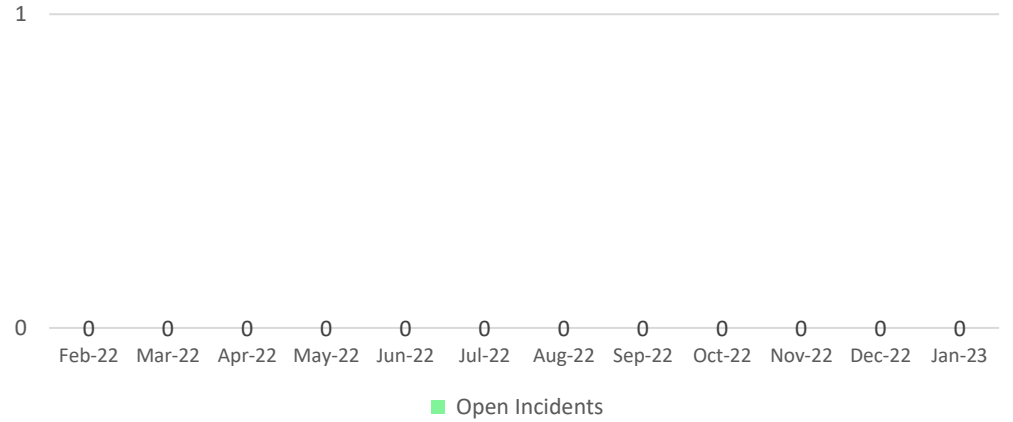
Rhondda & Taff Ely

Target:

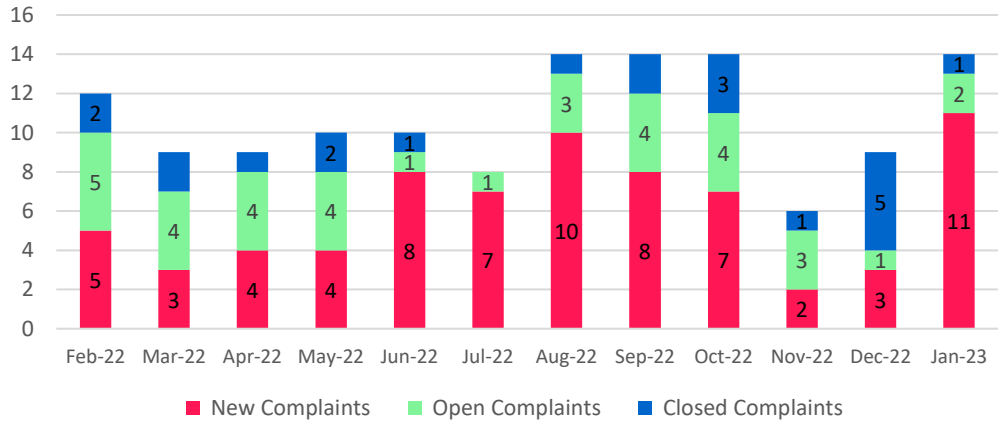
RTE  
Patient Safety Incidents



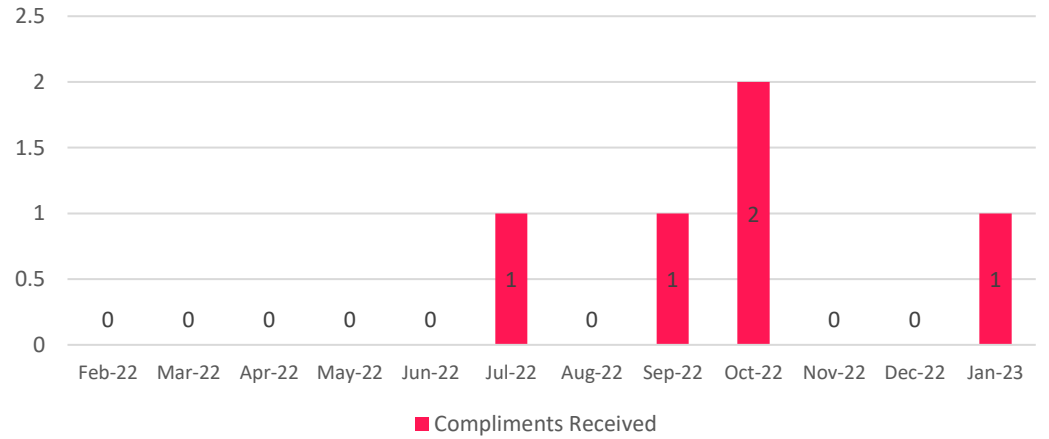
RTE  
Serious Incidents



RTE  
Complaints



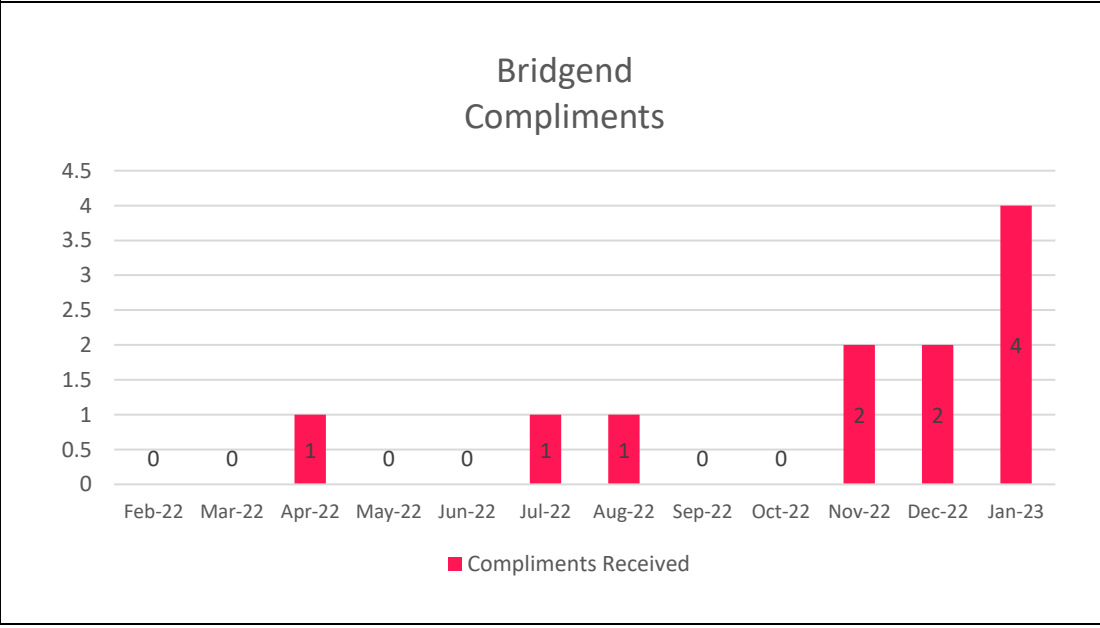
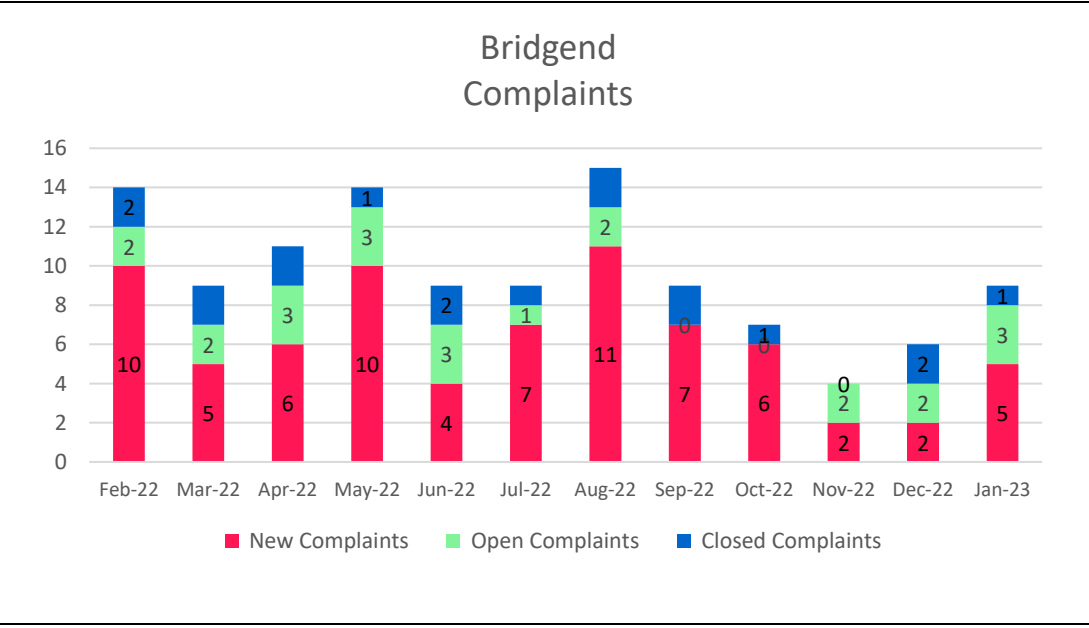
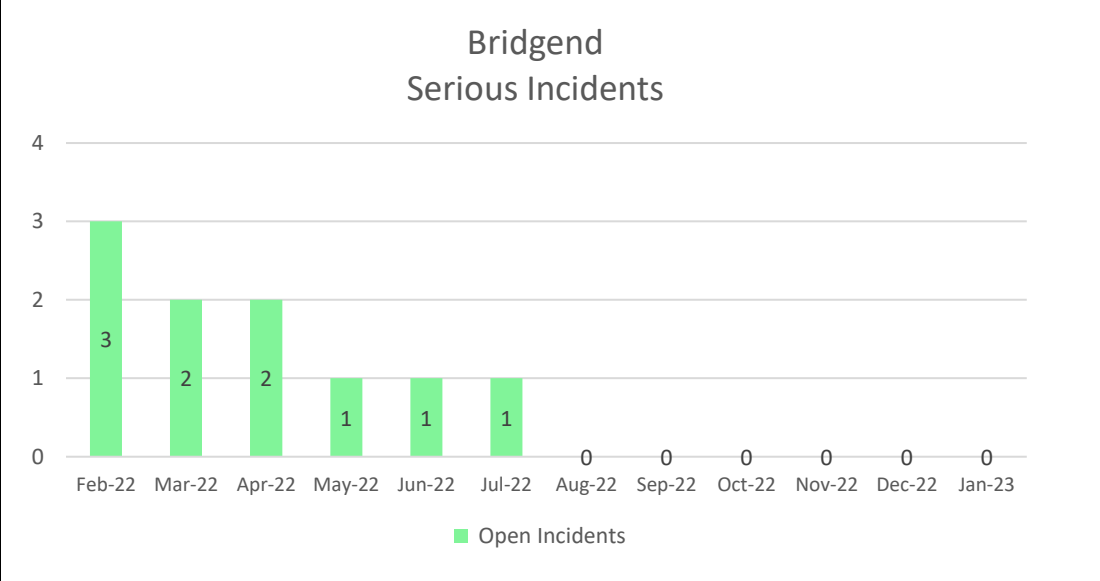
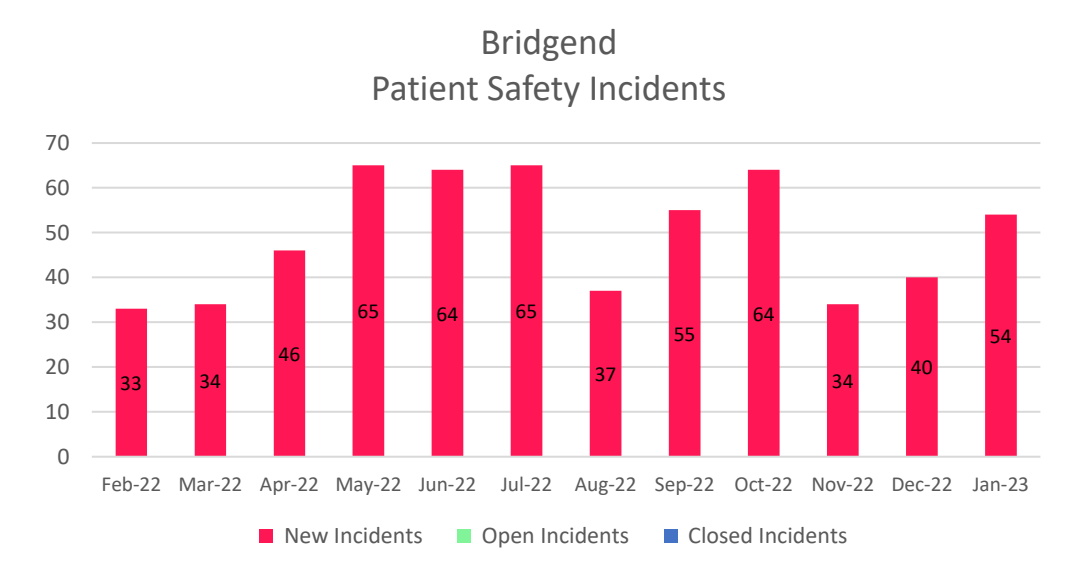
RTE  
Compliments



Latest Reporting Period: January 2023

Bridgend

Target:

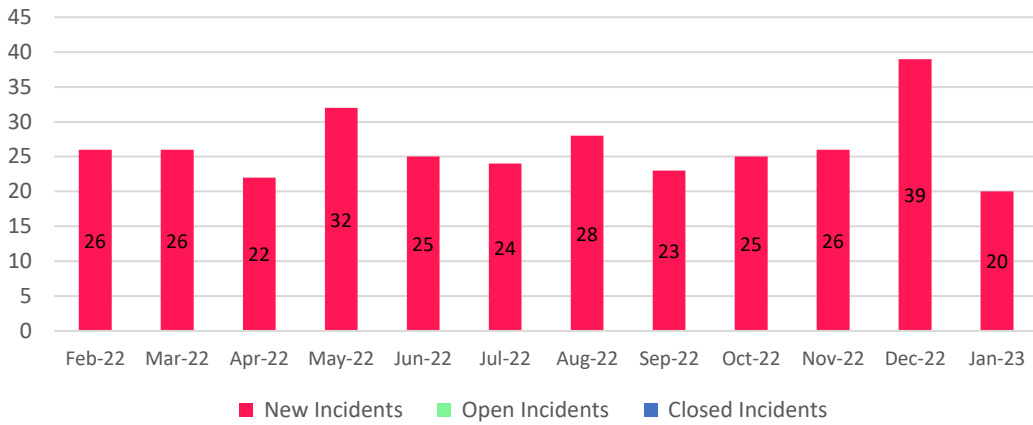


Latest Reporting Period: January 2023

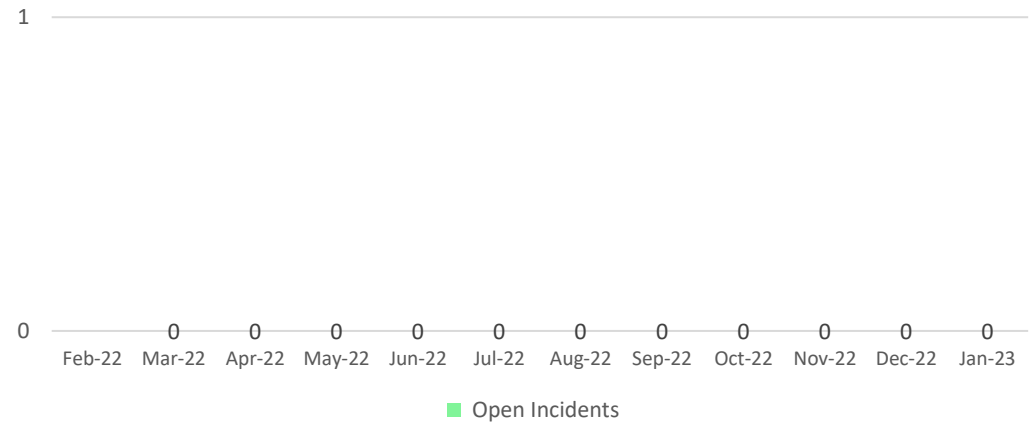
Merthy & Cynon

Target:

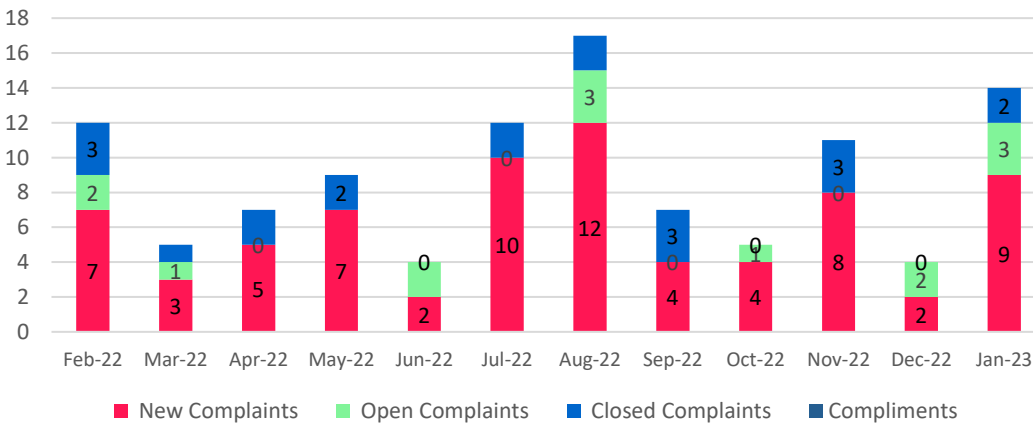
M&C  
Patient Safety Incidents



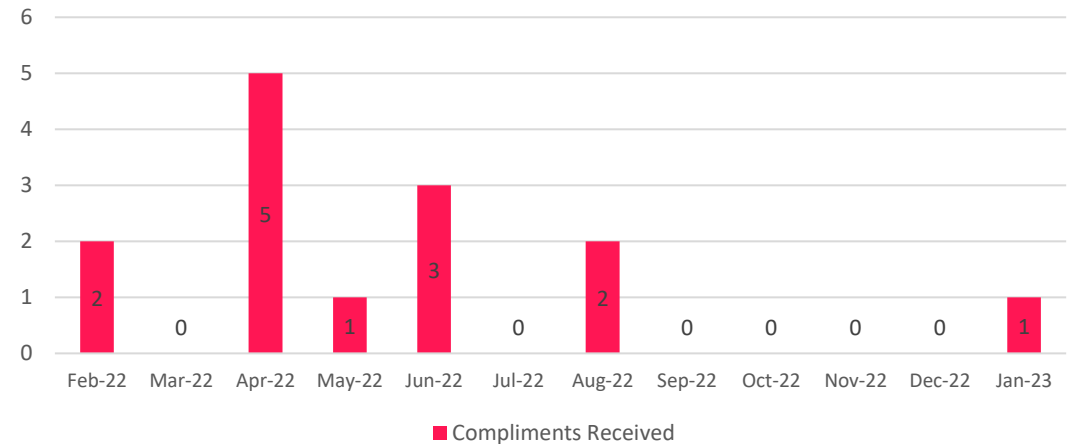
M&C  
Serious Incidents



M&C  
Complaints



M&C  
Compliments

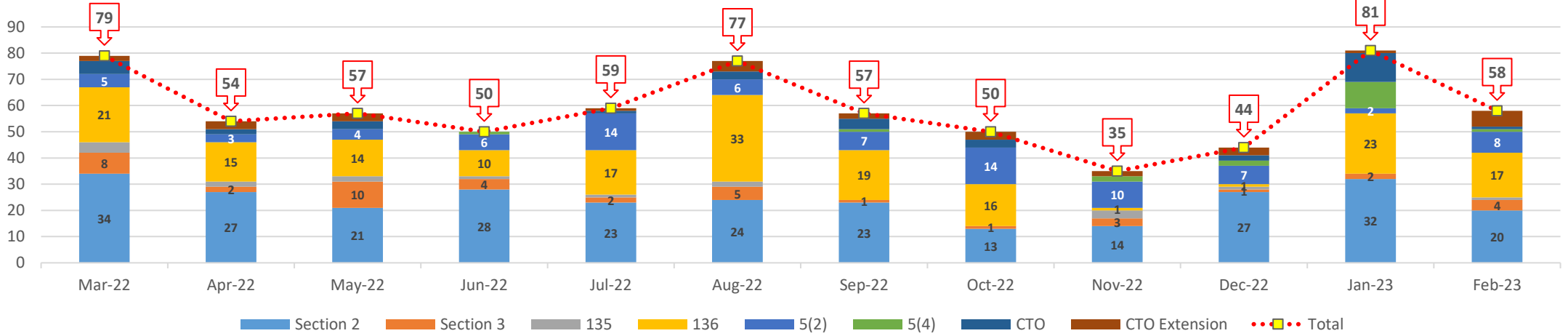


Latest Reporting Period: February 2023

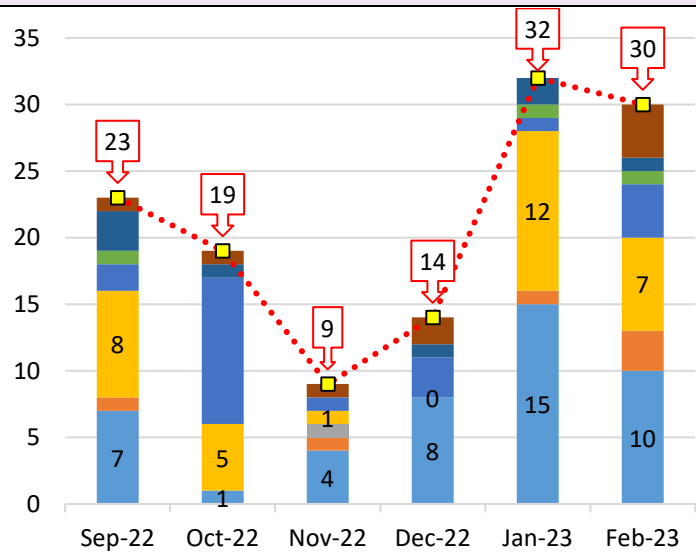
CTM: 58

Target:

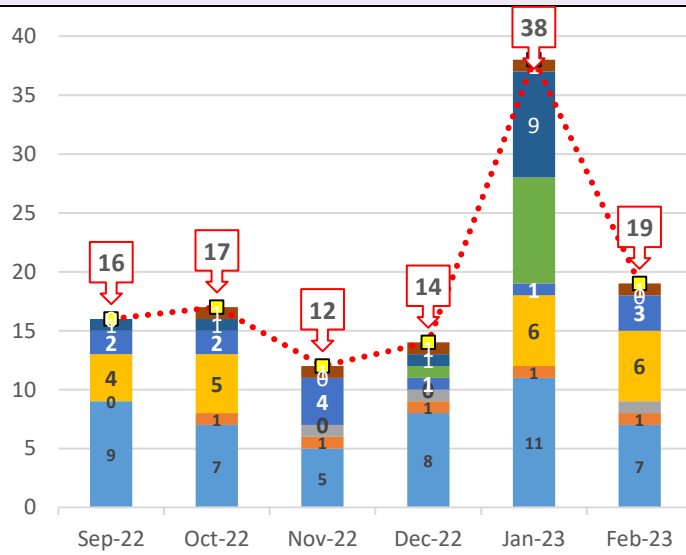
### CTM MH - MHA



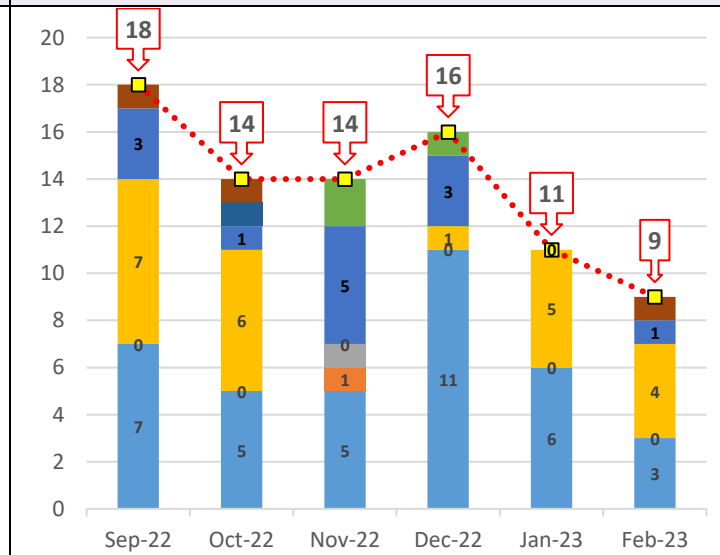
### Rhondda & Taf Ely



### Merthyr / Cynon



### Bridgend



This scorecard has been prepared by the  
Mental Health Performance & Quality Team

If you would like to discuss or make a suggestion,  
please contact

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