



Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board



Meeting Date	28 April 2022	Agenda Item	2.1
Report Title	Outcome of the Changing for the Future Public Engagement on our Proposals for the future of Adult Acute Mental Health Services in Swansea Bay University Health Board		
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Report Sponsor	Siân Harrop-Griffiths, Director of Strategy		
Presented by	Siân Harrop-Griffiths, Director of Strategy		
Freedom of Information	Open		
Purpose of the Report	<p>The Health Board has recently completed a public engagement exercise on proposals for the future location of adult acute mental health in-patient assessment services across the Swansea Bay area. The engagement took place between 31st January 2022 and the 25th March 2022.</p> <p>The report outlines the responses received to the engagement, any mitigations proposed and a recommended way forward.</p>		
Key Issues	<p>In 2013-14 ABMU Health Board publicly consulted on Adult Mental Health Acute Assessment Facilities. This consultation, in partnership with the CHC, agreed that:</p> <ul style="list-style-type: none"> - a single acute mental health assessment unit should be built for the populations of Swansea, Bridgend and Neath Port Talbot - the facility should be located at Neath Port Talbot Hospital (NPTH). <p>It has not proved possible to progress this proposed development at Neath Port Talbot Hospital and following the Bridgend Boundary Change in 2019, it was agreed that the proposed location of the unit would be revisited.</p> <p>The agreement for a single adult acute mental health assessment in-patient unit remains extant. The public engagement focused on the location of this unit for the Swansea Bay University Health Board area.</p>		

	<p>The engagement approach was agreed with the CHC. The total number of people responding to this engagement was relatively small, which is not unexpected as by far the majority of people with mental health needs are supported in the community. 48 responses were received, and most responses supported the proposals. Details of the reasons for support and issues raised are set out in the attached paper.</p>			
<p>Specific Action Required <i>(please choose one only)</i></p>	<p>Information</p>	<p>Discussion</p>	<p>Assurance</p>	<p>Approval</p>
	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input type="checkbox"/></p>	<p><input checked="" type="checkbox"/></p>
<p>Recommendations</p>	<p>Members are asked to:</p> <ul style="list-style-type: none"> • NOTE the service change proposals outlined in the adult acute mental health in-patient assessment services engagement • NOTE the engagement process undertaken • NOTE the responses and issues raised through the engagement process • NOTE the financial implications • NOTE that the Community Health Council discussed the outcomes of the engagement at its Service Planning Committee on 26th April 2022 and feedback will be provided at the Board meeting • CONSIDER and AGREE the recommendation for the Cefn Coed site to be the location for the adult acute mental health in-patient assessment services to proceed with the next steps of developing a business case for Welsh Government. • NOTE and AGREE the intention to rename the facility so as to reduce any stigma attached to the Cefn Coed name. • NOTE the need and intention to continue and expand engagement and coproduction in relation to Mental Health services with all partners and stakeholders. 			

OUTCOME OF THE PUBLIC ENGAGEMENT FOR THE PROVISION OF ADULT ACUTE MENTAL HEALTH IN-PATIENT SERVICES SWANSEA BAY UNIVERSITY HEALTH BOARD

1. INTRODUCTION

The Health Board has recently completed a public engagement exercise on proposals for the future location of adult acute mental health in-patient assessment services across the Swansea Bay area. The engagement took place between 31st January 2022 and the 25th March 2022.

A multi-agency group, including service users and carers and the voluntary sector, reviewed options for the location of our new single adult mental health assessment unit. Locations were reviewed against a set of agreed criteria, to inform our recommendation for the future site. The engagement focused on asking for views on the proposal for the future location of the adult mental health assessment unit on the Cefn Coed site and explored the potential of a new name for the unit.

2. BACKGROUND

In 2013-14, the former Abertawe Bro Morgannwg University (ABMU) Health Board undertook formal public consultation on the organisation and location of its Adult Mental Health Acute Assessment Facilities. This arose due to a number of adverse reports into the unsuitable and unfit for purpose accommodation, particularly on the Cefn Coed Hospital site.

In March 2014 ABMU Health Board considered the outcome of this consultation and concluded that a single adult acute mental health assessment unit for the Swansea, Bridgend and Neath Port Talbot population covered by ABMU, should be built, supported by local community and crisis mental health services. The Board further agreed that the site for this unit should be Neath Port Talbot Hospital as it was an acute hospital site (reflecting Welsh Government guidance at the time), it was geographically central for the areas served and the site could accommodate this new build. The then ABMU Community Health Council subsequently agreed to support, in principle, the centralisation of these services subject to the development and implementation of pathways of care to support this in advance of the new unit opening.

Due to changes to the Health Board's boundary, the potential site options needed to be reconsidered, as Neath Port Talbot Hospital site was no longer a central site for the Swansea Bay population, and Welsh Government guidance recommending co-location with an acute hospital had changed. The planned new build had not been progressed and further work was required to reconsider the best location of this unit for the Swansea Bay area.

Since that time, the Health Board has continued with plans to significantly change and modernise our mental health services provision. We have made improvements to Fendrod and Clyne Wards which provide adult acute assessment beds at Cefn Coed Hospital, but it is not possible to modernise it fully to meet 21st century standards of care and provide the facilities, privacy and dignity our patients deserve.

By far the majority of our care for people with mental health problems is provided outside of hospital settings (around 95%) and our service models reflect this.

Over the past three years we have invested over £3.4 million from the Welsh Government Mental Health Service Improvement Funding into developing these services across the West Glamorgan region, including third sector provision. These have included:

- the development of the Single Point of Access for Adult Mental Health Services, further expansion of this to develop into an all age Assessment Hub for Mental Health Services, connected to the 111 expansion of services across Wales.
- the expansion of our provision for psychological therapies to ensure we continue to meet the Welsh Government waiting time targets and aim to try and reduce waiting times further.
- the provision of Mental Health link workers into GP Clusters continues to expand to jointly manage the level of need within the community and primary care.
- engaging and supporting third sector organisations to plan and develop their services to support prevention and low-level mental health need, including the development of the Mental Health Sanctuary service within the region.

These developments support the pathway preparation in advance of the new unit opening.

As part of our response to the pandemic a number of changes were made to Adult Mental Health Services:

- The service has been provided as one integrated service across Swansea Bay, rather than separate services for Swansea and Neath Port Talbot populations.
- Specific wards were designated across the Health Board for new admissions so patients could be assessed and tested in a single location, so reducing the risk of Covid-19 spreading to our other patients.
- We designated our treatment wards within Cefn Coed Hospital as wards where patients who required ongoing treatment following assessment would be cared for.
- We created a COVID isolation unit attached to Ward F at Neath Port Talbot Hospital, using the space previously used for the Substance Misuse Detoxification Unit (Calon Lân) which allowed us to isolate patients that were admitted and tested positive for Covid-19.
- In collaboration with the Local Authorities and the Police we re-designed our place of safety under the Mental Health Act to Neath Port Talbot Hospital as part of the admission unit (Ward F).
- The crisis/home treatment teams continue to work separately by day within Swansea and NPT areas, but out of hours both these teams are based in Neath Port Talbot Hospital attached to Ward F. This allows us to concentrate our staff resources to deal with out of hours' assessments.

- During this time, we also made changes to the medical on call rota following a review of the arrangements put in place as part of the Health Board boundary changes in 2019. As a result, we no longer have a shared Neath Port Talbot / Bridgend medical rota. This means that we now have a junior oncall doctor based in Ward F, Neath Port Talbot Hospital covering the admission unit and providing support to Cefn Coed Hospital when required.

These changes have allowed us to continue to provide Adult Mental Health Services during the pandemic in the safest way for our patients. This is working towards the centralised model outlined and agreed in the previous public consultation, where we have designated separate assessment and treatment wards, which is the preferred future model of care and will provide better patient experience.

The Health Board has written a Strategic Outline Case for the provision of the new facility, as part of the process of obtaining capital funding, which has been endorsed by Welsh Government. To finalise the Outline Business Case (the next stage in the process of obtaining capital funding) and undertake detailed planning for submission to Welsh Government for approval, we need to confirm the final site for the new unit and this engagement informs that decision. The decision to have a single in-patient unit is not being reconsidered as part of this work.

It was agreed with Swansea Bay Community Health Council (CHC) that public engagement on these proposed changes should run for 8 weeks from 31st January 2022 to 25th March 2022.

To support this, an engagement document was developed (**Appendix A**) together with an engagement plan (**Appendix B**), which were approved by the Board on 27th January 2022.

3. RESPONSES TO PUBLIC ENGAGEMENT AND NEXT STEPS

Information on the engagement was circulated electronically, and in hard copy where appropriate, to the Health Board's existing mechanisms such as the Accessibility Reference Group, Stakeholder Reference Group, as well as our broad stakeholder distribution list and networks. Reminders were sent to encourage further responses to the engagement exercise.

We actively promoted the public engagement through our social media channels, including Facebook and Twitter. For this public engagement exercise the reach on social media did not translate into responses to the engagement. The figures around reach and engagement are included in *Annex 1*

The comments and issues raised in all responses have been taken into account in the consideration of the feedback received and any subsequent actions to be taken by the Health Board. The full comments are available as **Appendix C**.

Responses

During the engagement period, a total of 48 responses were received, this included:

- 36 completed response forms, although not all respondents completed all questions.

The response to the question 'To what extent do you agree / disagree with the proposals for the future location of Adult Acute Mental Health

Assessment Beds in Swansea Bay University Health Board?':

- o Strongly Agree =15 responses (42%)
- o Tend to Agree = 11 responses (31%)
- o Neither Agree nor Disagree = 1 responses (3%)
- o Don't know = 2 responses (5%)
- o Strongly Disagree or Tend to Disagree = 7 responses (19%)
- o 7 completed the equality impact question, with 6 identifying potential impacts

6 respondents commented on equality considerations the health board needed to take into account including:

- o Accessibility for people with disabilities
- o The need for male and female wards
- o Stigma of Cefn Coed being difficult to overcome
- o Different areas to meet different needs is good
- o The need to avoid segregation
- o Access to BSL interpreters
- o Ensuring there is provision for pregnant people
- o Ensuring there is a neutral worship / religious space for patients

Whilst we would have preferred more responses, a smaller response rate is not unusual given the nature of the service, and the relatively low numbers of people who use the inpatient service. We reviewed progress and the approach to the engagement with the CHC at the mid-point of the engagement exercise, and confirmed further actions with them at that point.

Full responses to this question and demographics for the survey respondents are included at *Annex 2*.

30 respondents provided suggestions for new names for the unit and how the name of the new unit should be decided, responses are included at *Annex 3*.

- 9 comments on the Health Board intranet / email submissions
- 2 comments on Facebook
- 1 comment on Twitter
- Feedback from 7 meetings (Accessibility Reference Group, Regional Health, Social Care and Wellbeing Network, Neath Port Talbot Council of Voluntary Services Forum, Mental Health and Wellbeing Board, Health Board Partnership Forum and two staff meetings)

The details of these responses have been shared with Swansea Bay CHC.

The main themes which were raised during the engagement are set out overleaf.

Supportive of the proposals:

The feedback to the proposals was supportive, with 73% of responses either strongly or tending to agree with the proposals. Most considered it a positive development that will benefit patients. The proposals put recovery at the forefront and provide a real opportunity to further empower patients. The need to support and include prevention as part of this work was highlighted.

Many respondents were supportive of the integrated services and approach. It was noted that having services in one place makes sense, as it offers easy transfer between services, and there are significant benefits in having staff on a single site. The development of a Psychiatric Intensive Care Unit (PICU) within Swansea Bay was considered to be a positive development for our most acutely unwell patients.

A number of comments focused on the importance of including key features in the new development to support patient recovery, such as access to green space (secure and non-secure areas), in addition to activity space, a café, a suitable space to spend time with visitors as well as ample parking for visitors and staff.

The single unit was considered to be a real opportunity to further improve joined up working across the organisation as well as improving partnership working.

Suggestions to facilitate this included the inclusion of physiotherapy gym space, Occupational Therapy assessment space and hot desks / space for Community Psychiatric Nurses / Community Mental Health Teams and dedicated third sector organisations space in the new build.

It was proposed the Section 136 suite should include a toilet and refreshments so there is less need to disturb ward patients and staff. Consideration should be given to security on the site and there could well be an opportunity to have mental health trained security staff to support police with patients who may be difficult to manage. The availability of nighttime crisis staff was considered to be a priority.

Concerns raised

Equality Concerns

Many of the equality issues raised related to the provision of the new unit and ensuring it is fully accessible. Therefore as part of the design process we will ensure this by involving patients and carers in the design, incorporate a neutral worship place / religious space for patients and male and female wards.

As part of the delivery of current services and future service models we will look to meet the individual needs to patients who may be pregnant or require additional support around BSL interpretation.

Access and Transport to Services

The ability to access services, especially around our hospital sites is consistently raised as a concern and was a central theme arising from the Changing for the Future engagement. As part of the response to Changing for the Future

engagement it was agreed a new approach would be taken to travel planning to support these service changes, including working with partners to improve the interconnections of public transport between sites and also with the third sector to provide alternative transport options. This would apply equally to this service change

Acutely unwell patients would not be expected to use public transport to access services at the adult acute mental health services unit. These patients will be supported by their care coordinator who would have attended the crisis assessment with the patient, which would have taken place to determine if an inpatient admission was required. The other alternative to this would be if a patient was detained under the Mental Health Act in the community and directly transferred to the inpatient service. In those circumstances all the transport requirements are facilitated by the professionals involved in the mental health act assessment.

Parity of treatment of patients

In order to access the inpatient services, regardless of its location, a gatekeeping assessment has to be completed by the crisis teams which are located both in Neath Port Talbot and Swansea. The outcome of that assessment determines whether home treatment or inpatient admission is required to meet that individual's current needs and those issues would determine the requirement for admission not geographical reasons.

Stigma

The Cefn Coed site does have the historical context of the provision of institutional mental health care, but over time we have worked hard to lessen this stigma, widen the range of out of hospital services available and generally improve mental health services. Some of the site has been used for housing development and other parts of the site have been repurposed to provide modern mental health services such as Ysbryd y Coed.

Impact on the provision of other mental health services

The vast majority of patients with a mental illness will be supported in the community through Community Mental Health Services and Local Primary Care Mental Health Services, and will not require a hospital admission. There will be no change for these patients. Our needs analysis has shown that there will not be an increase in requests for assessments at the new unit.

For patients who require hospital admission, around 32 % of all admissions are for patients with Neath Port Talbot postcodes and these figures have been consistent over the last three years.

Concerns have been raised regarding the additional travel time for Care Co-ordinators travelling to a different local authority area to see patients. The proposed site for the adult acute mental health unit should not have any impact on travel time for Care Co-ordinators, as many Multi-Disciplinary Team Meetings are held virtually and this has led to increased attendance in some areas. An important aspect of the

role of a Care Co-ordinator is visiting patients at home, and travel across a wide geographical area is integral to this.

Some concern was expressed that the number of admissions under the Mental Health Act will increase as people will refuse informal admission on the basis they do not want to travel further to the unit. There is no evidence to suggest that this is likely to happen. During the pandemic we have had to adapt how we provide our services. At present all admissions for Swansea and Neath Port Talbot residents go to Ward F at Neath Port Talbot Hospital for their assessment phase and then are transferred to Cefn Coed Hospital for their ongoing treatment phase and discharge planning. These changes were to adapt to the challenges of COVID but it replicates the model planned for the future inpatient model, with a single assessment unit and treatment wards. The positive addition to the proposal is that this will then all be provided on one site which will have better patient experience and outcomes.

Site selection process

The Adult Acute Assessment Re-provision Project Board is developing the outline capital business case for submission to Welsh Government to support the funding of fit for purpose adult acute inpatient accommodation. The engagement of service users, carer and the public is integral to developing this approach. The Project Board comprises members from the Health Board, Local Authorities, Third Sector and service user / carer representation and has overseen the process for the option appraisal of possible sites. There will be subgroups of the overarching Board that will be developed at different stages of planning for the new facility to inform the requirements of the unit and there will be wide ranging involvement in those subgroups from across the sectors.

The Health Board has been working with stakeholders since early 2019 to identify a potential location for this new development. Between February and November 2020, thirteen sites were identified by external advisors as being of suitable size and location within the Swansea Bay area. These sites included land owned by the NHS and others. A series of workshops were then held with stakeholders to discuss and agree the criteria to evaluate the suitability of each of these sites.

These criteria were agreed as:

- Location provides acceptable access for areas of high demand for services across the Health Board area.
- Location has access to outside space & activity areas and is considered 'safe' in terms of avoiding known high risk areas for the development of Psychiatric Units and is 'safe' in terms of 'sanctuary'.
- Location is accessible, by public transport if necessary.
- Location offers the opportunity for joint working with other mental health services and/or physical health care services.
- Location promotes inclusivity and has reasonable access to local amenities.

In January 2021 a shortlist of five options were agreed, through the application of these criteria to the original long list of thirteen options, resulting in the following sites being considered further:

- Cefn Coed Hospital site
- Two different sites adjacent to Morriston Hospital
- Neath Port Talbot Hospital site
- Singleton Hospital site

The shortlisted five options were all NHS hospital sites. These were the options which best met the criteria and reflected the importance of being located on a site with other health or mental health services to provide clinical support as well as access to wider support services.

In April 2021, a virtual workshop was held with stakeholders including clinicians, Local Authorities, the voluntary sector, service users and carers. The workshop's participants were split into three groups, with each having clinician, service user, carer, voluntary sector and statutory service representatives. Each of the shortlisted sites were considered against the agreed criteria. This resulted in a clear ranking of each site and the extent to which it met the criteria. Ranked first was Cefn Coed Hospital. It scored the highest of the options by some margin. In addition, all three individual groups ranked Cefn Coed as their top option.

It is important we continue to work closely with our partners, communities and service users and carers as we plan for this new unit. Over the past few years there have been significant changes to mental health services, particularly around how we deliver services in the community. As part of this work we will be launching the Single Point of Assessment Service and the further expansion of this to develop an all-age Assessment Hub for Mental Health Services, connected to the 111 expansion of services across Wales. We want to continue working with all partners and stakeholders, through co-production, and the West Glamorgan Regional Partnership so that we can on a multiagency basis respond to the differing needs of the areas we cover and improve current and future services.

Swansea Bay Community Health Council have received all the responses to the engagement plus the Health Board's proposals regarding next steps and considered their response at their Executive Committee on 26th April 2022. The feedback from the CHC will be made available at the Board meeting.

4. GOVERNANCE AND RISK ISSUES

Engagement on service change inevitably evokes strong feelings from respondents and these can be seen in the responses received. It is important that the Health Board takes due regard of the issues raised and those arising from the Equality Impact Assessment in making any decisions about how the service changes proposed in the engagement document should be implemented.

The proposal for a single acute mental health assessment unit has been previously agreed through public consultation. With changes to the Health Board's boundary, the potential site options needed to be reconsidered, as Neath Port Talbot Hospital site is no longer a central site for the Swansea Bay population, and Welsh

Government guidance recommending co-location with an acute hospital has changed.

A Stage 1 Equality Impact Assessment was prepared and made available as part of the engagement process. This has subsequently been amended to a Stage 2 Equality Impact Assessment, incorporating the views expressed in the engagement (**Appendix C**).

Engagement on service change was carried out in partnership with Swansea Bay Community Health Council and the relevant information was circulated widely as agreed at that time.

In relation to workforce there are no risks in relation to posts being at risk. The proposed development has to be managed within the current budgets from existing establishments, which continue to be reviewed and invested in depending on changes in acuity and the needs of our patients.

The proposal will improve the likelihood of recruiting and retaining staff in some posts that historically have proved difficult to appoint to, due to all the services being on one site and the provision of peer support to each other rather than being spread across various sites which is the case currently.

5. FINANCIAL IMPLICATIONS

The Service Group's Finance team are part of the overarching Board and are managing the budget allocated to the scheme, which is cost neutral as it will be the transfer of the current inpatient resources into the new development.

6. RECOMMENDATION

Members are asked to:

- **NOTE** the service change proposals outlined in the adult acute mental health in-patient assessment services engagement
- **NOTE** the engagement process undertaken
- **NOTE** the responses and issues raised through the engagement process
- **NOTE** the financial implications
- **NOTE** that the Community Health Council discussed the outcomes of the engagement at its Service Planning Committee on 26th April 2022 and feedback will be provided at the Board meeting
- **CONSIDER and AGREE** the recommendation for the Cefn Coed site to be the location for the adult acute mental health in-patient assessment services to proceed with the next steps of developing a business case for Welsh Government.
- **NOTE and AGREE** the intention to rename the facility so as to reduce any stigma attached to the Cefn Coed name.
- **NOTE** the need and intention to continue and expand engagement and coproduction in relation to Mental Health services with all partners and stakeholders.

Governance and Assurance		
Link to Enabling Objectives <i>(please choose)</i>	Supporting better health and wellbeing by actively promoting and empowering people to live well in resilient communities	
	Partnerships for Improving Health and Wellbeing	<input checked="" type="checkbox"/>
	Co-Production and Health Literacy	<input checked="" type="checkbox"/>
	Digitally Enabled Health and Wellbeing	<input checked="" type="checkbox"/>
	Deliver better care through excellent health and care services achieving the outcomes that matter most to people	
	Best Value Outcomes and High Quality Care	<input checked="" type="checkbox"/>
	Partnerships for Care	<input checked="" type="checkbox"/>
	Excellent Staff	<input checked="" type="checkbox"/>
	Digitally Enabled Care	<input checked="" type="checkbox"/>
	Outstanding Research, Innovation, Education and Learning	<input type="checkbox"/>
Health and Care Standards		
<i>(please choose)</i>	Staying Healthy	<input checked="" type="checkbox"/>
	Safe Care	<input checked="" type="checkbox"/>
	Effective Care	<input checked="" type="checkbox"/>
	Dignified Care	<input checked="" type="checkbox"/>
	Timely Care	<input checked="" type="checkbox"/>
	Individual Care	<input checked="" type="checkbox"/>
	Staff and Resources	<input checked="" type="checkbox"/>
Quality, Safety and Patient Experience		
<p>The report highlights how the Health Board has been raising awareness and seeking feedback from staff, patients, families, and our stakeholders to inform the location and development of the acute adult mental health unit. The current environment is not fit for purpose and the proposals being engaged on would provide better services for patients.</p>		
Financial Implications		
<p>The engagement process is supporting the development of more sustainable mental health services for the future and making best use of Health Board resources.</p>		
Legal Implications (including equality and diversity assessment)		
<p>The Health Board has a requirement to ensure that it complies with Welsh Government guidance on public engagement and consultation and that it considers the impacts of these proposed changes on the protected characteristic groups outlined in the Equality Act 2010, including the newly introduced Socioeconomic duty.</p>		
Staffing Implications		
<p>The development of an acute adult mental health unit on a site with other mental health services would make the future staffing model for mental health more sustainable.</p> <p>This will aid the recruitment and retention of various professional group with the workforce due to the centralisation of the services and the purposely fit for purpose building, which will be a huge improvement on the current situation.</p>		

Long Term Implications (including the impact of the Well-being of Future Generations (Wales) Act 2015)

The actions outlined in the report support the five ways of working outlined in the Act.

Report History

Board Report 27 January 2022 Engagement on Changing for the Future – Our Proposal for the Future Location of Adult Acute Mental Health Assessment Beds in Swansea Bay University Health Board.

Appendices

Appendix A Engagement Document
Appendix B Engagement Plan
Appendix C Stage 2 EQIA
Appendix D Engagement Responses

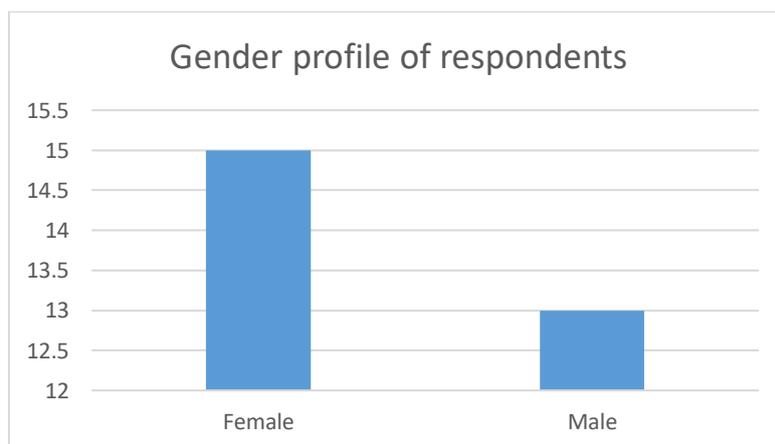
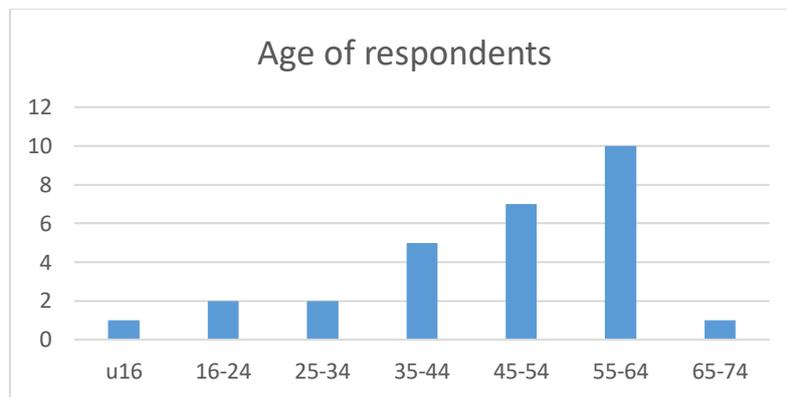
Annex 1 - Social media statistics

	01/02/2022		03/02/2022		09/02/2022		16/02/2022		11/03/2022		14/03/2022		16/03/2022		21/03/2022		24/03/2022	
	Reach	Engagement																
English Facebook	5,558	33	12,016	527	4,704	96	3,981	42	4,795	84	3,023	84	5,290	167	2,776	26	4,053	79
Welsh Facebook			14	1	15	0	10	0	14	0	12	0	14	0	10	0	8	0
English Twitter			1,560	50	1,581	34	903	14	1,265	33	749	20	549	1	1,026	39	697	15
Welsh Twitter			21	0	92	3	32	1	68	2	54	0	38	0	28	0	28	0

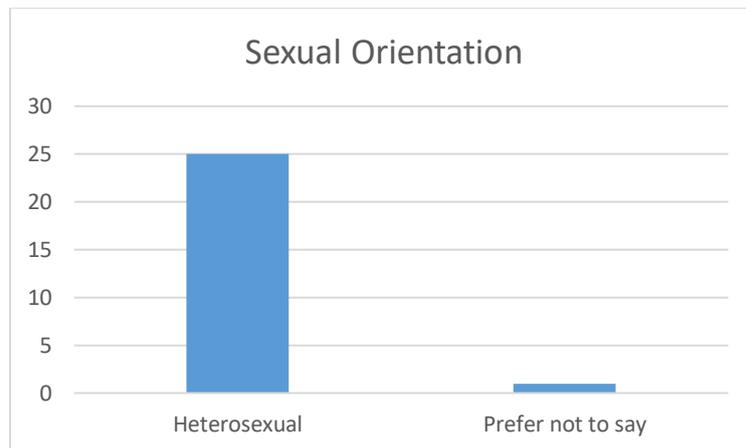
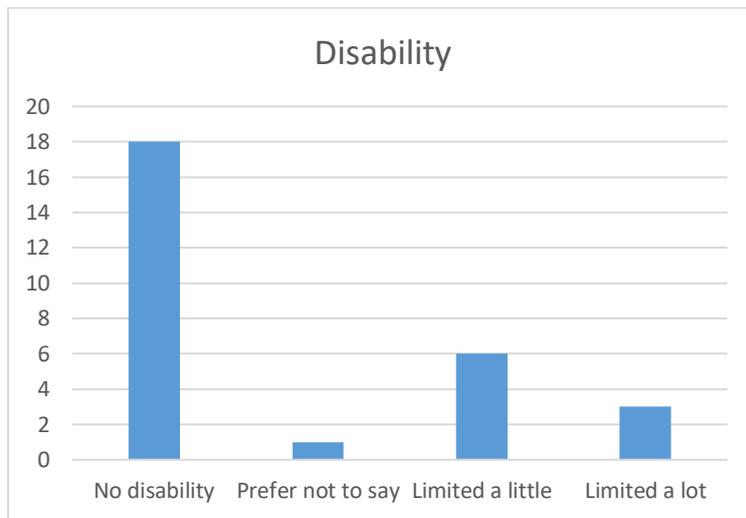
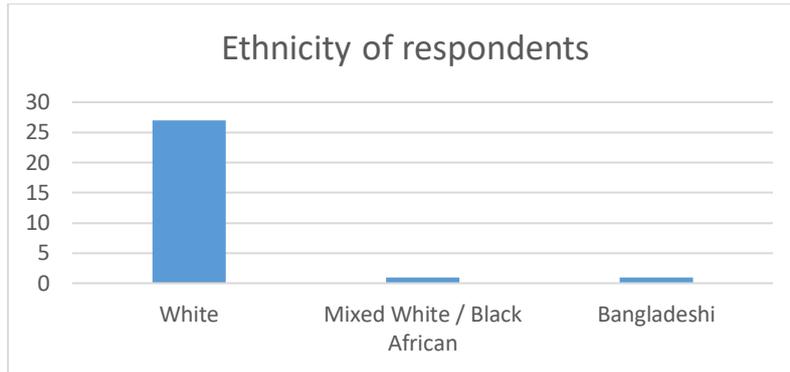
Annex 2 – Equality data based on completion of equality data

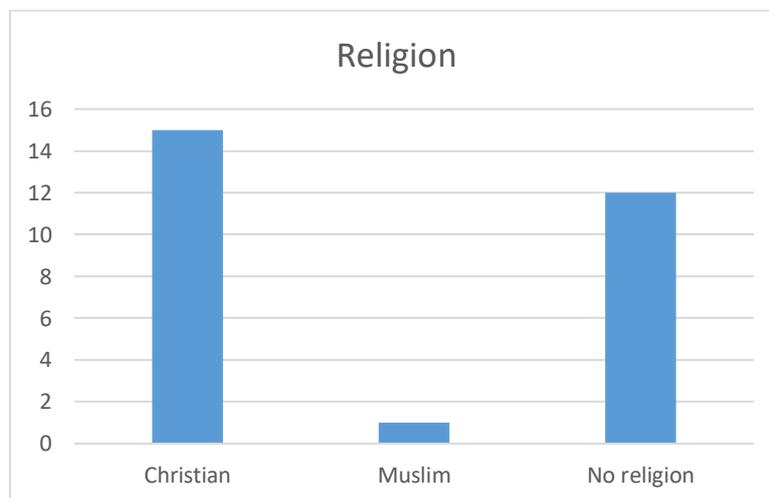
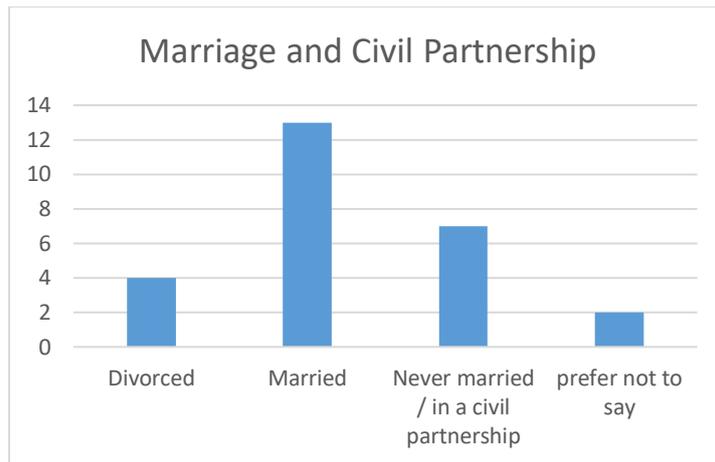
Demographics of respondents

Figures are based on the people who completed the equality monitoring information



26 people advised their gender identity was the same as assigned at birth





Responses to the equality question

As long as the new service is accessible for disabled individuals, I do not believe there will be any groups of people who are unfairly affected.

Access for disabled individuals- ramps, wide doors etc.
 You said you will have separate wards for males and females, this might cause problems with individuals who are transitioning- perhaps make sure you ask everyone which gender they identify with and place them accordingly onto the correct ward.

People who struggle to live independently and require support may find it difficult to find their way around the site. It is very large and confusing.

Many people will not want to go to Cefn Coed, even with a new name. It holds bad memories and experiences for many people. You will not be able to change a place with a coat of paint and a new name. The staff remain the same, the grounds and everything about the site remains.

One person who has recently been there said that they would hopefully succeed at taking their own life rather than go there again. Next time they will not 'cry' for help.

With stories like this it will be hard to overcome the stigma. Memories can last a life time.

I like the facts that there are different areas for different group needs. It can be distressed to be surrounded of drunk or drugs users if you have a different problem.

I think it is important to do regular surveys with patients, family and staff, to detect earlier any problem

WE do not want to segregate people, but different races together are good because they can understand each other better.

Having a good bedside manner is vital in a person's recovery. Has to be different no Cefn Coed.

Accessibility to interpreters or professionals from similar ethnic backgrounds
Be able to cater for all types of people

Will there be provisions for pregnant people in crisis?

Will there be a place for religious worship?

More difficult for isolated people in crisis to get to - ensure that there is adequate public transport and provisions in place to get people there.

If it gets busier the access road may need to be improved.

Don't want the same stigma as Cefn Coed - better outreach and education needed.

Neutral place for worship on site.

Annex 3 – proposals for a new name for the unit

- Should be a Welsh name
- Not a Welsh name
- Something short, easy and practical to use
- Let local children come up with a name
- Let service users come up with a name
- Something that incorporates the sea view and the peaceful location 17 miles away from NPT hospital psychiatric unit

Suggestions for names:

- Reflecting its calm setting Green Hill (Bryn Gwyrdd), Sea Breeze (Awel y Mor) or Bay View (Golygfa Bae)
- Gobaith Newydd - New Hope
- Uned Gobaithion Newydd – Fresh / New Hope
- Adfer – restoration
- The Enfys Clinic
- Adferiad – recovery

- Ty yn Dda
- Hafan Ddiogel – safe haven or Gofod croeso – welcome space
- New Bay Hospital / Ysbyty Bae Newydd
- Ysbryd y Mor / Ysbryd y Mynydd
- Cefn Coed Mental Health Centre
- Swansea Crisis Centre for Young People
- Mind and Mental Health Centre
- Tawe Clinic