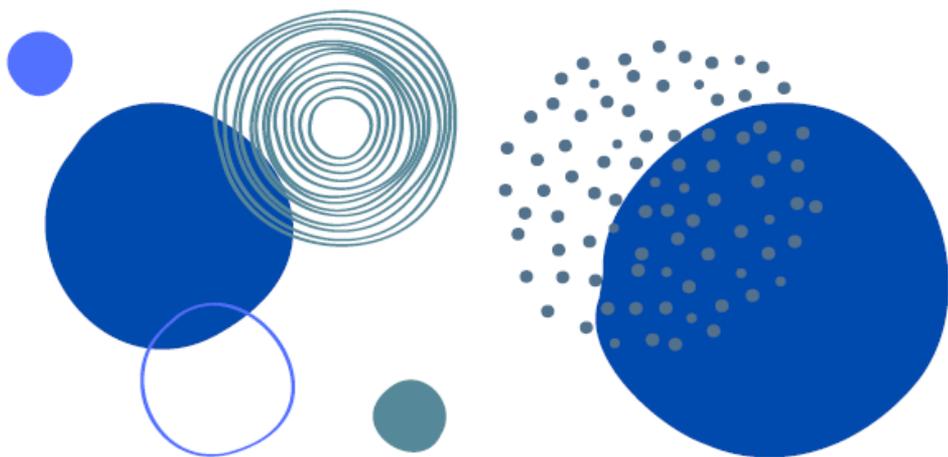


# MENTAL HEALTH IN POWYS

EVERYTHING YOU  
NEED TO KNOW ABOUT YOUR  
LOCAL SERVICES



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Health Board



Version 1

**The information contained within this booklet was  
current and accurate at the time of publication in  
October 2020**

For any queries relating to the content, or to request a  
digital copy of this leaflet please contact:

Email: [powysmentalhealthLD@wales.nhs.uk](mailto:powysmentalhealthLD@wales.nhs.uk)





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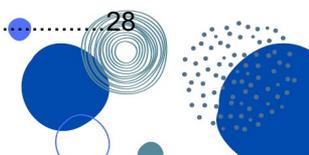
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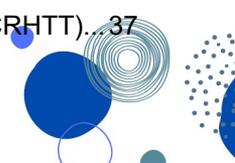
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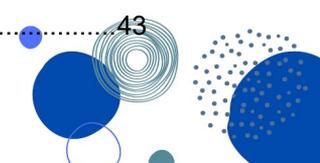


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# Introduction

This booklet is designed to give you an overview of the mental health services that are available in Powys.

We'll cover services available to you through your GP, Powys Teaching Health Board, self-help advice, opening hours and contact details, as well as details for your local Third Sector Providers such as Ponthafren and your local Mind Centres.







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## What is Mental Health?

Mental Health is your psychological and emotional wellbeing and people can need help and support to manage anything from low level anxiety or depression through to suicidal thoughts and severe and enduring mental health disorders such as Schizophrenia and Psychosis.

One in four of us will be affected by mental health in any year. If you're feeling mentally unwell, or just want to feel happier, Powys Mental Health Services are here to help.



## I'm struggling with my mental health

If you are feeling low or struggling with unwanted thoughts or feelings it's important to seek help.

Your mental health is just as important as your physical health, so if you notice you're feeling emotionally unwell you should actively seek out support to help you feel better again.





## Contacting your GP

If you're feeling unwell, there are a number of places you can contact for help and support.



You can contact your local GP surgery and ask for an appointment to talk about your mental health needs with your GP. Your GP will discuss with you your symptoms and work with you to find the best support and treatment available to improve your mental wellbeing. Depending on your GP's assessment, they could recommend or refer you to a number of mental health services which we will cover in this booklet.

As well as your GP, you could contact your local mental health voluntary organisation for support. There are a number of excellent organisations in Powys who provide mental health support such as your local Mind and Ponthafren centres. Details for these services can be found on page 49 onwards.

## My GP Surgery is closed for the day, what can I do?

If you need help for your mental health and wellbeing out of hours, you can contact NHS Direct Wales on 111. It's free and will help you find the right advice, support and treatment.

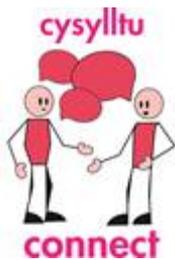


## 5 Ways to Wellbeing

There are simple actions we can all take to make a positive impact on our day to day lives.

The Five Ways to Wellbeing are a wellbeing equivalent of 'five fruit and vegetables a day'. These are a set of actions that have been found to improve personal wellbeing when regularly carried out.

The Five Ways to Wellbeing are:



**Connect:** Spend time with family, friends or colleagues. Invest time in these relationships.

Building these connections will enrich your life and theirs and provide support when you need it

**bod yn fywiog**



**Be Active:** Go for a walk; join a fitness group; get out your bike; climb a hill; turn up the radio and have a dance; do some gardening. Physical activity helps to make us feel good as well as helping to increase our health and fitness.





### bod yn sylwgar



#### take notice

**Take Notice:** Notice the leaves on the trees; the flowers in the park; beauty in your surroundings; the smell of freshly brewed coffee. Savour the good things in your life, however small.

Reflecting on the good things in your life can improve your mood and help you to appreciate what is important to you

### dal ati i ddysgu



#### keep learning

**Keep Learning:** Try a new recipe; sign up for a course; rediscover an old hobby; take on a new role at work or at home; learn a new language. Setting yourself a challenge to learn something new can make you more confident as well as being something that you can enjoy.

### bod yn greadigol a rhoi



#### be creative & give

**Be Creative & Give:** Do something nice for a family member, friend or stranger. Perhaps you could thank someone; smile at a stranger; give way at a junction; volunteer your time; join a community group.

Seeing your happiness and wellbeing linked to your community can not only increase the connections with the people around you but can also be rewarding.



## Online Cognitive Behavioral Therapy

If you are experiencing mild to moderate depression or anxiety, one of the first things you can do is access self-help support such as our Online Cognitive Behavioral Therapy program Silvercloud.

Silvercloud is an online space which offers a different range of programmes based on Cognitive Behavioral Therapy (CBT) to empower you to develop skills to manage your psychological wellbeing with more confidence, from the convenience of your own location and in your own time.

The programme is built up of around six to seven modules which you can complete at your own pace. One of the main benefits of this programme is that you can dip in and out as much or as little as you feel is suitable.

The programme is easily accessible and is compatible with any computer, tablet, iPad or smartphone, making it flexible for service users to use at locations they feel comfortable in, in their own time. There is also an app that can be downloaded on to any smart device.

### How to access the service

If you, or someone you know, is aged 16 years or above and would like to be referred into the service, this can be done in many ways:





- Powys GPs
- Local Primary Mental Health Support Services
- Community Mental Health Teams
- Long Term Conditions Team
- PTHB Occupational Health

## Self-referral into the service

We are delighted to launch our new self-referral function to our online CBT service, Silvercloud.

If you are a Powys patient or Powys resident, aged 16 years or above, want access to an effective online CBT therapy without having to first have an appointment with a health professional, you can visit the Silvercloud website at:

<https://nhs.wales.silvercloudhealth.com/signup/>



# Your Local Integrated Autism Service (IAS)

## Who does the IAS support?

The Integrated Autism Service (IAS) provides support to individuals aged 18 and above. The Integrated Autism Service is jointly hosted between Health and Social Care with strong links to education. This has led to a team being developed with broad knowledge and expertise in order to meet your needs and support you appropriately. The IAS provide Autism assessment, diagnosis and support services for people aged 18 and above.

## Opening hours

The Integrated Autism Service have core operating hours of 9:00am until 5:00pm, Monday to Friday.

## How to access the service

There are a number of ways to access the Integrated Autism Service, these include:

- A referral from your GP or health / social care professional
- You can also refer yourself by contacting the team for a referral form





- Family members or carers can also contact the team on your behalf

## What to expect

The IAS provide a wide range of services including (but not limited to):

- Diagnostic assessments
- 1:1 support for adults with a diagnosis of autism
- Post diagnostic support
- Groups
- Workshops
- Support for parents and carers of children with a diagnosis of autism
- Social Skills Development
- Help to understand your diagnosis
- Help to understand and regulate your emotions
- Daily Living Skills Development
- Leisure and Social Groups
- Parents and carer support and training

The IAS also run regular drop in sessions, virtually. These sessions are open to anyone (aged 18 or above) to discuss any queries you may have relating to autism.

The Team welcome adults, carers, parents of children with autism and professionals who may have questions





to ask. Please contact the IAS on the details below for information of upcoming sessions.

## Our Team

The Integrated Autism Service is a pan-Powys service, meaning the team covers the entire county of Powys. Team members are based in a number of different locations across Powys so the centralised contact details for the service are:

Integrated Autism Service Powys  
Erwood Ward  
Bronllys Hospital  
Bronllys  
LD3 0LU  
Telephone: 01874 712 607

Email: [Powys.IAS@wales.nhs.uk](mailto:Powys.IAS@wales.nhs.uk)





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# Your Local Primary Mental Health Support Service (LPMHSS)

## Who do LPMHSS support?

Local Primary Mental Health Support Services are available in Powys for people of all ages. These services are aimed at people who are experiencing mild to moderate, or stable, severe and enduring mental health problems.

LPMHSS is an age blind service with the exception of those under the age of 18 who will be signposted to their local Child and Adolescent Mental Health Service (CAMHS).

## Opening hours

LPMHSS have core operating hours of 9:00am until 5:00pm, Monday to Friday.

## How to access the service

To access these services, you will need a referral from a health professional such as your GP or a Mental Health Practitioner.

To access these services please contact your GP. If you are not registered with a GP you can still access these services by visiting any GP practice.



## What to expect

The LPMHSS provide goal focused mental health assessments and also treatment by way of short-term psychological interventions which can be delivered individually or in group settings.

LPMHSS also provide support and advice to GPs and other primary care workers and to individuals and their carers about treatment and care, including the options available to them, as well as ‘signposting’ to other sources of support (such as support provided by third sector organisations).

## Our Teams

Ystradgynlais LPMHSS  
Ystradgynlais Hospital  
Glanrhyd Road  
Ystradgynlais  
Swansea  
SA9 1AU  
Telephone: 01639 846  
403

South Powys LPMHSS  
Ty Cloc  
Bronllys Hospital  
Bronllys  
LD30LU  
Telephone: 01874 712

North Powys LPMHSS  
Fan Gorau  
Newtown Hospital  
Llanfair Road  
Newtown  
SY16 2DW  
Telephone: 07779 548 447





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## Your Local Child and Adolescent Mental Health Service (CAMHS)

### Who does CAMHS support?

Powys CAMHS offers assessment and treatment for children and young people, up until their 18th birthday, who have or are thought to have mental health problems or emotional health difficulties.

The service is delivered by a team of professionals who have specialist training and experience in working with children and young people. This includes Clinical Psychologists, Consultant Child & Adolescent Psychiatrists, forensic specialists, Specialist Nurses, Primary Mental Health Workers, Child Psychotherapists and Counsellors.

The service also has a Specialist Nurse working jointly with the Youth Justice Service as well as a psychologist based in the Childrens service who is contracted to work for CAMHS, forensic and youth justice for one day a week. CAMHS and Powys County Council are jointly responsible for a Clinical Psychologist who provides advice to Children's Services professionals on the emotional and mental health needs of children and young people who are looked after or on the edge of care.



## Opening hours

CAMHS have core operating hours of 9:00am – 5:00pm, Monday to Friday.

## How to access the service

At the moment CAMHS does not accept self-referral which means that you need to speak to another professional and ask if they think your child or young person needs to be referred to CAMHS.

Any Professional working with young people can contact CAMHS via the Duty system which operates Mon-Fri 9-5 and is staffed by specialist workers who can offer advice / consultation and facilitate referral into the service.

In addition, the following professionals can talk to the Primary Mental Health Worker about children and young people they are concerned about.

Professionals who can access the Primary Mental Health Worker:

- Youth Inclusion Support Workers (YIS)
- Teachers
- Education Welfare Officers
- Youth Workers
- The LRSP – Local Resource Solution Panel
- Adult Community Mental Health Teams





- Voluntary Organisations.
- Advocacy Services
- Paediatric Therapists

The Local Primary Mental Health Service (LPMHS) offers professionals involved with children and young people the opportunity to discuss their concerns and decide on the best way to help the child or young person. Sometimes this is through directly working with the child or young person but it could also be by offering training and/or support to enable the professional to do the work themselves.

If the child or young person does not work directly with the Primary Mental Health worker, they are not considered to be 'open' to CAMHS.

## Where is the service provided?

The service is based in two main sites with additional clinics being offered in outlying areas.

Opening hours Monday – Friday 9:00am – 5:00pm

North Powys CAMHS  
Ynys Y Plant  
Plantation Lane  
Newtown  
Powys  
SY16 1LQ  
Tel: 01686 617450

South Powys CAMHS  
Brecon Hospital  
Cerrigochion Rd  
Brecon  
Powys  
LD3 7NS  
Tel: 01874 615662





## **When is the service available and what do I do outside of these hours?**

The Powys CAMHS team is available Monday – Friday between 9am and 5pm. They are not available on Bank Holidays, Weekends or out of office hours.

If you are worried about a child or young person outside of these times, support, advice and guidance is available from:

- The child or young person's GP
- Shropdoc – 111
- NHS Direct – 0845 46 47

In an emergency, such as a young person trying to cause themselves serious harm, the child or young person must go to the Accident & Emergency Department of the nearest District General Hospital. These are in neighboring counties as there are none in Powys. Dial 999 and ask for the ambulance service.





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# Your Local Early Intervention in Psychosis Service (EIP)

## Who do Early Intervention (EI) support?

Your local Early Intervention (EI) team are a new community based service who can meet people in a wide range of places, either at home, at a clinical base or in a neutral space, for example at a coffee shop or other public areas.

The Powys EI team currently support people aged 18 to 25 who are experiencing early symptoms of psychosis or have experienced untreated psychotic symptoms within the last 2 years.

## How to access the service

GP or health professionals can refer via the local community mental health team where the Early Intervention Link worker or Duty worker will triage the referral. Family and or friends can also refer via an Early Intervention Practitioner.

## What to expect

The Early Intervention in Psychosis Service can provide up to 3 years of support which can include:



- Education relating to symptoms and coping strategies.
- Relapse prevention work.
- Support in getting back into work.
- Support in getting back into education.
- Recovery from Psychosis.
- Medication interventions.
- An Information Hub.
- Family interventions and family education around signs and symptoms of psychosis.
- Cognitive Behavioral Therapy relating to symptoms and coping strategies.
- Peer Support groups.
- Referral to voluntary/charity support services.

## Our Teams

Our EIP Teams work from a number of different sites across Powys.

The South Powys Team can be contacted on:

07929 781 794

The North Powys Team can be contacted on:

07876 714 117

Both teams can be contacted using the following email address: [EIPPowys@wales.nhs.uk](mailto:EIPPowys@wales.nhs.uk)





## Your Local Psychology Service

### Who do Psychology support?

Your local Psychology Service provide a range of therapeutic treatments including talking therapies, cognitive behavioral therapy, eye movement desensitization reprocessing therapy and much more. The Psychology Service is split into two specialties; the Adult service (which is aimed at people between the ages of 18 and 65) and the Older Peoples' service (which is aimed at people aged 65 and above). Those aged 17 and under can access psychological therapies via the CAMHS team.

### Opening Hours

Our Psychology Teams have core operating hours of 9:00am until 5:00pm, Monday to Friday.

### How to access the service

Access to psychology services is by health professional referral only.

### What to expect

When you are referred to Psychology, you will be placed on a waiting list.





When an appointment is available you will be notified and provided a date where you will first have your introductory session and assessment with a Psychologist or Psychology Assistant to determine what therapy would be most beneficial for you.

After your assessment, your Psychologist or Psychology Assistant will confirm the most appropriate course of therapy for you and will agree the frequency of your therapy.

## Our Teams

Our Psychology service is based in two main sites:

North Powys Psychology  
Park Street Clinic  
Newtown  
Powys  
SY16 1EG  
Tel: 01686 617388

South Powys Psychology  
Erwood Ward  
Bronllys Hospital  
Powys  
LD3 0LU  
Tel: 01874 712 610





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## Veterans NHS Wales Service

### What is Veterans' NHS Wales (VNHSW)?

VNHSW is a NHS service which provides specialist mental health assessments and out-patient psychological and medication treatments.

### Who is VNHSW for?

VNHSW is a priority mental health service for veterans and reservists who have served in HM Armed Forces and who have a suspected service-related mental health condition. Veterans sometimes develop service-related mental health problems and these can occur for many reasons ranging from deeply shocking operational experiences to difficulty adapting to civilian life. You DO NOT need to have served in a combat role in the Armed Forces to experience service-related psychological health problems.

### Who can refer to VNHSW?

Referrals are welcomed from:

- Veterans and Reservists (self-referral)
- Primary care services (GP, primary mental health services)
- Secondary mental health services (CMHT, in-patient services)



- Third sector organisations (The Royal British Legion, Change Step etc.)
- Armed Forces (Departments of Community Mental Health)
- Family members (with consent)
- Any other professional working with or supporting a veteran

## How to refer to VNHSW

You can refer by:

- Completing the online referral form at [www.veteranswales.co.uk](http://www.veteranswales.co.uk) and going to the page 'referrals' or:
- Contacting the local health board which covers your Powys area by phone or e-mail (see back of leaflet for contact list) or contact the VNHSW Hub at Cardiff and Vale who will then direct you to the appropriate NHS health board.

## Where to get more information:

### **South West Powys**

(Ystradgynlais)

Swansea Bay

T: 01792 532 967

[SBU.veterans@wales.nhs.uk](mailto:SBU.veterans@wales.nhs.uk)

### **South Powys**

(Brecon and Radnorshire)

Aneurin Bevan

T: 01873 735 240

[AdminVnhs.wales@wales.nhs.uk](mailto:AdminVnhs.wales@wales.nhs.uk)

### **North Powys**





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(Montgomeryshire) Betsi Cadwaladr  
T: 03000 857 964  
BCU.Admin-veterans@wales.nhs.uk  
www.veteranswales.co.uk

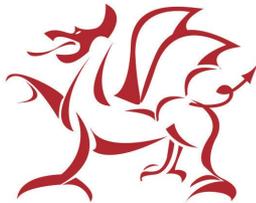
## Useful contact numbers

Veterans' Gateway is a 24 Hour First Point of Contact service.

Free phone: 0808 802 1212

Text: 81212 (request call back)

Website: [www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)



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NHS WALES





## Your Local Community Mental Health Team (CMHT)

### Who do CMHTs support?

Your local Community Mental Health Team provides a range of community based mental health treatments and therapies including perinatal mental health support and eating disorder services for people who need support for their mental health issues. The CMHTs are split into two teams, the Adult service which is aimed at people between the ages of 18 and 64, and the Older Peoples' service which is aimed at people aged 65 and above.

### Opening Hours

Community Mental Health Teams have core operating hours of 9:00am until 5:00pm, Monday to Friday.

### How to access the service

CMHTs take referrals from GPs, Acute Inpatient Mental Health Wards and from our Mental Health Teams such as LPMHSS, Crisis Teams and CAMHS for transitioning patients.





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## Right to re-refer

If you have previously been under the care of a Community Mental Health Team and have been discharged from the service within the last 3 years, you can re-refer yourself to the Community Mental Health Team under Part 3 of the Mental Health Measure where you will be assessed for help and support.

To re-refer yourself just contact your local CMHT and state that you would like to “**re-refer under Part 3 of the Mental Health Measure**” and the team will undertake a clinical assessment of your mental health needs to determine whether you would benefit from CMHT support again.

## What to expect

If you feel that you need support from your local Community Mental Health Team, speak to your GP to request a referral. Your GP will assess whether this is appropriate for you and if it is, refer you, and your local Community Mental Health Team will then do a thorough assessment with you to make sure you're signposted to the right services.

If you are deemed in need of Community Mental Health Team support, together with you, the team will create a care and treatment plan to support you in the best way possible.



## Our Teams

We have five adult Community Mental Health Teams and five older peoples' Community Mental Health Teams in Powys. The adult and older peoples' teams are co-located in the same buildings which are:

Ystradgynlais Community Mental Health Team  
Ystradgynlais Community Hospital  
Glanrhyd Road  
Ystradgynlais  
Swansea  
SA9 1AU  
Telephone: 01639 846 474

Brecon Community Mental Health Team  
Ty Illtyd Mental Health Resource Centre  
Bridge Street, Brecon  
LD3 8AH  
Telephone: 01874 615 050

Llandrindod Community Mental Health Team  
The Hazels Centre  
Temple St  
Llandrindod Wells  
LD1 5HF  
Telephone: 01597 825 888

Newtown Community Mental Health Team  
Fan Gorau Unit





Newtown Hospital  
Llanfair Road  
Newtown  
Powys  
SY16 2DW  
Telephone: 01636 617 300

Welshpool Community Mental Health Team  
Bryntirion Mental Health Resource Centre  
Salop Road  
Welshpool  
Powys  
SY21 7YA  
Telephone: 01938 558 969





# Your Local Crisis Resolution Home Treatment Team (CRHTT)

## Who do CRHTs support?

Here in Powys we have two Crisis Resolution and Home Treatment Teams who provide a rapid response and assessment for people experiencing a mental health crisis at home or in the community.

Our service is aimed at adults between the age of 18 and 65 who are presenting with an acute psychiatric crisis of such severity that without the involvement of the CRHTT, they are at risk of hospital admission to a mental health ward. The CRHTT can also support people over the age of 65 if they are deemed to have a fit functional mental health diagnosis.

## What does “fit functional” mean?

The term 'functional' mental illness is a clinical term which applies to mental disorders other than dementia, and includes severe mental illness such as schizophrenia and bipolar mood disorder. Symptoms of these disorders frequently persist into old age or, less frequently, begin in old age.<sup>1</sup>

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<sup>1</sup> <https://oxfordmedicine.com>, August 2020





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## Opening Hours

Our Crisis Resolution Home Treatment Teams have core operating hours of 9am until 9pm, 7 days a week, 365 days a year.

## How to access the service

Access to the service is by referral only. Referrals can be made by Mental Health Hospital Teams, Psychiatric Liaison Teams, Community Mental Health Teams, out of hours GP services, Police and Ambulance staff.

## What to expect

Our Crisis Teams provide an intensive, safe home treatment service in the least restrictive way. Their aim is to cause minimum disruption to a person's life whilst meeting their needs in the early stages of acute psychiatric presentations. Interventions are usually made via regular home visits and telephone contact. Interventions are short term and usually last no longer than 6 weeks.

Our CRHTTs can make referrals where needed to our mental health inpatient wards for individuals who would benefit from a hospital stay. Our CRHTTs can also refer individuals to other services such as Psychology, Community Mental Health Teams, Local Primary Mental





Health Support Service Teams, Integrated Autism Service and many more.

## **Our teams**

South Powys Crisis Resolution Home Treatment Team  
Defynnog Ward  
Bronllys Hospital  
Bronllys  
LD30LU

North Powys Crisis Resolution Home Treatment Team  
Fan Gorau Unit  
Newtown Hospital  
Llanfair Road  
Newtown  
Powys  
SY16 2DW

## **Out of hours mental health cover**

Adult Mental Health Services (18+) have a number of on call rotas providing out of hours cover. These include a North Powys Psychiatrist on call rota, South Powys Psychiatrist on call rota and a Mental Health Manager on Call rota. All three rotas are in operation out of office hours and weekends, 365 days a year.





# Your Local Dementia Home Treatment Team (DHTT)

## Who do DHTTs support?

Here in Powys we have two Dementia Home Treatment Teams who provide a rapid response, assessment and intensive support to patients in their own homes, residential and nursing homes and community hospitals.

Our service is aimed at people aged 65 above or those with a young onset dementia diagnosis who are presenting with an acute psychiatric crisis of such severity that without the involvement of the DHTT, they are at risk of hospital admission to a mental health ward.

## Opening Hours

Our North Powys Dementia Home Treatment Team has core operating hours of 8:30am until 7:00pm, 365 days a year.

Our newly established South Powys Dementia Home Treatment Team currently has core operating hours of 9am until 5pm, Monday to Friday.

## How to access the service

Access to the service is by a referral from a health professional.





## What to expect

Our Dementia Home Treatment Teams provide an intensive, safe home treatment service in the least restrictive way. Their aim is to cause minimum disruption to a person's life whilst meeting their needs in the early stages of acute psychiatric presentations. Interventions are usually made via regular home visits and telephone contact. Interventions are short term and usually last no longer than 6 weeks.

Our DHTTs can make referrals where needed to our mental health inpatient wards for individuals who would benefit from a hospital stay. Our DHTTs can also refer individuals to other services such as Psychology, Community Mental Health Teams, Local Primary Mental Health Support Service Teams and many more.

## Our teams

South Powys DHTT  
Ty Cloc  
Bronllys Hospital  
Bronllys  
LD30LU  
Telephone:  
01874 615 732

North Powys DHTT  
Fan Gorau Unit  
Newtown Hospital  
Llanfair Road  
Newtown  
Powys  
SY16 2DW  
Telephone:  
01686 617 242





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## Admission to Hospital

If you are struggling with your mental health and have a mental illness which is serious and necessary for you to receive treatment in hospital, you could be admitted to one of our four mental health wards.

### Why might I need to go to hospital?

If you have been admitted to hospital, it could be because you have a severe mental illness and a hospital stay is necessary for your health and safety, and / or the protection of other people.

### What to expect

When you are admitted to our Mental Health Inpatient Wards you can expect to be supported by a Multi-Disciplinary Team led by a Psychiatrist, Psychiatric Nurses, Health Care Support Workers, Occupational Therapists and you may also receive input from Psychology, Home Treatment and Pharmacy staff.

### How to access the service

Hospital admission is by referral only. Referrals can be made from Community Mental Health Teams, Police, Crisis Resolution Home Treatment Teams, GPs, Allied



Health professionals, and social services colleagues working in Mental Health.

## Opening Hours

Our inpatient wards are open 24/7, 365 days a year.

## Our Wards

Here in Powys we have one 18 – 64 adult admissions unit in Bronllys Hospital called Felindre Ward, and three Older Persons' Mental Health Admissions Units across the county; Tawe Ward in Ystradgynlais Hospital, Crug Ward in Brecon Hospital and Clywedog Ward in Llandrindod Hospital.

Their details are:

### 18 – 64 Admissions Unit:

Felindre Ward,  
Bronllys Hospital  
Bronllys  
Powys  
LD3 0LU  
Telephone: 01874 712 478





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## Older Persons' Admissions Units (65+):

Tawe Ward,  
Ystradgynlais Community Hospital  
Glanrhyd Road  
Ystradgynlais  
Swansea  
SA9 1AU  
Telephone: 01639 846 438

Crug Ward,  
Brecon War Memorial Hospital  
Cerrigochion Road  
Brecon  
Powys  
LD3 7NS  
Telephone: 01874 615 711

Clywedog Ward  
Llandrindod Wells War Memorial Hospital  
Temple St.  
Llandrindod Wells  
LD1 5HF  
Telephone: 01597 828705





## Advocacy Services

### Community Mental Health Advocacy Services

If you receive a secondary mental health service in Powys (e.g. Community Mental Health Services or Crisis Resolution Home Treatment Team Services) you can access the Powys Community Mental Health Service.

A Community Mental Health Advocate will:

- Assist with access to information
- Help you to understand policies and procedures
- Give support and representation with your issue
- Ensure your voice is heard
- Counteract inequality and discrimination
- Treat you with respect and fairness
- Listen to your concerns
- Signpost you to local and national organisations for assistance and advice

**Your local Community Mental Health Advocates can be contacted using the following details:**

Kirstie Morgan, South Powys Mental Health Advocate  
Neuadd Brycheiniog, Cambrian Way, Brecon, Powys,  
LD3 7HR

Mob: 07967808145

Email: [kirstie.morgan@wales.nhs.uk](mailto:kirstie.morgan@wales.nhs.uk)





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Lynda Evans, North Powys Mental Health Advocates for under 65's

C/o Newtown Hospital, Llanfair Road, Newtown, Powys, SY16 2DW

Mob: 07736120924

Email: [lynda.evans3@wales.nhs.uk](mailto:lynda.evans3@wales.nhs.uk)

Linda Woodward, North Powys Mental Health Advocates for over 65's

C/o Newtown Hospital, Llanfair Road, Newtown, Powys, SY16 2DW

Mob: 07974935355

Email: [linda.woodward2@wales.nhs.uk](mailto:linda.woodward2@wales.nhs.uk)

## Independent Mental Health Advocacy Service

An Independent Mental Health Advocate or IMHA is a trained and experienced advocate. They are independent, which means that they are separate from your medical and social care teams and work for a different organization.

You can access the IMHA service if you are:

- An inpatient in hospital and being assessed or receiving treatment for a mental health problem whilst you are in there
- Detained in hospital under the mental health act



- Detained on a short-term section
- An informal patient
- Subject to a Community Treatment Order
- Conditionally discharged or subject to guardianship

An IMHA can help you:

- Understand and exercise your rights
- Get access to information
- Understand and explore options
- Feel valued
- Get your voice heard
- Prepare for and attend ward rounds, appeals and meetings
- Combat discrimination
- Make complaints about your care and treatment
- Make informed decisions about your care and treatments
- Get support and representation.

**Your local IMHA service can be contacted using the following details:**

Phone: 01745 816 501

Email: [admin@cadmhas.co.uk](mailto:admin@cadmhas.co.uk)

Website: [www.camhas.co.uk](http://www.camhas.co.uk)





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## Felindre Ward Patients' Council

### What is the Patients' Council?

Powys Patients' Council (PPC) is a project funded by the Powys Teaching Health Board, facilitated by Powys Association of Voluntary Organisations (PAVO), Mental Health team. It aims to give a voice to people in acute mental health units. The Patients' Council hold regular, confidential, patient-only meetings in a private setting on the ward with volunteers who have experience of being in hospital themselves.

This gives people an opportunity to express their views on the services they receive, ask questions and give feedback in a confidential way. Feedback is then given anonymously to staff and senior hospital management so that solutions can be found to any issues.

### When do the Patients' Council Meet?

The Patients' Council meet once a month, usually the 3rd Wednesday of the month. Dates are usually posted on the PAVO website ([www.pavo.org.uk](http://www.pavo.org.uk)) or on the Ward bulletin board in Bronllys Hospital.



## Having your say in your local Mental Health Services

**YOUR  
VOICE  
PROJECT  
POWYS**

### Your Voice Project

The Your Voice Project is the forum for Powys Teaching Health Board's Mental Health Service User and Carer participation and direct involvement work.

If you are passionate about mental health and would like to help make a difference to mental health services in Powys, the 'Your Voice Project' is the place for you.

By signing up to the 'Your Voice Project', you will be added to a mailing list and will receive regular updates on all the latest mental health service developments in Powys and upcoming opportunities for you to get directly involved in NHS service design and planning.

These opportunities can range from taking part in focus groups, participating in service planning events, joining staff interview panels, taking part in surveys and much more.

### Interested in joining?

All you need to do is complete the online application form by visiting: **[bit.ly/YourVoiceProject](https://bit.ly/YourVoiceProject)**

Alternatively, you can send an email to [powysmentalhealthLD@wales.nhs.uk](mailto:powysmentalhealthLD@wales.nhs.uk) and a member of





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the Team will sign you up and you will begin receiving regular PTHB mental health service updates and participation opportunities.

Don't have an email? Don't worry, you can simply call our Mental Health Partnership Participation Officer, Lucy, on 07870 362 874.

### **If I do sign up, do I have to do anything?**

There's no pressure to get involved, but please know that any opportunities we do offer you, you'll be fully supported all the way!

## **Your Local Mental Health Service User & Carer Representatives**

We are incredibly fortunate in Powys to work alongside a number of extremely pro-active and engaging Service User and Carer Representatives otherwise known as 'reps'. The Reps have either used, or care for somebody who has used, mental health services. These unpaid volunteers sit on regional and national partnership boards, alongside professionals who are involved in the delivery of services.

The reps are there to make sure user/carers voice is included in the planning of services and they are always on hand to listen to your experiences and issues so that





they can feed this back to the partnership groups. You can contact the reps by emailing Powys Association of Voluntary Organisation's Participation Officer Owen Griffkin on [owen.griffkin@pavo.org.uk](mailto:owen.griffkin@pavo.org.uk) or calling 01597 822191. If you would like to discuss becoming a representative yourself contact Owen for more information.

## Powys Mental Health Voluntary Organisations<sup>2</sup>

There is a thriving mental health voluntary sector in Powys. Organisations, large and small, provide places to meet, events, activities and training courses both at their bases, and at outreach sessions in the wider community. Here are some of the organisations available to you in Powys:

### Ponthafren Association

Ponthafren Association is a member led mental health charity for people who experience mental health issues, those who are socially isolated or excluded, or those who may just wish to make new friends or gain new skills.

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<sup>2</sup> This information has been collated and written by Powys Association of Voluntary Organisations:

<https://www.powysmentalhealth.org.uk/links/local-links.html>





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The Association offers a person-centered approach to recovery. Activities are provided in response to requests from the membership and can vary from taster sessions in Life Skills, such as for example Anger Management, Confidence Building & Communication Skills, to more artistic classes, art classes, pottery, craft & Drypoint Print Making. They also provide access to person centered counselling. Find out more about their services (Newtown, Welshpool and Llanidloes) on their website.

- Website: [www.ponthafren.org.uk](http://www.ponthafren.org.uk)
- Address: Ponthafren Centre, Longbridge Street, Newtown, Powys SY16 2DY
- Email: [admin@ponthafren.org.uk](mailto:admin@ponthafren.org.uk)
- Telephone: 01686 621 586
- Address: Welshpool Outreach Centre, 42 Broad Street, Welshpool, Powys SY21 7RR
- Telephone: 01938 552 770
- Email [welshpooladmin@ponthafren.org.uk](mailto:welshpooladmin@ponthafren.org.uk)

## Rekindle Small Steps Project

Rekindle Small Steps Project is a voluntary organisation which works with younger people aged 16 to 25 to offer early intervention for those at risk of mental health problems or those already suffering mental distress such as depression, anxiety or who are self-harming.

- Website: [www.rekindle.org.uk](http://www.rekindle.org.uk)





- Address: 11 - 12 Market Street, Newtown, Powys SY16 2PQ.
- Email: [help@rekindle.org.uk](mailto:help@rekindle.org.uk)
- Telephone: 01686 722222.

**CAMAD Pathways Project (Machynlleth)** is a drop-in service for anyone living with mental health issues - from generalized depressive conditions to anxiety, obsessive compulsive disorders to addictions. Running on Tuesdays and Thursdays between 1.00 pm and 4.00 pm. There is a small comfortable lounge area and communal kitchen where there is freedom to talk openly about the things that matter to you. Soft music plays, there's always tea and biscuits and in the kitchen informal activities including art and music

- Website: [www.camad.org.uk/camad-pathways](http://www.camad.org.uk/camad-pathways)
- Telephone: 01654 700071
- Email: [jeremy@camad.org.uk](mailto:jeremy@camad.org.uk)

## **Mid & North Powys Mind (M&NPM)**

Mid and North Powys Mind are a local Mind organisation that works to improve the quality of life of the community of Mid and North Powys. They do this by enabling and empowering anyone (aged 16 and over) experiencing a mental health problem, or at risk of developing one, to live full lives and move forward on their recovery journey.





M&NPM have a Wellbeing Centre and office in Llandrindod Wells and also use many community-based venues throughout the area to extend their accessibility and reach.

Services include 1:1 support, many different support groups, a variety (45+) training courses per year, a youth support service, LGBTQ+ service, Mums Matter, counselling, CBT, wellbeing videos on Facebook, rural outreach as well as information and advice. See their website for more details.

- Telephone: 01597 824 411 or 01597 824 916
- e-mail: [admin@mnpmind.org.uk](mailto:admin@mnpmind.org.uk)
- Website: [www.mnpmind.org.uk](http://www.mnpmind.org.uk)
- Address: Crescent Chambers, South Crescent, Llandrindod Wells, LD1 5DH

## Brecon and District Mind

Supports people in the community affected by mental illness and distress. We welcome anyone during 'open door' sessions or by appointment. We offer a wide range of healthy activities, courses and workshops designed to support and empower people experiencing mental distress to move towards recovery. Outreach services in Talgarth, Hay-on-Wye, Crickhowell.

- Website: <http://www.breconmind.org.uk/>



- Address: St David's House, 48 Free Street, Brecon, Powys LD3 7BP.
- Telephone: 01874 611529
- Email: [info@breconmind.org.uk](mailto:info@breconmind.org.uk)

## Ystradgynlais Mind

Ystradgynlais Mind works to improve the life of people affected by mental distress - this includes the people themselves, as well as carers, family, friends and supporters - based on the 'Wellbeing' framework.

- Website: [www.minditv.org.uk](http://www.minditv.org.uk)
- Address: 18 Heol Eglwys, Ystradgynlais, Swansea SA9 1EY
- Telephone: 01639 841 345
- E-mail: [info@minditv.org.uk](mailto:info@minditv.org.uk)

## Powys Mental Health Information Service

The service is there help you try and find the information you need. For example:

- mental health services in your area
- events, training and courses
- voluntary sector opportunities and support
- local and national mental health news





... These are just examples, we will try to get you the information you need and if we don't know then we will do our best to find out.

You can find out more about this service by calling the team on 01686 628 300 or emailing [mentalhealth@pavo.org.uk](mailto:mentalhealth@pavo.org.uk)

## **Credu - Connecting Carers (previously Powys Carers)**

Provides services to carers of all ages throughout the County. Provides feedback to health & social services Carers' views and suggestions of the Services Carers need and want to help them to continue to care for their loved ones and as individuals. Outreach support throughout county includes Brecon Mental Health Carers Support Group.

- Address: Marlow, South Crescent, Llandrindod Wells, Powys, LD1 5DL
- Telephone: 01597 823800
- Email: [info@credu.cymru](mailto:info@credu.cymru)

## **Pobl**

Pobl provides floating support for adults aged 16+, we provide housing related support for the prevention of homelessness and social isolation.

Contact your local Service for more information:



Email: [powysfloatingsupport@poblgroup.co.uk](mailto:powysfloatingsupport@poblgroup.co.uk)

Brecon: 01874 622617

Llandrindod Wells: 01597 825007

Newtown: 01686 610626

## **Cyfle Cymru Out of Work Service (OoWS)**

This Peer Mentoring project, provided by Kaleidoscope alongside Hafal and Remploy Cymru, is funded through the European Social Fund, and sponsored by the Welsh Government with initial funding granted until 2018. Participation on the project is voluntary and referred clients may leave the programme at any time with no sanctions or penalties.

It is an employment focused project aimed at supporting participants who experience either substance misuse or mental health issues, and who are currently either long term unemployed or economically inactive.

## **Kaleidoscope Cais**

Kaleidoscope Cais provide Substance misuse services for adults and young people in Powys.

There are offices in Welshpool, Newtown, Llandrindod Wells and Brecon.

- Website: [recoverypowys.uk/contact/](http://recoverypowys.uk/contact/)





- Tel: 01686 207111, Mon - Fri, 9am - 5pm.
- Tel: 0808 808 2234 outside of these hours

## New Pathways

Mid Wales Rape Support Centre is a registered charitable company that provides a range of specialist counselling and advocacy services for women and men who have been affected by rape or sexual abuse.

- Telephone: 01970 610 124
- Email: [enquiries@midwalesrsc.org.uk](mailto:enquiries@midwalesrsc.org.uk)
- Website: [www.midwalesrsc.org.uk](http://www.midwalesrsc.org.uk)

## Change Step

Change Step is a CAIS led and DACW managed peer mentoring and advice service. This service is for military veterans and others with post-traumatic stress disorder and a range of psychosocial problems who want to make positive changes to their lives.

Telephone: 0300 777 2259

Website: [www.changestepwales.co.uk](http://www.changestepwales.co.uk)

Email: [ask@change-step.co.uk](mailto:ask@change-step.co.uk)





## **Community Advice and Listening Line (CALL)**

CALL is a 24-hour confidential advice and listening line which offers emotional support to people suffering mental distress as well as their friends, carers and relatives.

- Freephone: 0800 132 737
- Text HELP to 81066
- Website: [callhelpline.org.uk](http://callhelpline.org.uk)

## **DAN 24/7**

A free and bilingual telephone drugs helpline providing a single point of contact for anyone in Wales wanting further information or help relating to drugs or alcohol.

The drug and alcohol helpline will assist individuals, their families, carers, and support workers within the drug and alcohol field to access appropriate local and regional services.

- Freephone: 0808 808 2234
- Or text DAN to: 81066
- Website: [dan247.org.uk](http://dan247.org.uk)

## **Samaritans**

Samaritans is a helpline service which is available 24/7 and is about working with people to create a safe space





where they can talk about what is happening, how they're feeling and help them to find their own way forward.

- Freephone: 116 123
- Email: [jo@samaritans.org](mailto:jo@samaritans.org)

## Kooth

Kooth is a provider of online mental health services for children, young people and adults. The Kooth website provides access to helpful articles and tips from young people along with access to a friendly online community.

- [www.kooth.com](http://www.kooth.com)

## BEAT

BEAT is the UK's leading eating disorder charity, BEAT provide support to people who have or are worried they have an eating disorder, as well as others affected, such as friends and family members.

- Helpline: 0808 801 0677

Helplines are open 365 days a year from 9am–8pm during the week, and 4pm–8pm on weekends and bank holidays.

- [www.beateatingdisorders.org.uk](http://www.beateatingdisorders.org.uk)



## Self-Harm UK

SelfharmUK is a project dedicated to supporting young people impacted by self-harm, providing a safe space to talk, ask any questions and be honest about what's going on in their life.

- [www.selfharm.co.uk](http://www.selfharm.co.uk)

## Hafal Crossroads

Hafal is a Welsh organisation who work with individuals recovering from serious mental illness and their families. Hafal are managed by the people they support – individuals with serious mental illness and their families.

- [www.hafal.org/crossroads](http://www.hafal.org/crossroads)
- Tel: 01792 816 600
- Email: [hafal@hafal.org](mailto:hafal@hafal.org)

## Umbrella Cymru

Umbrella Cymru are Gender and Sexual Diversity Support Specialists whose aim is to advance gender and sexual diversity, equality and inclusion across Wales.

Tel: 0300 302 3670

<https://www.umbrellacymru.co.uk/>

Email: [info@umbrellacymru.co.uk](mailto:info@umbrellacymru.co.uk)

