

## At a Glance

Provides mental health services across community & inpatient settings

Covers adult, older people & psychological therapy services

Aligned to Welsh Government Mental Health & Wellbeing Strategy (2025–2035)

## Service Scale

3 core directorates:

- Adult Mental Health Services
- Mental Health Services for Older People
- Psychology & Psychological Therapies

## Workforce



## Performance

- £500k reduction in rostering costs
- Improved workforce data accuracy
- Weekly ward-level workforce monitoring
- Monthly roster and staffing reviews across services

## Key Challenges

- Recruitment restrictions impacting capacity
- Workforce wellbeing & work-related stress
- Leadership transition & governance changes
- Cultural challenges
- Estate and staffing gaps affecting service flow

## Strategic Focus

- Prevention & early intervention
- Improving quality, safety & patient experience
- Delivering care in appropriate settings
- Ensuring financial sustainability
- Developing a national mental health workforce plan

## Strategic Priorities

- ◆ Whole-system workforce sustainability planning
- ◆ Strengthening recruitment & retention pipelines
- ◆ Expanding leadership & succession planning
- ◆ Digital transformation
- ◆ Embedding new workforce roles

## Transformation & Innovation

- New clinical pathways
- Trauma-informed & ligature-free inpatient environments
- Mental health estate developments
- Introduction of PROMs & PREMs
- University Liaison Service for early intervention

## Culture & Good Practice



Staff wellbeing programmes



Reflective practice & clinical supervision



Strong partnership working with trade unions



Cultural Safety Zones & psychological safety focus

## Highlight

Strong investment in workforce development and positive inspection feedback highlighting patient satisfaction, compassionate care & strong leadership

