

## **Llais response to Ligature Reduction Assessment, Policy and Procedure consultation**

*8 October 2025*

- Llais is the independent body that reflects the views and represents the interests of people living in Wales in their National Health Service (NHS) and social care services.
- We operate locally, regionally, and nationally. We work with people and communities in all parts of Wales so that everyone's voice can be heard, and used, to drive the planning, design, development and delivery of health and social care services for everyone. We:
- reach out to hear from people within our local communities through an ongoing programme of engagement activities. We do this so that people know about and understand what we do, and to gather their views and experiences of NHS and social care services. We do this in lots of ways, face to face and digitally, including visiting places where people are receiving health and social care services
- use what we hear to help health and social care services better understand how those of us who may need, and use services think services are meeting their needs, in the way that matters most to them. We help make sure the NHS and social care services take action to make things better where this is needed.
- This includes working with health and social care services leaders when they are thinking about making changes to the way services are delivered, so that people and communities have their say from the start

- provide a complaints advocacy service that is free, independent and confidential to help people to raise their concerns about health and social services.
- During the development of our response to this consultation, we have consulted with our public engagement teams, and our complaints advocacy service.
- We are not committing to a position on the technical and clinical aspects of the draft documents. It is not our role to comment on detailed medical practices.
- However, we welcome the introduction of any policy that helps to reduce risk and increases patient safety and note the inclusion of staff training plans and minimum training requirements for all staff, including temporary staff. This will help ensure everyone understands and applies ligature risk management consistently.
- We are pleased to see that reference to co-production is made, with an outlined commitment to co-design and person-centred practices that give people, their families and carers a voice, choice and control over their care.
- During our visits to mental health settings in Wales, people and their families told us they would like to be more involved in decisions about their care. They also want safe ways to personalise their surroundings, so they feel less clinical and more comfortable.
- We also welcome the effort for a consistent ‘all Wales’ approach as we often hear concerns about differences in how services and policies are applied across the country.

- We would like to see more detail on how health boards will monitor procedures and outcomes across Wales.
- It will be important to make sure the same approach is being followed, whilst still being flexible enough to meet individual people's needs in a person-centred way.
- We look forward to working with service providers to make sure people, families, and carers stay at the heart of decisions that affect their care and safety.