

LLAIS CARDIFF & VALE ENGAGEMENT REPORT

Mental health public forum
May 2025



LLAIS 
Eich llais mewn iechyd | Your voice in health
a gofal cymdeithasol | and social care



Introduction

As part of Mental Health Awareness Week (12–16 May 2025), we organised a public forum to gather the views and experiences of people accessing mental health services. This report summarises what we learned, how services responded, and the positive changes that followed.

What we heard

Information and communication

- Individuals would like to have information about their diagnosis they could keep, to refer back to should they need to.
- Community Mental Health Teams (CMHT) should have a dedicated email address alongside a dedicated telephone number should individuals be unable to contact the service by telephone.

“Although something so simple, this could make a massive difference to people who don’t have access to a phone.”

Perinatal Mental Health service

- Whilst we heard praise for the care people have received from the service, it was felt the criteria of the service should be widened as new mothers do not always know they need help until their babies are older.

Service cuts

- Concerns were raised by parents of children with mental disabilities around services being cut or at threat of closure, such as day services.
- Teen Scheme, a service provided by the Vale Local Authority have already cut transport funding and is also at risk of closure.

“I feel that vital services that have been cut is a tragedy. For parents / careers, not to mention disabled and children who heavily rely on these services. We feel the council should be ashamed.”



Personal Independence Payment (PIP)

- Some individuals face challenges accessing PIP and obtaining referrals, particularly when asked to provide proof of mental disabilities rather than physical disabilities

Waiting times

- Experiences were shared around the waiting times for CAMHS services, which has now had an impact on individuals' day-to-day life and social interactions.

"Son with CAMHS and been waiting for years for medication (ADHD). Because he can't do social things- football, education, and relies heavily on mum to support him."

Suggestions for improvement

- GP's and staff being trained on Suicide First Aid
- The need for more awareness of Men's mental health

Networking with organisations

During our engagement activities and public forums, we also engaged with a number of different organisations that support people with their mental health.

Somaliland Mental Health

- It was noticed that Mental Health appears more of a taboo subject in Cardiff compared to Somaliland.

The Sanctuary

Llais met with staff from The Sanctuary to understand the support they provided. The Sanctuary is an Out of Hours Service under the CAV24/7 service, commissioned by Cardiff & Vale University Health Board. Referrals to The Sanctuary are made through the 111p2 service. It supports individuals in categories C&D (non-crisis) but can escalate support if needed. Standard support



includes a two-hour face-to-face appointment or an optional 45-minute phone call.

- Concern was expressed about over-reliance on the Community Mental Health Team and the need for more accessible wellbeing support.
- The Sanctuary operates only during evenings and weekends; daytime alternatives were not clearly known.
- The service is currently funded for up to three years.
- Staff are open to discussions about receiving referrals from GPs and Crisis Teams if funding and staffing allow.
- There was discussion about providing taxis for clients from the Vale of Glamorgan due to limited public transport at night—this would require additional funding.
- While funding of services for children and young people (The Hangout) is positive, there is a call for similar investment in adult mental health services.





Representations made


We shared these findings with Cardiff & Vale University Health Board and Cardiff Council and asked for responses on:

- Clarify eligibility criteria for the Perinatal Mental Health Service and explore broadening access.
- Address concerns about potential reductions in day services (e.g., Teen Scheme) and outline alternative support.
- Ensure clear communication and record-keeping of diagnoses.
- Establish a dedicated CAMHS email for accessible communication.
- Provide Suicide First Aid training for GP staff to enhance early intervention.
- Share information on daytime mental health support services, including NHS 111 Option 2 referrals.
- Engage with The Sanctuary and Platform to discuss contingency planning, referral pathways, funding/staffing, transport support, and management oversight.

Impact and Change

Our work with the community helped bring about positive changes.

1. Perinatal Mental Health Service – A digital champion within the team has been assigned to add information onto the website which will include the patient leaflet.
 2. No day services have been reduced by Cardiff and Vale University Health Board and Cardiff Local Authority. Under the Vale Local Authority, the Families First Management Board is currently reviewing all funded projects and will consider the future of the Teen Scheme day service during this process.
 3. Families are encouraged to contact CAMHS by phone via the Single Point of Access for direct help, but they can also email ewmh.cav@wales.nhs.uk if needed.
 4. The Mental Health Clinical Board commissions several third-sector drop-in and support services to provide accessible mental health support across Cardiff and the Vale of Glamorgan.
 5. The Health Board confirmed that The Sanctuary service is jointly monitored, and contingency plans will be enacted with stakeholders if the service is discontinued. Referrals remain via 111P2, with no current plans to
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accept GP referrals or expand funding/staffing, though open-access models are supported by Welsh Government strategy. Services are delivered across Cardiff and the Vale by third-sector organisations, and management under CAV24/7 reflects the embedded 111P2 referral pathway. Overall, ongoing oversight and collaboration aim to ensure continuity and accessibility of mental health support.

To view the full response received from these organisations, please contact the local Llais office.

Next steps

Share findings

We will share this report with key stakeholders and people within Cardiff and the Vale of Glamorgan to highlight the work we have undertaken.

Engagement & Advocacy

We will continue to gather views and experiences around health and care services, through both our engagement and advocacy function.

Staying connected

We encourage people to continue to get involved in future engagement opportunities and welcome feedback year-round through our website and regional team.

To stay connected with us, you can:

- Visit www.llaiswales.org for updates and reports.
- Follow us on social media @llaiscardiffandvale
- Contact your local Llais team at cardiffandvaleenquiries@llaiscymru.org
- Sign up for our newsletter - <https://www.llaiswales.org/insights>

