



NEWS RELEASE

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OCKENDEN TEAM AND WATCHDOG JOIN FORCES TO REVIEW AND CONSIDER OLDER PEOPLE'S MENTAL HEALTH CARE

The independent team, led by Donna Ockenden looking at the care of older people with mental health problems in North Wales, has now confirmed some of the dates and locations for listening and engagement events across the whole region this Spring. These events will give people the opportunity to share their views and experiences as part of the on-going review by Donna Ockenden and her team.

Donna Ockenden, her team and the North Wales Community Health Council (NWCHC) – the independent health watchdog, will be hosting a series of events across all six counties of North Wales, inviting NHS staff, patients, their carers and their families to talk about the care and services provided to older people with mental health problems.

Events will be taking place on the following dates and locations:

3rd April 2017 from 2.30pm to 6.00pm at Glasdir, Plas yn Dre, Llanrwst

4th April 2017 from 11.00am to 3.00pm and 6.00pm to 8.00pm at the Conwy Business Centre, Llandudno Junction

8th May 2017 from 2.30pm to 5.00pm at the Management Centre, Bangor Business School, Bangor

9th May 2017 from 10.30am to 1.30pm at Neuadd Pendre Social Centre, Tywyn

10th May 2017 from 9.00am to 11.30am at Plas Heli, Hafan, Pwllheli

(Please note: you are encouraged to advise the NWCHC should you wish to attend any of the above events – please see below).

In order to ensure events are held in each of the six counties of North Wales further events are being arranged in other parts of North Wales in June and the first few days of July – details surrounding the dates and venues will be confirmed shortly.

Ms Ockenden says, 'This work is part of our on-going review of the Betsi Cadwaladr University Health Board relating to older people's mental health services in North Wales. The review also surrounds the events leading to the closure of the Tawel Fan ward at Ysbyty Glan Clwyd in December 2013. The review will consider the Health Board's past and current systems, structures and processes of governance for mental health services for older people. Reaching out and listening to patients, their carers and representatives and health care staff in this way is crucial to my review establishing the truth. Throughout this work we are ensuring an independent and objective approach. Meeting and listening to staff, patients, their families and carers across the six counties of North Wales will help my team ensure that patients' voices form a central part of my final report.'

Ms Ockenden went on to say, 'I am delighted that the North Wales Community Health Council will be joining my team in hosting these events. The NWCHC's local knowledge and impartiality will allow people to talk freely and in confidence to me and my team.'

'The events will be structured to allow people to talk to us about specific issues concerning their experiences of the provision of mental health services for older people across North Wales. We will be holding 'break-out' sessions at each event focussing on a number of aspects surrounding people's experiences. These can be described as the '7 C's' and include **C**ompliments, (where care was good, very good or excellent), **C**oncerns or **C**omplaints; (if they occurred, how were they dealt with?) patient and family involvement in **C**are planning and **C**are provision and **C**ommunication between patient , family and the local NHS.

To advise the NWCHC that you wish to attend any of the events or for further information or an interview, please contact Carol Williams on tel: 01248 679 284 or e-mail:

yourvoice@waleschc.org.uk.

You can also register attendance via our SurveyMe app by using the following link:

<http://svy.at/xtb> UK – DO – 2017



Note for editors

1 North Wales Community Health Council (CHC) is an independent statutory organisation which represents the interests of patients and the public in the National Health Service in North Wales. It came into being on 1 April 2010 as part of the reorganization of health services in Wales and covers the counties of Conwy, Denbighshire, Flintshire, Gwynedd, Wrexham and Ynys Môn. The six counties have a combined population of around 675,500.

2 The Community Health Council has six local committees, one covering each of the six counties. Each local committee comprises members drawn from three sources: councillors nominated by the relevant local authority, people nominated by the local voluntary sector organizations and local people appointed by Welsh Assembly Government.

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