





# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



bipolar disorder, and other conditions involving psychosis or loss of insight), people affected by addiction, and people with co-occurring diagnoses, and for their families and carers, as well as for a wider group of vulnerable people for whom we provide services. Adferiad Recovery is governed by its members who elect our Board of Trustees (which has strong representation of service users and carers). Adferiad Recovery delivers services in all 22 counties of Wales and in Lancashire.

## 2. A brief description of the group(s) which the organisation or body supports or represents.

We are a member's led organisation, and it is the views and the wishes of our members that inform our Trustees, who in turn instruct our board of directors on our direction as a charity. We provide a wide and diverse range of interventions for individuals in need, including mental health support, substance use services, help with unemployment, support for carers, and much more. We also provide a range of in-patient and residential services across the whole of Wales and in Lancashire.

## 3. A brief overview of the work of the organisation or body in supporting or representing the relevant group(s) between January 2020 and May 2022 as it relates to the response to Covid-19 of (i) the UK Government; and/or (ii) the Welsh Government.

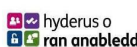
As well as providing community support services we continued to provide a range of inpatient and residential services between January 2020 and May 2022. Hafan Wen, our purpose-built detoxification centre is located on the campus of the Wrexham Maelor Hospital and provides services for patients from North Wales through a long-term agreement with Betsi Cadwaladr University Health Board, as well as providing high intensity support to patients from across the UK and beyond.

Salus, our detoxification and treatment centre, is based in Lancashire and provides inpatient care for people across England. We provide a flexible, person-centred service tailored to the needs of the individual, addressing physical, psychological and social needs in a safe and supportive environment.

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)

Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA





# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



Parkland Place, based in North Wales, provides therapy for people with experience of alcohol addiction, drug addiction, gambling addiction and other harmful behavioural conditions.

Ty Adferiad is a six bed, supported accommodation project for women with complex needs. Based in Porthmadog, it operates 24/7 and is the only service of its type in Wales. The service supports women with issues such as housing, employment, training, education, offending behaviour, and social isolation.

Gellinudd Recovery Centre is our mental health hospital in Pontardawe in South Wales. It changed focus in 2021/2022 to become a service for women with complex and multiple needs.

All of our residential units remained open for business during the entirety of the pandemic in the face of huge staffing and logistical pressures and the closure of statutory and voluntary services elsewhere. Our offices also remained open and staffed, and our community services continued to function, offering vital support to isolated and vulnerable individuals, including delivering food parcels and domestic fuel vouchers.

4. A list of any articles or reports the organisation or body has published or contributed to, and/or evidence it has given (for example to UK Parliament or Senedd Select Committees) regarding the impact on the group(s) which the organisation or body supports or represents of the response to Covid-19 by (i) the UK Government; and/or (ii) the Welsh Government. Please include links to those documents where possible.

5. The view of the organisation or body as to whether the group(s) it supports or represents was adequately considered when decisions about the response to Covid-19 were made by (i) the UK Government; and/or (ii) the Welsh Government. Please also explain the reasons for the view expressed by the organisation or body in this respect.

We believe that little consideration was given to the needs of people with mental health problems and mental illness when decisions about the response to Covid-19 were made. Further details are given under Q6 below.

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)

Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA





# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



6. Whether the organisation or body raised any concerns about the consideration being given to the group(s) which it supports or represents with  
(i) the UK Government; and/or  
(ii) the Welsh Government, when those governments were making decisions about their response to Covid-19.

Please provide a list of any such correspondence or meetings with

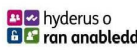
- (i) the UK Government; and/or
- (ii) (ii) the Welsh Government, including the dates on which the body or organisation wrote or such meetings were held, to whom the correspondence was addressed or with whom the meeting was held, and any response received from the UK Government or the Welsh Government addressing such concerns.

We were in weekly (and often daily) contact with Welsh Government officials, Public Health Wales, other NHS Departments, and local authorities. Most of these contacts were by phone. Most of our communication was about the care and safety of our patients. As a mental health and complex needs third sector provider we provide a range of services, including specialist services, to people using our residential care services, our inpatient services and those being supported in the community. We do not think we were treated as an equal partner, were not able to receive timely advice and support, and felt excluded from many of the discussions taking place at a Welsh Government and UK Government level. It felt like we were not being treated as an organisation that was providing inpatient and residential care services.

Our general concerns were set out in 'An open letter to Vaughan Gething, Minister for Health and Social Services' who was the then Minister for Health and Social Services in the Welsh Government. The Welsh Government response did not address our concerns. A Mental Health Incident Group had been established with a password protected area. However, this was not shared with third sector provider organisations, and it appeared to us that there was

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)



Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



a lack of transparency at this time. No expected standard of care that patients can expect to receive was published, and despite us raising these concerns we received no response.



Letter to the Health Minister 02.04 (1).do



VG0266020\_Outgoing\_0.pdf



L20200325 Letter to Third Sector -Tracey

We also had and expressed numerous concerns to Public Health Wales, Welsh Government, local authorities and others between January 2020 and May 2022, and found there to be a lack of information, confusion about what the current rules were, and a lack of clarity on where responsibilities laid.

A significant disservice was our relegation to 'back of the queue' when it came to allocation of PPE and vaccinations, where statutory providers were prioritised. We had to beg and borrow kit from all over the UK and fight very hard for staff to be vaccinated.

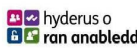
However, we are confining our specific response to what we think are four key issues:

## Use of Clozapine and other medications

We frequently raised specific issues relating to medication, specifically people on clozapine who needed continued access to safe blood tests. We raised concerns that there was no recognition being given to the increased risk faced by patients who take clozapine. This medication has such a major impact on the immune system that monthly blood tests are required before a new prescription can be made available. We asked that these patients be part of the shielding group, identified as vulnerable, and should receive the appropriate level of support, food parcels, monitoring, etc. We also stressed the point that people on other medications such as lithium also needed close monitoring. We spoke to Public Health Wales which was unable to provide any guidance in relation to clozapine patients being in the High-Risk Group. NHS Wales sent the following guidance from the manufacturer:

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)



Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA

Cofrestwyd y cwmni yng Nghymru a Lloegr, Rhif 2751104. Yn gyfyngedig trwy warant. Rhif elusen: 1039386  
Registered Company in England and Wales, No. 2751104 Limited by Guarantee. Charity number: 1039386

INQ000099704\_0005



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



Clozapine.pdf

## DNAR

We raised a concern to NHS Wales in April 2020 about one of our patients in our Gellinudd recovery centre who had been in and out of an NHS hospital in South Wales. Our concerns centred around the way a 'Do Not Attempt Resuscitation' (DNAR) order was applied on the patient without any apparent consideration of previous medical history, consultation with our team, or any discussion with the family.

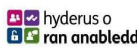
Whilst in our recovery centre the patient was making good progress but developed a physical health issue and was admitted to the NHS hospital and placed on the 'Covid' ward and tested. The test returned negative. We offered to provide staffing but were advised that a minimum level of staff should already be present on the ward. The patient was not isolated on that ward, and we found out that the patient had borrowed a phone charger from a patient in a bed opposite. The patient's condition deteriorated, and they were ventilated in ITU.

The patient made some early signs of recovery and moved to a medical ward. They were then discharged to our Gellinudd recovery centre while remaining unwell. The patient's condition then deteriorated again, and they were sent back to the NHS hospital by ambulance. We made the point that the patient should not have been discharged in such poor physical condition and before determining her condition. We raised the wider concern we had, and sought reassurance, that mental illness was not being used as part of the decision-making process for who will be resuscitated and who will not and that our beneficiaries should not be marginalised in relation to the availability of treatment on the basis of a mental illness.

The lead ITU consultant advised that DNAR decisions were generally made on ITU for two principal reasons. The first one related to patients who had underlying health conditions who in likelihood would not benefit from resuscitation. The second group is those patients who are so gravely ill there would be very little benefit of administering CPR, which they said was the case for the patient during their first admission. The Consultant provided assurance that

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)



Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



the patient was currently for active resuscitation should they require it however if the situation changes over the next few hours or days and the ITU team are of the opinion active resuscitation would confer little benefit they may make the same decision.

### Oxygen supplies

We requested additional oxygen cylinders from BOC (an oxygen cylinder supplier). However, despite us explaining that we were a registered hospital we were unable to get supplies despite clinical needs; they informed us that the UK Government's Department of Health (DH) had denied our request, although they said they would allow us to have one additional oxygen cylinder that would be enough to last a patient for 90 minutes. After we raised this issue with NHS Wales the situation was eventually resolved, and we received additional oxygen supplies. However, again, it appears that because we were not a statutory sector patient provider, we were not considered as important and classed as an equal partner.

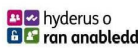
### Mental health patients being discharged from services

During the period January 2020 to May 2022, we had many clients who stopped receiving any support from NHS Wales. This included a patient who was taking part in a trial for a particular medication who, despite being promised regular contact from her doctor and social worker, had no contact whatsoever. The patient's anxiety severely increased and she became 'terrified because it's a trial drug and everyone has left her'. Other examples include people being missing depot injections, or being given them very late, leading to people going into a mental health crisis and requiring urgent support.

Also, of particular concern, was a very large number of patients receiving primary mental health support services that were discharged from those services, with some receiving letters (see next page for example) and others not being informed at all. Local services in North Wales stated that they had been 'instructed by senior management' to stop these services due to Covid and guided by Welsh Government. When challenged by us on this, the Health Board at first denied this was the situation, and Welsh Government stated that they had not issued any such advice on this matter. Subsequently, the Health Board confirmed that discharging people from primary mental health services had been an error, had only meant to be a

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)



Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA

Cofrestwyd y cwmni yng Nghymru a Lloegr, Rhif 2751104. Yn gyfyngedig trwy warant. Rhif elusen: 1039386  
Registered Company in England and Wales, No. 2751104 Limited by Guarantee. Charity number: 1039386

INQ000099704\_0007



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



temporary measure, and that all patients involved were written to and advised to access the service again.

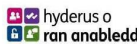
The above are just a few examples of the many instances and incidents that we knew about where the full implications for people with mental health problems and mental illnesses were not fully considered.

We also believe that third sector patient providers were not included or involved in key decision-making processes and kept out of the conversations that were taking place.

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)

Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA



Cofrestwyd y cwmni yng Nghymru a Lloegr, Rhif 2751104. Yn gyfyngedig trwy warant. Rhif elusen: 1039386  
Registered Company in England and Wales, No. 2751104 Limited by Guarantee. Charity number: 1039386





# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



Bwrdd Iechyd Prifysgol  
Betsi Cadwaladr  
University Health Board



Cyfarwyddiaeth Iechyd Meddwl  
Tîm Iechyd Meddwl Gofal Cychwynnol  
(Tîm Cyswllt Cyntaf gynt)  
Ty Derbyn  
Wrecsam LL13 7TD  
Mental Health Directorate  
Local Primary Care Mental Health  
Team  
Ty Derbyn, Gate 3  
Wrexham Maelor, Croesnewydd Road  
LL13 7TD

Joanne Ellison-Brooks,  
Bwthen,  
Pentredwr,  
Llangollen,  
Denbighshire.  
LL20 8DG

Ein cyf / Our ref: JT  
Hospital Number:  
Rhif GIG / NHS Number:  
☎: Irrelevant & Sensitive

Gofynnwch am / Ask for: Joanne Thomas  
Ffacs / Fax: Irrelevant & Sensitive  
Dyddiad / Date: 27<sup>th</sup> March 2020

Dear Jo,

It is with the greatest regret that due to the current coronavirus outbreak that we will have to cancel your up and coming appointment with the Local Primary Mental Health Support Service.

We have been instructed by senior management, who have been guided by the Welsh Assembly Government, to stop all non-urgent activities, new assessments and close all cases open for further interventions. The advice is to ask that you continue to seek support from your GP and ask for a re-referral to the team when the restrictions are lifted.

We appreciate that the current situation is distressing to all of us but should you find yourself in a crisis our duty team are available Monday to Friday between 9am and 5pm via telephone. They can be contacted on 03000 858000. Alternatively our colleagues are available in the Liaison Psychiatric Team based in A&E at Wrexham Maelor Hospital. However, this is for urgent mental health crisis only.

Yours sincerely

Joanne Thomas – RMN BSc (hons)  
Wrexham Primary Care Mental Health Team

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r  
Bae Colwyn  
Conwy LL20 2LW

Head Office  
Dafydd Alun  
36 Rhodfa'r  
Bae Colwyn Bay  
Conwy LL20 2LW

Cyfeiriad Gohebiaeth ar gyfer y Cadeirydd a'r Prif Weithredwr / Correspondence address for Chairman and Chief Executive:  
Swyddfa'r Gweithredwr / Executives' Office,  
Ysbyty Gwynedd, Penrhosgarnedd  
Bangor, Gwynedd LL57 2PW  
Gwefan: [www.pbc.cymru.nhs.uk](http://www.pbc.cymru.nhs.uk) / Web: [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)

Registered Company in England and Wales, No. 2761674 Limited by Guarantee. Charity Number: 1059306

INQ00099704\_0009



# ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth

Meeting the needs of vulnerable people facing complex life challenges



7. A brief summary of the views of the organisation or body as to any lessons, if any, that can be learned from any consideration which was given to the group(s) that the organisation or body supports or represents by (i) the UK Government; and/or (ii) the Welsh Government when they were making decisions about their response to Covid-19

Key lessons for us are:

- Keep third sector provider organisations included and involved in discussions and in decision making processes
- Ensure that multi-agency working is a priority and that third sector providers are equal partners
- Be clear about where responsibilities lay and who is accountable for making decisions
- Recognise that third sector providers such as Adferiad Recovery provide care, support and treatment to highly vulnerable people with complex mental health conditions and other complex needs, and should be valued as equal partners

We are happy to provide any further information or evidence you need.

Yours sincerely,

**Personal Data**

Alun Thomas  
Chief Executive

Pencadlys  
Tŷ Dafydd Alun  
36 Rhodfa'r Tywysog  
Bae Colwyn  
Conwy LL29 8LA

[www.adferiad.org.uk](http://www.adferiad.org.uk)



Head Office  
Tŷ Dafydd Alun  
36 Princes Drive  
Colwyn Bay  
Conwy LL29 8LA

Cofrestwyd y cwmni yng Nghymru a Lloegr, Rhif 2751104. Yn gyfyngedig trwy warant. Rhif elusen: 1039386  
Registered Company in England and Wales, No. 2751104 Limited by Guarantee. Charity number: 1039386

INQ000099704\_0010