

The Quality Statement for Mental Health 2025-2035



Llywodraeth Cymru
Welsh Government

Making sure people get the best support, no matter who they are or where they live in Wales



Hello

Mental health and wellbeing are important – they're just as important as your physical health.

Our mental health plays a big part in the way we think, feel and act. It affects:

how we handle life



how we care for ourselves

how we handle stress



our relationships with others

our ability to learn or work



our ability to get involved in activities

our sense of belonging



how we make choices

 The Welsh Government wants everyone in Wales to have good mental health and wellbeing. We want everyone to have the right support, at the right time. But many people with mental health issues still struggle to get help.

That's why this Quality Statement matters.



What is a Quality Statement?

A Quality Statement explains what good support should look like. It:

- shows what people should expect from services
- focuses on treating people properly and meeting their needs
- helps make sure services are fair wherever you live in Wales.

This Quality Statement focuses on improving people's experiences and their outcomes across all services. It's like a **shared promise** by services to make mental health support fairer, safer and easier to get.



Who will use this?

This will be used across all services, including NHS services. It will help teams plan improvements, check what is working, and make sure changes last.

Wales has an **All-Age Mental Health and Wellbeing Strategy 2025-2035.**

It's about making sure everyone gets the support they need.



How this was developed

This quality statement is based on research, evidence and feedback from people, services and organisations. It also builds on learning from the Mental Health and Wellbeing Strategy.





You can expect your mental health support to be:

Equitable

i Equitable — fair, but not always the same.

Mental health support in Wales should be fair for everyone and give people the support they need. It's not about treating everyone the same. It means giving extra support where it's needed so everyone has the same chance to do well.



► Equitable support means:

1

No one will be treated unfairly because of who they are. Support must be available for everyone, easy to get, and easy to understand.

It should include support in British Sign Language and support that meets people's cultural needs.

2

Services will work with communities and listen to people.

This will help to remove barriers and make it easier to get help, including help through schools, charities, and community groups.

3

Mental health care will be available in Welsh and offered to people who want it.

4

People with cognitive impairment will be involved in decisions about their care whenever possible.

If they cannot decide, professionals must act in their best interests.

i Cognitive impairment — difficulty with thinking, remembering, understanding, or making decisions. This can affect things like learning, memory, attention, or communication.



You can expect your mental health support to be:

Safe

Keeping people safe is everyone's responsibility. Mental health support in Wales should always be high-quality, reliable, and safe.

Services should reduce harm as much as possible and support people to recover. If staff need to stop someone from hurting themselves or others, they should do it in ways that respect everyone's dignity.



Safe support means:

1

People will be involved in decisions about their care and treatment.

It will be written down clearly, and shared safely with the right services, at the right time.

2

Services will protect the safety of people, their families, and the staff.

Staff will respect rights, understand how trauma affects lives, and protect people from harm.

3

Services will have systems in place that help them share what works well and learn from what goes wrong locally and nationally.

Serious risks or harm will be spotted so action can be taken.

4

Buildings and spaces will be safe, easy for everyone to use, calming and help people recover.

i Trauma — any experience that is upsetting and causes distress or anxiety. Trauma can also refer to the effects of a traumatic event. Trauma can be a one-off event, a series of events, or an ongoing situation.



You can expect your mental health support to be:

Effective

i Effective — works well and does what it needs to.

Mental health support in Wales should be high quality. It should be based on evidence of what works well and can give people the best outcomes.

Support should include help from charities and community groups. It should:

- cover all areas of a person’s life, no matter their age or background
- step in early before issues get worse
- offer the right care and treatment
- help people reach the outcomes they want.



Effective support means:

1

Support will focus on people’s strengths and recovery.

Help will be available throughout life and may come from professionals and other people with real life experience of mental health.

2

Services will work together, connect with people in a respectful, caring way, and give people hope for their recovery.

People’s feedback on their experiences and outcomes will be used to improve support.

3

Services will plan their workforce carefully so there are enough trained staff to support people, in the right ways, at the right times.

4

Services will take physical health seriously when supporting people’s mental health.



You can expect your mental health support to be:

Efficient

i Efficient — doing something in a smart way, without wasting time, effort, or money.

Mental health support in Wales should focus on what really matters to people. It should be sustainable and use time and resources well.

Support should be checked regularly with people so it keeps heading toward their goals and needs.

Information should be used to see who needs help, what is getting in the way, and how services can do better.

Efficient support means:

1

Services will use good systems to find better ways of working, reduce repeated work, and stop quality differences between services.

2

Mental health services will keep people's records on safe and secure, modern systems that help teams work together and plan better.

3

Services will share information with professionals and people, so everyone can make decisions together and act early.

4

Leaders will support staff to keep learning, developing their skills, and improving services.





You can expect your mental health support to be:

Person-centred

i Person-centred— putting the person first, and shaping support around what matters to them.

Support should put people’s needs, values and choices first. People should be involved in decisions.

Everyone should be treated with kindness, respect, and care. This includes respect for privacy, dignity and human rights.



▶ Person-centred support means:

1

Services will respect people’s needs, identity and language.

People will have all the support they need to have a voice and make choices.

2

People’s care, treatment and support plans will be written in the person’s own words.

They will own their plans and use them to stand up for their rights.

3

People will be involved in planning their care, support and treatment.

It will focus on hope and connecting people to their families and communities.

4

Services will support people to reach their goals and recover.

Services will focus on people’s strengths and on what matters most to them.

5

Services will listen to people and treat them with respect when planning and improving support.

You can expect your mental health support to be:

Timely

i Timely — things happen at the right time, when it can make the biggest difference.

People should be able to get mental health support on the same day they ask for it. Staff should believe everyone has strengths and that one conversation can make a difference.

▶ Timely support means:

1

People will get support on the same day they ask for help, whether in person, online, by phone, or by video.

2

Support will follow a 'one at a time' approach, so people get help when they're ready, with as little waiting time for assessments as possible.

3

If someone needs a specific service or type of support, they will be helped to get it quickly and smoothly.

4

Waiting times will be reduced as much as possible, because waiting can be hard.

If waiting can't be avoided, people will be told how long and given other helpful support while they wait.



Things that will help this happen

✔ Strong leadership

Leaders should make sure mental health services are safe, kind and focused on people. They should listen to people's real-life experiences, support staff and help everyone feel able to speak up.

They will make sure care is focused on recovery and help reduce stigma and discrimination.

i Stigma — when people view you negatively and judge you because of your mental health.

i Discrimination — when people treat you differently because of who you are.

✔ Using information

Mental health services should share information in safe and respectful ways. People's privacy must be protected. Services will use information:

- to improve people's experiences and outcomes
- to understand how well services are working
- to improve their work.

Information will be available in different languages and be easy for everyone to understand.

✔ Skilled workforce

Mental health services should have enough trained staff to give calm, respectful and safe care. Staff should feel valued, protected from burnout and able to keep learning and growing.

People with real life experience of mental health support will be included in teams and help others.

✔ Improving

Mental health services should keep learning and improving together. When things go wrong, they should focus on learning and making care safer.

Staff will have time for reflection, support, and learning after difficult situations.

✔ Healthy culture

Services should treat people with dignity, involve them in decisions, and respect their rights. Everyone should work together, share power, and be open about what needs to improve.

Services will encourage honesty, learning and openness about what is working well and what needs to improve.

✔ Working together

Mental health services should work as a joined-up system to give fair, safe, and connected support for everyone.

People will have support when they move between services, so they don't miss out on help. This includes moving from children's to adult services.

A 'no wrong door' approach means people can ask for help in any service and still be supported. Staff will guide people to the right support.

✔ NEST-informed care

Services working with babies, children, young people and their families will use the NYTH/NEST framework.

This supports care that's nurturing, empowering, safe and trusted, and helps services work together.

➡ [NEST video](#)



➔ Thanks for reading

This Quality Statement explains what good mental health support in Wales should look like.

If you want to know more, go to:

gov.wales/mental-health-and-wellbeing-strategy-2025-2035



i Getting support

If you feel you can't keep yourself safe, this is a mental health emergency. It's important to get some help.

Whatever you're going through, these people are there to talk to:

➔ **C.A.L.L.** on ☎ **0800 132 737**

💬 text SHOUT to **85258**

☎ **111 Press 2** [NHS Helpline for Urgent Mental Health Support](#)

☎ Childline on **0800 1111**

These services are for anyone who's struggling. They won't judge you.

They're free, they're anonymous, and they're always open.