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Dyddiad/ Date:

25<sup>th</sup> September 2025

**PRIVATE & CONFIDENTIAL**

**For the Attention of:**

**Patricia Morgan**

**Area Coroner**

**Pontypridd Coroners Court**

**Court House Street**

**Pontypridd**

**CF37 1JW**

**Dear Mrs Morgan**

Thank you for the opportunity to respond to the Regulation 28 concerns regarding the absence of prescribed timeframes for intervention, ongoing support, and case load allocation from Dyfodol for prisoners identified as being at risk of substance misuse.

Cwm Taf Morgannwg University Health Board (CTM) currently commissions Dyfodol to deliver psycho-social substance misuse services to residents of HMP & Young Offenders Institute (YOI) Parc. Dyfodol is entering the third and final year of its current contract on 16th September 2025.

While the current service specification does not explicitly define timeframes for intervention, ongoing support, or case allocation, Dyfodol and CTM work to mutually agreed timeframes that are reviewed monthly. These timeframes will be formally embedded into the revised service specification as part of the future procurement process, once the existing contract expires.

The Dyfodol team comprises a Service Manager, 12.6 Whole Time Equivalent (14 headcount) caseworkers, 2 Assistant Psychologists, and a dedicated caseworker for the YOI (0.8 WTE). The service is structured around two core components: early interventions and longer-term recovery-focused casework.

**Early Interventions**

The early intervention team (4 staff members) provides responsive support through:



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- **Inductions for new residents:** Conducted on the next working day post-arrival, assessing substance use and risk factors to determine the appropriate tier of service.
- **Daily duty cover:** Requests received via the Dyfodol duty line are addressed the same day by the allocated duty worker.
- **Psychoactive Substances Rapid Response (PSRR):** Prisoners testing positive for specific substances receive a harm reduction brief intervention within 24 hours, with further brief interventions offered if needed.
- **Response to Substance Misuse Observation Records (SMORs):** Actioned within 24 hours to address identified risks.

Dyfodol monitors compliance with these timeframes and shares performance data with CTM monthly. Currently, Dyfodol meets all agreed service delivery standards for the above services.

Brief interventions consist of up to ten one-to-one sessions per individual, alongside targeted group programmes. The target timeframe for initiating one-to-one brief interventions is four weeks. Following recent recruitment efforts and improved waiting list management, Dyfodol has successfully reduced the previous six-week waiting period. As of August 2025, the waiting list is compliant with the four-week target.

To ensure continued support, Dyfodol has expanded its group provision, enabling those on the waiting list to access weekly rolling programmes such as the Drug Education Programme, SMART Recovery, and the Nudge Course (a four-week psychosocial programme focused on managing substance use and mental health).

### Casework and Longer-Term Recovery

The casework team (8 staff members) focuses on structured, recovery-oriented support, particularly for individuals receiving Opioid Substitution Treatment (OST) through:

- One-on-one psycho-social interventions
- Group work programmes

### Governance and Monitoring

CTM and Dyfodol maintain ongoing collaboration and robust governance through:

- Monthly meetings between the Prison Healthcare Directorate Manager and Dyfodol's Deputy Head of Operations;
- Regular operational discussions between the Lead Nurse for Prison Healthcare and the on-site Dyfodol Service Manager;
- Monthly caseload and performance updates shared with stakeholders, including data on group attendance, brief interventions, PSRR workload, and adherence to waiting time standards.

### Current Waiting Time Standards

- **Induction assessment:** Next working day post-arrival;
- **SMOR response:** Next working day;
- **Duty Director's Log (New Find):** Next working day;
- **PSRR service:** Next working day
- **Brief intervention:** Within four weeks of referral;



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A monitoring spreadsheet, maintained by the Prison Healthcare Directorate Manager, supports oversight of activity and timescales.

In August 2025, waiting time standards were met across key service areas, including induction assessments, SMOR responses, duty director's log, and PSRR, with all actions completed on the next working day. The initiation of one-to-one brief interventions is now occurring within the four-week target, following Dyfodol's successful efforts to reduce the waiting time from six weeks in June 2025.

### Service Review and Future Developments

Over the past 12 months, CTM has conducted several assessments to evaluate healthcare provision, including:

- A Health & Social Care Needs Assessment;
- HMIP Inspection;
- A review by the Royal College of Psychiatrists into mental health and substance misuse services.

Following these, CTM and Dyfodol have jointly reviewed current service provision and developed two proposals:

[Redacted text block]

[Redacted text block]

[Redacted text block]

These proposals will be shared with relevant stakeholders prior to submission to HMPPS for consideration. Additionally, following consultation with G4S, Public Health Wales, Welsh Government, and other stakeholders, the Prison Healthcare Directorate has submitted a proposal to HMPPS to enhance the clinical substance misuse service at HMP & YOI Parc. This includes:

- Prompt assessment of newly presenting prisoners with clinical needs;
- Support for OST administration;
- Monitoring of individuals with clinical needs;
- Preparation for release where appropriate

Kind regards

Dom Hurford  
Executive Medical Director