

Agenda Item 2.1 (Appendix 1 Welsh Language Annual Report)

Welsh Language Annual Report 2015-2016

During 2015-2016 the Welsh Language Unit (WLU) has worked on various initiatives and supported staff across the health board to improve Welsh language service provision. The following notable achievements have been made throughout the year.

Bilingual Skills Strategy (BSS)

WLU have continued to target teams and departments in which to implement the health board's BSS. The strategy involves a data analysis of Welsh speaking staff, identifying any skills gaps within the department, looking at creative ways of working to fill any skills gaps, future recruitment strategies, Welsh language training for staff, and creating a suitable action plan for the team. Following on from the successful pilot at YGT and the initiative on Ward B2 in YCR, WLU have begun to implement the BSS on Wards 1-6 in YCC, the Communications Team, and WHSSC.

Recruitment

Careers Event Garth Olwg

In light of the recruitment issues facing NHS Wales and due to the lack of Welsh speaking staff within the health board, WLU arranged a careers event for pupils within Ysgol Gyfun Garth Olwg during March 2016. Prior to the event, WLU gave a presentation at 2 school assemblies, giving a background information and details of the event, and a promotional Welsh language video clip on working at KHUHP was shown to the pupils. During the careers event, Welsh speaking staff from across the health board set up various information stands and practical activities to demonstrate their roles within the healthcare setting. Pupils from years 10-13 attended the event and were able to talk with staff about possible career choices. WLU is now arranging work experience placements where Welsh speaking students could be placed with Welsh speaking staff, to allow pupils the opportunity to use their Welsh skills within the workplace and to demonstrate the benefits of doing so. This initiative will be rolled out in other Welsh medium schools in the area.

School Nursing Team

School Nursing Teams have come under investigation by the Welsh Commissioner in other areas of Wales, following complaints that English speaking nurses were being sent to work with pupils within Welsh medium schools. The Welsh Language Officer has met with Localities Managers to discuss this issue within Cwm Taf and is

Agenda Item 2.1 (Appendix 1 Welsh Language Annual Report)

currently looking at options for Welsh language service provision within our Welsh medium schools.

Welsh Language Training

Welsh for Adults

The health board continues to promote local Welsh for Adults training courses and has provided funding for several members of staff.

Agored Cymru

Staff within WLU are in the process of becoming qualified assessor and verifiers with Agored Cymru. It is the intention of WLU to develop and provide in-house Welsh language training courses for staff for which staff will receive an accredited qualification.

Welsh Language Awareness Sessions

WLU continue to update and provide suitable Welsh Language Awareness sessions for staff groups upon request. During 2015/16 the following staff groups have received training:

- Physiotherapy
- Workforce & OD
- F1 & F2 Doctors
- Wards 1-6 YCC
- Main Receptions

In addition, Welsh Language Awareness forms part of the Creating a Culture of Care training programme and Staff Induction training programme.

E-learning Package

WLU are working with a dedicated team within Shared Services to develop an e-learning package for Welsh Language Awareness training. It is hoped that the e-learning package will be available for use toward the end of 2016.

Children & Young People

Occupational Therapy

Following an enquiry concerning the wheelchair assessment for a child, WLU has worked with the Head of Occupational Therapy to ensure that Welsh speaking staff within Occupational Therapy have flexibility in their working arrangements, so that they are able to carry out assessments in Welsh when the need arises, in particular, for those within priority groups.

Agenda Item 2.1 (Appendix 1 Welsh Language Annual Report)

Autism

The Health Board has worked collaboratively with the Local Authority and other relevant agencies on the development of a bilingual website and resources about Autistic Spectrum Disorder (ASD). This will provide a valuable source of information for children and young people, parents/carers and others who have links with ASD.

Ysgol Gyfun Garth Olwg

See above information on Careers Event

Mental Health

YGT / RGH Mental Health Departments

WLU continues to liaise with the Head of Mental Health to implement the BSS across all Mental Health departments within Cwm Taf. Welsh Language Awareness training was provided to staff at YGT and WLU are in the process of arranging training sessions for Mental Health staff at RGH. There is an adequate number Welsh speaking staff at YGT to provide care and treatment for Welsh speaking service users, and further members of staff have been given the opportunity and funding to learn Welsh. WLU are now in the process of working with Mental Health staff in RGH to repeat a similar programme of work.

Mental Health Therapy

WLU has supported the Community Veterans Mental Health Therapist in providing services in the medium of Welsh to service users. Where the need has arisen for other such cognitive therapy assessments to be undertaken in Welsh, the Community Veterans Mental Health Therapist has also been able to carry out this work with support from WLU. Various Mental Health documents and assessments have been translated for use during consultation with Welsh speaking service users. This demonstrates excellent creative ways of working with a limited number of qualified Welsh speaking therapists.

Welsh in Healthcare Awards 2015

Cwm Taf University Health Board was successful in its nomination of the work undertaken on creating a bilingual ward for inpatients in Ysbyty Cwm Rhondda. This initiative won the award for "Care based on the Active Offer" and also the Health Minister's Special Award for the best overall nomination. As a result, Welsh Government chose to launch the follow-on strategy to *More than just words* in Cwm

Agenda Item 2.1 (Appendix 1 Welsh Language Annual Report)

Taf. The initiative featured in articles within Welsh media publications and radio/TV programmes generating positive publicity for Welsh language service provision.

Public Engagement

During 2015-2016, WLU have represented the health board in the following events:

- National Eisteddfod, Meifod, Powys
- Global Village, Merthyr Tydfil
- Big Bite, Pontypridd
- Public Fora, Cymoedd y Rhondda, Cwm Cynon, Taf Elái, Merthyr Tydfil

Staff within WLU engaged with the public, obtaining feedback on Welsh language service provision, whilst promoting Welsh language service developments and initiatives within the health board.

Partnership Working

WLU has maintained working relationships with Welsh Language Officers and colleagues across Wales, and actively participated in discussions, consultations and conferences concerning Welsh language developments such as the Welsh Language Standards. WLU has promoted work undertaken within Cwm Taf to highlight and share best practice. During 2015-2016, WLU has undertaken the following:

- Welsh Language Officer gave a presentation in Welsh Government's More Than Just Words Conference at Cardiff City Hall
- Chairman appeared on the panel for a Welsh Language Commissioner's event on the proposed Welsh Language Standards in Cardiff Bay
- The Minister for Health and Social Services opted to launch the follow-on More than just words Strategy within YCC after awarding his special award for the initiative on Ward B2 during the 2015 Welsh in Healthcare Awards.
- Cwm Taf hosted a Coleg Cenedlaethol Cymraeg conference at RGH which highlighted the importance of recruiting Welsh speaking students and the opportunities available to them to study in Welsh
- Continued to attend meetings and participate in discussions with local Menter Iaith Forums, Grŵp Deddf (Welsh Language

Agenda Item 2.1 (Appendix 1 Welsh Language Annual Report)

Officers South East Wales), Welsh Language Contact Points
(Welsh Language Officers NHS Wales)

In addition, WLU have represented the health board at Information, Advice and Assist meetings with the local authority, which is a new group tasked with actions relating to the Social Services and Wellbeing (Wales) Act 2014. WLU are ensuring that provision is being made for Welsh speakers within our local communities.