

Chief Executive

CONNECTS



 @CAV_LenRichards

12 August 2020

Dear colleague,

Following the killing of George Floyd in May, the subsequent Black Lives Matter protests that took place over the summer highlighted the systemic inequality that black, Asian and minority ethnic (BAME) people face not only in the USA but also here in the UK. Also it has been found that BAME groups are disproportionately affected by COVID-19, with available statistics suggesting that British BAME groups are up to two times more likely to die from the disease than their white counterparts. In June 2020, Welsh Government published [this report](#) into these findings.

In light of this, in a recent edition of CEO Connects I asked members of staff from BAME backgrounds to share their experiences of working in the UHB and the issues of inequality they have faced. Thank you to the many people who shared their experiences, the learning from which I have found invaluable. I would now like to build upon this, as I acknowledge there is a great deal more to do to ensure that as a Health Board we are as inclusive as possible.

We know that many organisations struggle to talk about and address issues around equality or inclusion particularly as it inherently involves conversations about race, gender, sexual orientation, physical and mental ability, and more. Here, at the UHB, we recognise that it's a topic too important to ignore: we can't afford to be silent. It is critical to our workplace.

While we've seen the occasional inspiring story of grass-roots transformation initiated by employees looking to drive change, the truth is, diversity and inclusion has to come from levels of an organisation. Therefore, the executives will each be taking a leadership role across the nine protected characteristics stipulated in the Equality Act 2010 (age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation), and I have chosen to lead on race. This is a complex area and my interactions with colleagues so far have illustrated to me how there are a variety views and opinions on how we can make sustainable and meaningful change.

I recognise I will not please everyone but this should not be a barrier to us not seeking to improve things and making progress. Some of the stories and incidents I have heard has made me determined to cultivate an inclusive environment for our employees. It requires a cultural shift, a commitment at every level of our organisation.

I will be seeking guidance from my BAME colleagues to help us shape what we can do collectively to improve inclusion and equality across the whole of the UHB. Over the next few weeks, I would like to meet with and listen to staff from BAME groups to hear your experiences of working for the UHB. I promise to be open minded in these meetings and will not be presumptuous about your experience or jump to conclusions about what should be done. I want to know what you feel are the steps we can take to ensure lasting, sustainable change and address the issues that have an impact on BAME staff.

More details on this programme of work will be announced soon.

An update on the CAV 24/7 system – share your views!



The CAV 24/7 system has been running for just under a week. I'm pleased to say we have received compliments about the new service (please see below) but there's still people who are not phoning the CAV 24/7 system on 0300 10 20 247; instead they are just turning up to the Emergency Unit. I must emphasise that if you require urgent care that is not life or limb threatening, then you must phone first. Please help us in sharing this message to others so we can ensure we're accessing the right service appropriately.

We've also been asked if the GP Out-of-Hours service is affected by the introduction of CAV 24/7; the only thing that has changed is the Out of Hours number. If you feel you need to contact the Out of Hours service then you must call 0300 10 20 247; although this is the same number to access the CAV 24/7 system, your query will be answered in exactly the same way as it always has. We held a Facebook Live Q&A last week with Dr Sherard Le Maître, Clinical lead for the CAV 24/7 system, and Tim Ayres, Consultant in the Emergency Unit about the new system. If you were unable to tune in, you can watch back the session [here](#). We are also continually updating the Frequently Asked Questions [page on our website](#).

The Community Health Council is running a survey and wants to hear your views on the CAV 24/7 system, we have included a link on how to access the survey, [here](#).

Compliment 1:

A member of staff's child had an accident last night resulting in them needing to attend the Emergency Unit. They called the service, had a prompt call back and was allocated a slot at the Emergency Unit. They attended, was there about an hour and went on their merry way.

They were pleased with the slick, speedy process. They waited home safely until their appointment time (the child is also a chemotherapy patient, so this is doubly important).

They weren't long in the unit, so the partner who took them didn't have to hang around in the car park for long either. All in all, a very good service.

Compliment 2:

Great service from Children's Hospital for Wales having turned up for a pre-booked #cav247 #phonefirst slot.

Bevan Exemplars – 2020 Fast Track programme

The 2020 Bevan Exemplar Programme is now open to applications and this year they are looking for prudent, innovative solutions to the following issues:

- COVID-19
- Embedding or building on new ways of working
- Dealing with the backlog tsunami
- Community and Social Care
- Climate smart healthcare
- Wellbeing

Cardiff and Vale UHB has been very fortunate in the past to have such great representation among the Bevan Exemplar cohorts. Last year, 15 of the 37 exemplar projects were from Cardiff and Vale, and it would be fantastic to hear your ideas about how to revolutionise a healthcare system in a world changed by COVID-19.

Previous examples of Bevan Exemplars from Cardiff and Vale include the Breast Centre's BAPS app led by Donna Egbeare, a consultant breast surgeon, who said: "I couldn't have done this project without the Bevan Commission. They've opened doors and given lots of support to meet the right people and put things in the right places."

Another past exemplar from the UHB is the Trauma Ambulatory Care Unit led by Oliver Blocker, clinical fellow in trauma and orthopaedics, who said “The Bevan Exemplar programme developed me as a clinical leader. It provided the training, network and skills to work with colleagues to make changes I would not have been able to make on my own”

A third past exemplar is the Staying Steady Schools programme led by Oli Williams, who said, “A major benefit is the status of being linked to the Bevan Commission and being an Exemplar. When you say you are working on a Bevan Exemplar projects, then ears prick up people get very interested. It gives the project real kudos.”

For more information and to apply, visiting the [Bevan Commission website](#).

Welcome to new nurses!

I am delighted to be able to tell you that the most recent virtual recruitment was a great success as we appointed 49 registered nurses! Candidates came from both the local area and further afield, including west Wales and southern England.

The recruitment team say that they have learnt a lot through this new process of recruiting and would like to pass on their thanks to Lisa Evans, our Nurse Resourcing Programme Manager, for leading the event so well. The team have done a fantastic job and are now planning the next event in October. In the meantime, our qualified students are still coming into permanent posts from now until September.

I am sure you will join me in thanking the recruitment team and extending a warm welcome to all of our new starters.

Coronavirus: New measures on when to seek medical advice

Last week, Welsh Government announced new guidance on when to seek medical advice, urging anyone isolating at home with COVID-19 to contact 111 or their GP if their symptoms don't improve after seven days or if they experience breathlessness or vomiting, or if fatigue stops them doing their normal daily activities.

This new advice reflects learning from the first wave of the pandemic and is recognition that not everyone who becomes seriously unwell from COVID-19 will experience breathlessness. The new guidance aims to support people who are isolating at home with advice about when they should contact 111 or their GP.

The Chief Medical Officer is also writing to general practices to highlight the learning from the early phases of the pandemic and encourage a greater use of pulse oximetry as part of the clinical assessment. In support of this, several thousand pulse

oximeters will be distributed to primary care teams across Wales to support them to undertake more pulse oximetry.

Post-COVID legacy and learning survey

The Cardiff and Vale Research, Innovation and Improvement Coordination Group (RI&IC) has begun a piece of work to assess how the impact of COVID-19 inspired more effective partnership working.

Under the umbrella of the Cardiff and Vale Integrated Health and Social Care Partnership, the RI&IC includes representatives from Cardiff and Vale UHB, Cardiff Council, Vale of Glamorgan Cardiff Council, Cardiff Third Sector Council and Glamorgan Voluntary Services.



The project will seek, over the course of the next four months, to gather feedback from employees and volunteers working in roles linked to health and social care within the three statutory organisations and their third and private sector partners.

The project will also seek the views of those who received care and support from these organisations or groups since the beginning of the COVID-19 crisis.

The project will be conducted in two phases using a combination of surveys and interviews.

The first phase is a pilot scheduled to commence on 7 Aug 2020 with the Discharge to Assess (D2A) service established as part of the “**Me, My Home, My Community**” project. The pilot will provide the opportunity to test the approach to make sure it is fit for purpose.

Colleagues working in the D2A service will be contacted directly by email to let them know how they can feedback their views and experiences to the Project Team.

The second phase of the project which will invite feedback from anyone working in a role linked to health or social care will begin in September.

If you'd like more information on the project please contact cavpartnership@wales.nhs.uk.

Samaritans launch dedicated support for NHS Wales staff

In recent months, NHS and social care staff have been working under increased pressure and adapting to difficult circumstances. Now, more than ever, it's important that we look after ourselves and each other.

Samaritans has launched a new confidential support service for NHS and social care staff and volunteers in Wales, following Welsh Government funding. All calls are answered by trained Samaritans volunteers, who provide confidential, non-judgemental support.

Their volunteers are on hand to support you when you've had a tough day, are feeling worried or overwhelmed, or just have a lot on your mind. They will listen without judgement, so you can talk to them about anything that's troubling you. A friendly voice and a chance to talk things through could help you feel better after a busy shift or at the end of a long working day, so you can be ready to get back to work again tomorrow.

The support line is for anyone who works in the NHS or with social care in Wales, no matter what job you do. It's there to help you look after yourself so you can continue to look after others.

You can call the free confidential support line on 08004840555. It's open 7am to 11pm, 7 days a week.

The free support line is also available in Welsh at 08081642777. The Welsh language support line is open every evening from 7pm to 11pm.

Cardiff & Vale Recovery & Wellbeing College – Logo Competition

This autumn, Cardiff and Vale University Health Board will be officially launching its Recovery & Wellbeing College, providing free courses to patients/clients, carers and staff on a range of mental health and wellbeing topics. Underpinned by the principles of recovery and co-production, the college will be flexible and have an educational focus, with the promotion of wellbeing at its core.

All of the courses provided will be co-produced by people with lived experience of mental health issues and using mental health services. Those who are utilising services,



GIG CYMRU NHS WALES | Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board

Do you have a creative flair?

We're launching the Cardiff & Vale Recovery & Wellbeing College and want you to design our logo..

What is the Recovery & Wellbeing College?

This autumn, Cardiff and Vale University Health Board will be officially launching its Recovery & Wellbeing College, providing free courses on a range of mental health and wellbeing topics. All of our courses are co-produced and delivered by people with lived experience of mental health issues.

Our logo competition

If you live in the Cardiff & Vale area and have an interest in mental health and wellbeing (you may have lived experience), we would like to invite you to help design our logo. We are looking for the key elements of a simple yet creative design that encompasses what recovery means to you.

Your logo must include 'Recovery & Wellbeing College'.

You may want to include three of our key values: 'Hope', 'Control' & 'Opportunity'.

The winner will get £50 in Love2Shop vouchers and their work will be transformed by our graphic design team into a professional logo in preparation for the official launch of the college.

Find out more at: www.cavuhb.nhs.wales/recovery-college

Competition open from Monday 10th to Sunday 23rd August.

diverse cymru | **Join the Dots** | **cavamh** | **4 WINDS**
Promoting equality for all | Separating 'hard to live' from 'hard to live with' | *Swyddfa'r drwyfod Meddal* Cardiff a'r Fro Cardiff and Vale Action for Mental Health

sefyll | **mind** | **nexus**
The new mental health | in the Vale of Glamorgan | carers & service users involved in older people's mental health
goldfryn a chyllybryr | gwasanaeth i'w gwneud i'w ffordd | iechyd meddal 2020/19

caring for someone or are a member of staff, will be invited to enrol with the Recovery & Wellbeing College as students to benefit from the courses.

Initially, all courses will be carried out online but as restrictions regarding COVID-19 continue to ease, the team hope to welcome students to outdoor learning venues and other locations in the Cardiff and Vale area.

The Cardiff and Vale Recovery & Wellbeing College would like its future students to be part of the identity created for the college – so is running a competition to design the logo! Find out more [here](#).

Virtual Pride Cymru 2020

At this time of year, many of us are making plans and looking forward to the August Bank Holiday. I'd usually be excited to join colleagues from right across NHS Wales for the annual Pride Cymru Parade, which like many events this year has sadly been cancelled.

But, while we'll be missing out on the parade's rainbow of colour and festival atmosphere this year, we will by no means be diverting our attention away from showing our support for LGBTQ+ staff, patients and the wider community.

Cardiff and Vale UHB is joining NHS organisations in Wales in hosting NHS Wales Virtual Pride 2020. The week-long event is taking place between 24th – 29th August, and will feature a range of online activities and digital content that I would encourage all members of Cardiff and Vale staff to engage with and share among their networks.

Facilitating and taking part in events and initiatives such as Pride is one way that we can show our support to the LGBTQ+ community. It's about celebrating our diversity, and acknowledging that it is a real attribute to us an organisation and our wider communities. With this in mind, may I ask you all to make every effort to help promote NHS Wales Virtual Pride 2020, and take part in the event's various activities.

Oscar donates to children's hospital

Last week, I was delighted to meet a young man called Oscar Wood. During Covid-19, he kindly donated his pocket money to help our young patients in the children's hospital. Not only did Oscar donate his own pocket money but he encouraged his friends to do the same and raised a grand total of £1,530 for our Health Charity, to help make things better for children while they are in hospital. I'd just like to say a big thank you to Oscar and his friends for their support. [Read more here.](#)



Museum of Military Medicine

Last week, we announced we are working in partnership with the proposed Museum of Military Medicine, located at Cardiff Bay. This fantastic new facility will host a Veterans' NHS Wales Hub which will provide specialist mental health support for those who have served in the Armed Forces. It is also hoped that services, such as art therapy, will be delivered at the Museum, which would be accessible for those throughout Cardiff and the Vale. [Read more about this project here.](#)

Virtual Welsh Three Peaks Challenge

I've seen that many of you have been taking part in the Health Charity's virtual Welsh Three Peaks Challenge, with some of you already having completed it – well done. So far, almost 50 people have signed up to step into summer! It's not too late to register, please visit: www.healthcharity.wales/events

As part of this challenge, I'm planning to walk Pen y Fan on Sunday 30 August. I'll be setting off from the Pont ar Daf car park between 8am-9am if you wanted to join in. Please maintain a safe social distance if you plan to come along.

Join the Staff Lottery

The Staff Lottery SuperDraw took place on Friday 31st July 2020 in the Health Charity Office in Woodland House. Ruth Walker, Executive Nurse Director of Cardiff and Vale UHB pulled the draws this month, creating five £1,000 winners and one lucky £5,000 winner!

The lucky winner of the £5,000 July SuperDraw 2020 was Helen Mountjoy working in Maternity in UHW. Helen was absolutely ecstatic beyond words to hear the fabulous news saying. "I really couldn't believe it when I got the call thank you so much! I am planning my wedding at the moment so the money will definitely be put to good use!"

To celebrate the 10th anniversary of the Cardiff & Vale Health Charity, the staff lottery SUPERMEGADRAW will award one lucky winner the grand prize of £20,000 in November.

The Staff Lottery supports staff across Cardiff and Vale by creating new winners every month. It also enables staff to apply for funding from the Staff Lottery Bids Panel, which has recently awarded grants of over £1.5 million to support numerous projects across the UHB which benefit, patients, staff and visitors.

Lottery Application form can be completed electronically [here](#) and returned to fundraising.cav@wales.nhs.uk.

A handwritten signature in black ink that reads "Len Richards". The signature is written in a cursive style with a large initial "L".

Len Richards
Chief Executive