

# Chief Executive CONNECTS



Dear Colleague,

17/08/2021

Summer pressures continue across the NHS and pressures across C&V UHB have been no exception. Media reports from across Wales and the UK continue to highlight pressures across primary and community care as well as within emergency departments. It is also apparent that there are significant pressures within social care.

These pressures – particularly within non-COVID unscheduled care, are impeding our ability to deliver timely urgent care for all of our service users. It continues to have an impact on our frontline staff across the system, who have already endured the pressures associated with the COVID pandemic.

Analysis of hospital bed pressures has shown that, while ED presentations and hospital admissions are broadly at the levels we would expect for the time of year, we have seen an exceptional increase in the numbers of patients remaining in hospital for prolonged periods.

Our assessment therefore, is that the current difficulties are being driven by our inability to achieve timely discharge of patients – as opposed to it being a demand issue.

Last week we held the second of two meetings with key system partners including the Chief Executives from both Cardiff and the Vale Local Authorities. We were able to share data which demonstrated the constraints in sustaining patient flow and have discussions on a number of remedial actions. We recognise that system issues are causing the current difficulties and that this requires a system response.

A number of actions agreed included:

Working with Welsh Government colleagues at a policy level on how we can stimulate the nursing/residential home and domiciliary care markets. This is recognising the very real workforce constraints social care is experiencing and how their capacity to provide sufficient home care is resulting in prolonged stays in the hospital and congestion in emergency departments.

In terms of discharge process improvement, we have agreed to work together to roll out a 'trusted assessor' approach to increase the capability to undertake home care assessments. This is an issue being driven by a shortage of social workers. Our teams will be taking this forward with immediate effect.

Finally, we have discussed how we can work together to develop a new care model for patients awaiting onward placement to their home or a community facility. In the absence of being able to secure sufficient domiciliary care staff, we have agreed to look at a potential staffing model which would extend beyond traditional health and care approaches. Our medical, nurse and therapies Directors are, working closely with our Director of People & Culture, are liaising with partners across the care system in pursuing this approach.

In the meantime we will continue to support our remarkable frontline teams in keeping patients safe and delivering high quality care. We would like to pay tribute to these teams particularly in the face of current challenges.

**Len Richards, Chief Executive**

## Vaccine update

We have delivered 696,267 vaccines to our population and are continuing our walk-in sessions at Bayside MVC and Holm View Leisure Centre every day between 8.30am and 7.30pm.

In accordance to JCVI guidance we have begun inviting those who are 16 and over for the COVID-19 vaccine.

Getting vaccinated is still the best way to protect yourself, your loved ones and your community. So if you are eligible and have not received your vaccination please contact us by calling our vaccine booking line.

We continue to see a high number of people not attending for their second dose of the vaccine, and I want to take this opportunity to reiterate how important it is to receive both doses. It's important to get your second dose for maximum protection, to reduce the risk of serious disease and hospitalisation. So if you have an appointment please attend.

If you have any questions about the vaccine you can find comprehensive FAQs on our website. Together we can help keep our population safe.

## Innovation Survey – Feedback and thank you

The Innovation team have asked me to relay their thanks to everyone who took the time to respond to their survey about colleagues' experience of innovation in Cardiff and Vale UHB. I would like to echo their thanks as I am sure that the 500 or so responses we received will prove invaluable to the development of that team and the work they will now undertake to address the issues raised by the survey to make the process of innovation as easy and efficient as possible for staff on the frontline.

Some of the key issues raised include the need for the Innovation Team to reach greater parts of the organisation and the incredibly salient point that innovation is not just the remit of clinical staff as non-clinical colleagues have incredibly worthwhile innovations for the organisation to pursue and support.

A full analysis of the results is being undertaken this week and we will provide a detailed report of the findings as soon as possible. In the meantime, you can contact the innovation team for support with ideas by emailing [cav.innovation@wales.nhs.uk](mailto:cav.innovation@wales.nhs.uk)

Winners of the prize draw associated with this survey, which was sponsored by the Cardiff & Vale Health Charity, has been completed and the lucky winners have been contacted directly by Mark Briggs our Assistant Director of Innovation. We would like to thank the Health Charity once again for their support of this survey.

## Compassionate Community Care in the South West Cluster

I have been delighted to see the progress of the transformation project happening in our South West Primary Care Cluster.

As part of the project, which follows the Compassionate Communities Model, support is offered to people with complex needs through four main elements, each of which has a strong focus on linking people to support in their local community.

Firstly, at the project's core is multidisciplinary team working, bringing together partners working across health, social care and the third sector.

Secondly, they have developed an integrated care hub where cluster pharmacists, occupational therapy and social prescribers come together to support patients based on what matters to them. A key element of the hub is to support people recently discharged from hospital.

A third key aspect is Community Development including a team of wellbeing connectors who support social prescribing across the cluster. Community development workers also look to identify support to develop within the community, based on the needs of the local population.

Our wellbeing connectors provide a wealth of support to our patients, for example befriending, collecting prescriptions, support for people shielding during COVID pandemic, 'Griefspace' supporting people who have been bereaved, to name but a few.

Finally, advance Care planning training is offered to all within our community, helping to support people to make informed decisions about their future care.

The work so far has helped to reduce avoidable admissions to hospital, and improved wellbeing among both patients and our teams working in Cardiff SW cluster. The work has demonstrated real tangible improvements in supporting people to stay in their own communities and as part of our response to the Unscheduled Care demands we want to roll this model out to other Clusters.

This is especially important as we continue to navigate the challenges of the COVID pandemic and I am incredibly grateful to the team for their great work.

## Nurse & ODP Autumn Recruitment Event - Join our team of trailblazers

If you're a registered nurse or ODP looking for a new and exciting opportunity, we'd like to invite you to come along to meet us at our next recruitment event. Our nurse & ODP recruitment events are a fantastic opportunity to find out more about our Health Board and the range of opportunities we have available.

Join us 3-7pm, September 23rd 2021, Lakeside Wing at University Hospital of Wales.

[Sign up to secure your place now.](#)



The poster features a smiling woman in a white clinical uniform against an orange background. The text reads: 'JOIN OUR TEAM OF NURSING TRAILBLAZERS', 'Sign up to secure your place', 'NURSE & ODP AUTUMN RECRUITMENT EVENT', 'UNIVERSITY HOSPITAL OF WALES - 23 SEP 2021'. Logos for GIG CYMRU NHS WALES and the Cardiff and Vale University Health Board are at the bottom.

## NHS Virtual Pride week – 23-27 August

Next Week is Virtual Pride, an event that is open to all colleagues throughout the NHS in Wales. The week-long event offers a great opportunity to reaffirm our commitment to supporting the LGBTQ+ community within the NHS, with various activities taking place throughout the week.

I am determined that here at Cardiff and Vale UHB we will increasingly embed an environment within which our LGBTQ+ colleagues can feel comfortable being their authentic selves at work. An important part of that is everyone taking a personal responsibility to improve their understanding of the issues faced by the LGBTQ+ colleagues so that they can become better allies, and taking part in Virtual Pride week is a great opportunity to do just that.

It promises to be a really fun and insightful week of activities and I hope that as many people as possible take the opportunity to get involved. [You can view the programme of activities here](#), and book onto events by emailing: [lgbt.historymonth@wales.nhs.uk](mailto:lgbt.historymonth@wales.nhs.uk).



## Sign up for website training

The Communications Team is rolling out introductory training sessions to all staff who require access to add or edit content on the new Health Board website.

The sessions offer an insight into the new content management system used to update the website, and take participants through a step-by-step process for how to create and maintain pages for their service areas across the Health Board.

At the core of the sessions will be digital accessibility and how to maintain webpages in both English and Welsh, to ensure that participants can contribute to our efforts towards making the website work for everyone.

All members of staff who would like to receive the training should [complete the online training request form here](#). If you are unable to make any of the dates, please email the Communications Team to discuss further options, at [news@wales.nhs.uk](mailto:news@wales.nhs.uk).

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## Other news and events

### Fire Safety training

As part of Fire Safety Week (27 September to 1 October), all clinical staff will need to complete mandatory face-to-face fire safety training. Staff will be released during their shift to attend a one-hour session, held at either UHW or UHL. More information on times and how to book will follow soon, but in the meantime, please raise with your manager if you have any concerns.

### Cardiff to Brecon cycle

Staff from the ITU at UHW are cycling from Cardiff to Brecon to raise money to assist their team with education programmes, [read how you can support them here](#).

### Cardiff Bay Run

The Cardiff Bay Run will be taking place on Sunday 26th September 2021 and the Health Charity has a number of FREE spaces available. Registration is set to close on Thursday 2nd September, make sure you book your place by emailing: [fundraising.cav@wales.nhs.uk](mailto:fundraising.cav@wales.nhs.uk)

### Catch up with our Health and Wellbeing Festival!

If you missed any of the excellent content, advice and guidance that was shared as part of our summer festival of Health Wellbeing, you can catch up with it [on our website](#).

### Staff Havens

The benefits of staff havens continue to be appreciated by those who use them, [read more here](#).

### Artwork in the emergency unit

The Arts for Health and Wellbeing Team recently presented the Emergency Unit at UHW with a range of colourful artwork to enrich the Children's Area. The artwork is intended to brighten the environment and offer patients a fun distraction whilst waiting for treatment.

[Read more](#)