



Dear Colleague,

24/02/2022

This week has been another busy week with the additional challenge of not one but three named storms over the weekend. Thankfully we did not see significant disruption to our services but there was disruption across our communities with trees falling and building structures becoming unsafe. I just wanted to say a huge thank you to you all especially those who made it in over the weekend despite the challenging travelling conditions, the estates and facilities team who did an incredible job in responding to damage quickly and efficiently and also our partners from South Wales Police, South Wales Fire and Rescue and our two local authorities who worked hard to keep our communities safe.

I joined Meriel Jenney, Medical Director, last week in several discussions with clinical colleagues to initiate our 'main effort' at Cardiff and Vale UHB. This seeks to ensure that only those patients who will benefit from our care are residing with us and encourages effective and efficient clinical decision making. The demand on the urgent and emergency care pathway continues although the main issue now is high occupancy and long lengths of stay (as opposed to Covid patients) with all the associated risks to patient quality of care and outcome. Out of hospital capacity is also limited which delays discharge for some but not all patients. We have discussed practical

steps that clinicians and clinical teams can take in all arenas of the Health Board to support the main effort and reflected on the mitigation of risks and concerns. I'd like to thank all those who have supported those discussions and everyone for continuing to work so hard to respond to the situation. I know it feels relentless but I'm certain that by working together, listening and sharing ideas and solutions we will make the improvements necessary to improve patient care quality and safety as well as the experience you have of working in the delivery of that care and treatment.

I met the teams working out of the Cardiff Royal Infirmary (CRI) earlier in the week. What struck me about this beautiful building was the hive of activity and passion that lay within. The CRI houses some unique and dedicated services to some of our most vulnerable communities. I met with the Cardiff and Vale Health Inclusion Service where I heard how they have developed a service for Asylum Seekers, homeless communities and sex workers so they have a safe space to access health care. I could feel the passion and compassion but also the team spirit that underpinned the service and the work they have done with the recent Afghan Settlement Scheme is incredible. A key success of the service is that two of the Red Cross Volunteers

are peer workers who were supported by the service themselves in the past. To see this benefit go full circle is a testament to the service and I cannot wait to see how the service continues to evolve. Inspirational! Thank you Team CAVHIS.



I also met with the Sexual Health Team, another inspirational and impressive multi-professional team with high ambitions and strong commitment. I have a little, and now rather ancient experience of working in sexual health so I was really impressed by how different approaches and therapies are now and how much better outcomes are for those requiring treatment. The team have truly embraced digital solutions to make services more accessible for patients and have more high aspirations for future service developments.

I also had a great discussion with one of the District Nursing teams who cover the South and East of Cardiff. It was again great to hear such passion from a team who are dedicated to their service and patients and who understand the challenges they face with recruitment and

the unique nature of the work they do. I'm really interested in what we can do to raise the profile of Community Nursing. This area of nursing practice is I think underestimated and poorly understood. District nurses often work autonomously and alone in people's homes caring for often very sick individuals without the back-up of a whole hospital team. I've asked the team to think about how we can raise the profile and boost recruitment and I look forward to that discussion going forward.

As I come to the end of my fourth week (I'm going to stop counting when I've completed a month!) I've really noticed something which I have checked out with colleagues to see if I was imagining it. It does seem to me that everyone is really friendly, chatty, smiley even – not in a cheesy way, but in a genuinely nice, kind way. This checks out, my colleagues tell me this is Team CAV. What a delight it is to be working alongside such warm and generous colleagues, who are still smiling despite the workload, the wind and the rain, it's a real pleasure and I'm really looking forward to meeting more of you.

Stonewall announcement

As we enter the final week of LGBTQ+ History Month, I am delighted that as an organisation we're today able to announce our inclusion in this year's [Stonewall Workplace Equality Index](#).

The index celebrates the 100 best-performing organisations across the UK in terms of LGBTQ+ Equality and the Health Board has this year ranked 37th and earned a Gold Award, putting us in the top three health organisations in the UK.

Organisations' scores on the index are judged on their employment policy and practice, as well as responses to surveys completed anonymously by staff about their experiences of diversity and inclusion at work.

Central to the significant positive strides recently taken forward by the Health Board and for our inclusion in this year's index has been the fantastic work of our LGBTQ+ Staff Network, which works to make LGBTQ+ issues more visible within the work environment.

The network provides a safe, supportive and welcoming environment for all people who identify as part of LGBTQ+ communities, whether or not they are 'out' in the wider world, and regardless of identity or background.

I hope that this announcement gives a clear message that Cardiff and Vale UHB is a welcoming and inclusive organisation. That is something that we are committed to embedding right across our organisation, so that all of our employees, regardless of their background to feel comfortable and confident being their true selves at work.

I am very proud of individuals and teams throughout the health board whose commitment to driving forward the equality and inclusion agenda – great work that I hope to see continuing as we move forward.

People and Culture Plan

Over the last couple of months some exciting work has been taking place to develop a [People and Culture Plan](#) which has now been approved by the Board.

During the Covid-19 pandemic, our workforce has adapted quickly to challenge. The demands faced by the UHB over the next few years will be unlike anything we have ever faced before, as services resume and pick up pace following the pandemic and a recovery plan for dealing with increased patient waiting lists is implemented.

The People and Culture Plan is our opportunity to improve the experience of colleagues, to ensure the improvements made over recent years continue, and to confront the challenges which have arisen as a result of the pandemic and subsequent recovery period. It sets out the actions we will take over the next three years, with a clear focus on improving the wellbeing, inclusion, capability and engagement of our workforce.

Over the next few weeks and months work will start in earnest to meet these objectives, and we hope that you will feel real differences as a result.

If you have any feedback on what is working well and what needs further change, please contact our Workforce and OD team with your thoughts and views.



Covid vaccines

You may have seen this week the news from Welsh Government that children aged 5-11 will be eligible to get their Covid vaccine and a second booster has been approved for:

- adults aged 75 years and over;
- residents in a care home for older adults, and
- individuals aged 12 years and over who are immunosuppressed

Our teams are working to make these vaccinations available to children from mid-March onwards and we will also be including the second booster dose into our planning for Spring time. When these vaccines are ready to be delivered those eligible will be contacted and invited for their vaccination.

We would urge families to take this time to discuss the vaccination with your children so they are ready to decide when the time comes.

As restrictions are easing, Covid is still circulating but the vaccine has proven that it does lessen the chance of serious illness and hospitalisation. This is why it is so important to protect yourselves, your loved ones and your community. We are still offering walk ins for your first, second and booster dose if you have not yet had it so you can walk into any of our MVC's between 8.30am and 7.30pm to get protected.

Recovery & Wellbeing College Launches Spring Term Prospectus (Part 2)

The Cardiff and Vale Recovery & Wellbeing College has launched the second part of its Spring Term Prospectus. The college provides free educational courses on a range of mental health, physical health and wellbeing topics. Anyone is welcome to enrol as a student and courses take place online or in-person at venues across Cardiff and the Vale of Glamorgan.

Peer support is at the core of all courses, all co-produced and co-delivered by health care professionals and peer trainers with lived experience of mental and physical health challenges. Course leads use their experience to support others.

Courses available for the second part of this term include; Understanding Anxiety, Connecting with Hope, Men and Mental Health, Let's Get Active Together, and many more. [Take a look at the new prospectus](#) and sign up now to avoid missing out.



Cardiff and Vale
Recovery &
Wellbeing College

Reminder: The Recovery & Wellbeing College would also like to hear from anyone in Cardiff and the Vale of Glamorgan with an interest in the college to attend a series of online sessions called 'Your Ideal Recovery & Wellbeing College'. These sessions will inform the co-production of business plans. The college wants to ensure prospective plans

are designed in a way that are reflective of the needs of the local population.

[Find out more about how to get involved in the sessions.](#)

Recovery & Redesign Monthly Newsletter

The Recovery and Redesign programme aims to restore and improve access to services that were impacted by the COVID-19 pandemic, transform clinical pathways and in doing so, enhance services for our patients and communities. This programme spans all clinical board areas with a number of projects taking place that are focused on improving access and reducing harm by increasing capacity across our Health Board.

From the new mobile ophthalmology theatres at University Hospital of Wales and re-thinking the delivery of our eye care services, to support services for our staff and increasing mental health support for children and young people, there are a number of ongoing projects you may have already come across. The new monthly Recovery and Redesign newsletter aims to give staff, patients and our stakeholders an overview of the key milestones and updates as we progress towards restoring services to pre-pandemic activity and beyond.

[You can read the interactive newsletter on Sway by clicking here.](#)

Staff receive their MBE's

Last year some of our staff were awarded in the Queen's Honours and recently had the pleasure of attending Windsor Castle to receive their investiture from Prince Charles.

Congratulations again to Fiona Jenkins MBE and Claire Salisbury MBE for receiving these honours which I know they have accepted on behalf of the teams they work with. Well done again to you both for your services to the NHS.

Claire said "I was delighted and extremely honoured to receive the MBE for Services to the NHS during COVID. The pandemic has proved to be a career defining challenge not just for myself but for all staff across the NHS. I feel proud to have played a part in meeting this challenge from a procurement perspective on an individual level as well as part of the wider team. I feel this honour reflects all of the efforts and sacrifices made by those staff in procurement who supported me and our NHS frontline colleagues."





both Welsh and English, professional artists from across Wales bring to life a whole range of different creative activities that include craft, painting, writing, drawing, dancing, singing, film and photography.

[Find out more about the Cultural Cwtsh and watch the videos on the Arts Council of Wales website.](#)

Health Charity:

Cardiff Critical Care Green Futures Fund

It is always heart-warming when patients and families enquire about ways they can thank our staff and show them support. A new and different way of doing so that may also benefit future generations is through the Cardiff Critical Care Green Futures Fund.

The fund was born out of the COVID-19 pandemic, when Critical Care staff noticed the necessary increase in use of single-use plastics such as PPE and wanted to do something about it. At the same time there was a feeling that there needed to be a lasting and visible commemoration that collectively recognises loss, and celebrates recovery.

The main purpose of the Cardiff Critical Care Green Futures Fund is to plant at least one tree for every patient admitted to our Critical Care Unit.

In 2021 over 1000 trees were planted near Crickhowell, many by Critical Care staff volunteers and their families. For some, this was the first time they had opportunity in many months to work with other staff in the fresh air and outside of full PPE.

Arts:

[Cultural Cwtsh](#)

The Arts Council of Wales has developed a new website that aims to use the restorative power of the arts to support the wellbeing of healthcare workers in Wales.

The Cultural Cwtsh is full of creative ideas and fun activities and is designed to lift spirits and boost the wellbeing of staff working across the NHS and the Social Care sectors in Wales.

Through short, accessible videos available in

By popular request the wood is called 'Gwreiddiau Gobaith' – Roots of Hope. This has been translated into the mother tongue of critical care staff members, with over 20 different languages represented from Europe, Africa, Asia, and South America.

Our hope is to continue this rate of planting; 1000 trees per year, on a permanent basis. A donation of £5 will fund planting a tree with aftercare to help develop it through to maturity.

The Critical Care Green Future Fund is hosted by Cardiff & Vale Health Charity and is managed by Critical Care staff. Beyond tree planting, the fund may be used for other sustainability projects that help staff to come together and generate a sense of pride in giving back to future generations in Wales. These include funding staff litter picks and beach cleans, staff bursaries which fund staff education and development in relation to sustainability and quality improvement projects that reduce unnecessary use and waste.

If you would like to support the Critical Care Green Futures Fund and help them reach their target of £10,000 by holding a fundraising challenge, the team would love to assist you with your fundraising, follow your story and ultimately support you to reach your goal.

You can also text GREENFUTURE to 70590 to donate £5. Texts will cost the donation amount plus one standard network rate message, or [donate to the Critical Care Green Futures Fund with Just Giving](#).

[Find out more about the Critical Care Green Futures Fund.](#)