

Chief Executive CONNECTS



Dear Colleague,

25/05/2021

You may have seen recently the incredible news that Cardiff and Vale UHB has arranged appointments for everyone in our population aged 18 and over to receive their first COVID-19 vaccination by the 30th May, with appointment letters sent out last week. The Health Board has now vaccinated 82% of its adult population with a first dose and 34% of its adult population with both doses.

This is an incredible milestone and is testament to the round-the-clock work of the vaccination team since December. However, we are aware that there may be people who haven't received their letters due to a change of address, for example.

Therefore, I am delighted to announce that the Bayside Vaccination centre will operate as a walk-in centre over the bank holiday weekend. From Thursday 27th May to Monday 31st May, if you haven't had your first dose yet, you can attend Bayside MVC (based in the old Toys R Us building, Olympian Dr, Cardiff, CF11 0JS) between 8.30am - 7.30pm to receive it. The site offers both the Pfizer and Oxford AstraZeneca vaccines. It is also an opportunity to speak to the vaccination team if you have any questions or concerns about receiving the vaccine.

Bayside MVC is available as a walk-in to those that have not yet had a first dose of the COVID vaccine, are aged 18 and over and live and work in Cardiff and the Vale of Glamorgan. At this time, we are only offering second doses via the regular appointment system; if you have already had your first dose, please do not attend to try and receive your second dose early as your appointments will be scheduled and sent to you via letter and SMS text message.

Tracy Meredith, Head of Operations for Testing and Mass Immunisations at the Health Board said "The vaccine is still our best defence against COVID 19 and we would encourage anyone who is eligible to receive their vaccine to please get it. We have invited all of our adult population to attend but are aware there will be some people that have been missed as we perhaps did not have up to date contact details or they opted out at the start of the programme.

If you haven't had your vaccine, please come and see us at Bayside MVC this weekend as it is the best way to protect yourselves, your loved ones and the local community. Depending on demand there may be queues so please dress appropriately for the weather and our team will get you through as quickly and safely as possible."

Remember, once you have received your vaccine you must continue to follow Welsh Government's COVID-19 regulations, follow social distancing, wear a mask in indoor public spaces and wash your hands frequently. These measures, in conjunction with a successful vaccination programme continue to be our best defence against variants of the coronavirus.

Len Richards
Chief Executive

Spinal and Neurology Specialised Rehab Services move to UHL

As part of a programme of work to enhance our Spinal and Neurology Specialised Rehab services, a brand new facility has been established at the University Hospital Llandough (UHL). It is an exciting time for the directorate as rehabilitation services are transferred from our Rookwood site to the new purpose built facility.

The new wards have state-of-the-art equipment which will further improve the outcomes of patients in our care. Designed around patient experience and modern healthcare requirements, the beds are more spaced out and there are more cubicles on the wards. The service will also benefit from out-of-hours medical support.

Our new rehabilitation facilities at UHL include a hydrotherapy pool, gymnasium and consultation rooms. These facilities will give patients the best possible chance of recovery and enhance their rehabilitation progress.

The move is taking place in a phased approach over the coming weeks to ensure the transition is as smooth as possible. We are excited to be able to share with you more information and a video walkthrough of the brand new unit very soon.

Respect and Resolution Policy

From 1st June 2021, we will see the launch of the new Respect and Resolution Policy for NHS Wales. This policy will replace the all Wales Grievance and Dignity at Work policies and has been developed in partnership between employers and trade unions across Wales. Developing this policy has provided an opportunity to re-focus our traditional way of doing things and move to establishing ways of working which focus on early intervention and the prevention of problems through building healthier working relationships and workplaces. The policy encourages and supports employees to use informal tools to resolve their workplace disagreements early and effectively in the first instance, whilst still providing a clear formal procedure to follow if informal resolution is not possible.

This aligns with the broader work being undertaken across NHS Wales by organisations on values and behaviours and the approaches set out in 'A Healthier Wales: Our Workforce Strategy for Health and Social Care' which looks to create an NHS which has workplaces where staff experience compassionate, collective, healthy and fair behaviours.

To support the implementation of the new Respect and Resolution Policy, a Mediation Network is being developed across Wales and also a toolkit to aid the resolution of issues as quickly and as informally as possible. The policy and resources can be found [on our website](#) and the [HEIW website](#).

Celebrating a decade of the Young Onset Dementia Service

Summer 2021 marks the ten-year anniversary of the establishment of the Young Onset Dementia (YOD) Service. The YOD Service launched in 2011 when The National Dementia Vision for Wales (Welsh Assembly Government) allocated funds to every Health Board in Wales for the establishment of young onset dementia services.

Each year this vital Cardiff and Vale UHB service provides essential support for around 140 people and their families as they face up to the ever-evolving challenges of living with Young Onset Dementia. In addition, the YOD Service runs the UK's only dedicated young onset dementia inpatient service at St Baruc's Ward, Barry Hospital.

The remit of the YOD Service is to provide care and support for anyone diagnosed with dementia before the age of 65, and continue working with these individuals as they age and their condition advances. People with young onset dementia often experience rapid progression of their condition and have a higher incidence of rarer forms of dementia.

Timely intervention means rapidly changing dementia-related mental health, psychological, physical and social care needs are promptly addressed. Independence is sustained, quality of life enhanced, and premature care home placements and hospital admissions are avoided.

Following a lot of hard work, long hours and tireless ingenuity from colleagues within the service and across the Mental Health Services for Older People Directorate, the YOD Service has successfully grown into a full multidisciplinary service for younger people with dementia, carers, and families across the Cardiff and Vale UHB catchment area.

These efforts were recognised in 2017 when the YOD Service won the coveted Health Service Journal national award for 'Innovation in Mental Health'.

The arrival of the pandemic required the team and its clients to adjust to fresh approaches and embrace new remote forms of engagement. To counter isolation and sustain mutual support, the team has launched weekly remote Cognitive Stimulation Therapy, Tai Chi sessions, and a Carers Support Group.

See-on-symptoms and Patient-Initiated Follow-up pathways

One of the core principles of our ten-year strategy, Shaping our Future Wellbeing, is to empower patients to make decisions about their care while reducing harm, waste and variation wherever possible.

We also know that we need to ensure every appointment with our clinical teams adds value for the patient, that we protect all of our available capacity in the challenging times for those patients who really require it and that we only recall patients for a follow up appointment within our services where this is required, because patients and their families often have to juggle work/school and carer commitments to make time to visit our sites.

To that end, I am delighted to see that our Surgery Clinical Board has recently successfully implemented a number of See-on-symptoms (SOS) and Patient-Initiated Follow-Up (PIFU) pathways, and Medicine Clinical Board are also rolling out this approach in their services.

SOS and PIFU pathways will provide an alternative approach to follow-up appointments for people with short- and long-term conditions, respectively. Those patients who are suitable for this approach will be empowered to initiate their own follow-up appointments as and when they need them, which might be after a flare-up of symptoms or a change in circumstances, for example.

Working in this way will allow our services to be much more agile, and responsive to patients' needs and will also help to reduce the travel time (and associated carbon emissions) for patients to and from our hospital sites.

This is excellent work and I look forward to seeing how it progresses.

If you are interested in learning more about SOS and PIFU, please contact Vicki Burrell in the Improvement and Implementation Team (Vicki.Burrell@wales.nhs.uk).

Invitation to join the GPW Sounding Board

Genomics Partnership Wales are looking to recruit individuals with a range of experiences to join our Patient and Public Sounding Board and expand the current membership.

We know the issues surrounding genomics are complex and want to work with members of the public, to help us shape the future of Genomics.

In 2019, GPW established a Patient and Public Sounding Board and recruited patients and members of the public with a broad range of experiences relating to genetic testing and genomics, to join the Sounding Board.

This group aims to represent the citizens of Wales as the programme works together to improve the patient experience and ultimately, the health and well-being of our population.

If you are interested in applying to be a member of this Sounding Board, please complete an Expression of Interest form on the [Health and Care Research Wales website](#) by the 31st of May, 2021.

Revalidation of Gold Corporate Health Standards

I am delighted to inform you that last week the Health Board was reassessed for our Gold Corporate Health Standards and were successfully revalidated. As the Gold Corporate Health Standards relate to staff wellbeing, we felt very strongly that it was important to undergo this reassessment which was delayed as a result of COVID-19 in 2020. The assessors were impressed with a number of things which they outlined and I have included below:

- It seems that the ongoing work the UHB has been doing on changing the culture to one that is 'inclusive, high trusting and low bureaucracy' has had a major impact on how Cardiff and Vale responded to the crises caused by the pandemic. The culture seems to be one of peer support with people collaborating with each other far more than previously. This seems to have resulted in important decisions being made quicker, and people using their heightened energy during their most difficult periods to do the best they can at all times. I also noticed how wellbeing has now been more visibly integrated into all HR practices such as induction, performance reviews and more.
- It also appeared that the climate of wellbeing has permeated through departments with people looking out for each other more generally and accepting that 'it's okay not to be okay'.
- The Staff Havens on various UHB sites are an excellent resource. They seem to have offered a calming space for rest and relaxation for any member of staff who wishes to visit them, particularly vital I'm sure at the most difficult times in the pandemic.
- I also noticed the emphasis placed on both supporting line managers and also providing them with the tools, skills and resources to support their teams appropriately.

- There are many psychological wellbeing interventions that have been put in place by the clinical psychologists and the Employee Wellbeing Team, e.g. the 'upstream' work you have carried out by being visible to staff in various departments and the development of several resources available for staff to access online, to name just one or two.
- There have been many impressive individual interventions such as the menopause cafes, the work you have done on alcohol misuse, the introduction of Wellbeing Champions working throughout the Health Board, and of course your bee hives!

I would like to extend my sincere thanks to every single person who has contributed to us being revalidated; it is a huge achievement and I am incredibly proud.

Our reassessment for our Platinum Corporate Health Standards are due to take place in the coming weeks and I will of course keep you updated as to how the UHB performs in them.



Praise for Wards East 10 and 12

This week, I received a lovely note of thanks from a nurse in another organisation regarding the care of their father at University Hospital Llandough. Please read it below.

"My dad is a long term patient on east 12, previously on east 10 before COVID hit. I went to visit him yesterday in the pod system and I couldn't believe what I saw.

"For a long time now my dad has been suffering with delirium and a brain injury. His behaviour was being aggressive, very agitated, not my dad at all. But when I went to see him, he's like his old self again. Happy, kind, loving. I really believe that the amazing care he's had from the amazing teams of East 10 and East 12 at Llandough hospital past and present has had a major hand in his recovery.

"The kindness, care, compassion, love, patience they have shown him has been outstanding. They've been absolutely amazing with dad and us as a family too as it's been very hard for us. Again, the kindness, care, compassion and the support they have given us too has been first class. I truly can't think of better care he has had.

"I'm a nurse myself so I know how difficult and trying dad's behaviour must have been for them to deal with.

"Each and every single member of staff have gone over and above the call of duty to care for my dad and to us too. Nothing has been too much trouble for them. To us, they feel like extended family, sometimes more than my own extended family have been.

"I'll forever be in their debt for what they have done for us all. Words can't express just how grateful we are to them.

"Please can you pass this praise to the amazing team that's looking after dad. I want them to know what a wonderful job everyone has been doing, NHS staff don't get enough praise these days. They're a true credit to the nursing profession and wonderful human beings. The dedication they show to the job and their patients is exceptional."

20 Funded Places for Nursing, Genomics and Healthcare Conference

The deadline to apply for a funded place to attend the [Nursing, Genomics and Healthcare Conference](#) is this Friday 28 May, 2021.

If you are a nurse or midwife interested in attending, there is still time to apply.

The virtual conference which will be held from July 7th to 9th 2021 will bring together nurses and educators interested in promoting genomics in the areas of education, practice, policy, research and leadership.

To find out more and to apply, email: genomicspartnershipwales@wales.nhs.uk

Funeral of Orla Morgan

On Friday 28th May we will be saying goodbye to our dear colleague Orla Morgan. Due to Covid restrictions her family have arranged for the funeral procession to pass through the UHW site via Allensbank Road at approximately 9.30am to 9.40am for people to pay their respects.

The procession will drive past the Multi-storey Carpark, across the roundabout past the Emergency Unit to Academic Ave and off site via Rhydhelig Avenue to the crematorium in Thornhill.

Orla's family have also arranged for the service to be livestreamed and more details about how to access this can be found on the Staff Intranet or Staff Connects App.

Patient Experience Survey

The Patient Experience Team want to hear what is important to you. We would be grateful if you would take the time to complete our short survey, it takes less than 5 minutes, and the feedback will be used to form a key part in the Quality, Safety and Experience Framework that is being developed and help us to identify our priorities for the next 5 years

Join me this Friday for a Q&A session on Sustainability

The next live Q&A session with me will take place via Microsoft Teams on Friday 28th May, between 12pm - 1pm. The focus of this week's Q&A session will be sustainability, and special guests Ed Hunt (Programme Director for UHW 2), Amarantha Fennell-Wells (Clinical Fellow for Sustainable Healthcare) and John McGarrigle will be joining the discussion.

If you have any questions please send them to news@wales.nhs.uk with the subject Ask Len by Wednesday 26th May at 10am.

You'll be able to join the Microsoft Teams meeting by [using this link](#).

Health Charity News and Events

Africa Day

Today is Africa day. Did you know that our Health Charity supports Children's Cancer Care in Sierra Leone? Recently, they donated a number of electronic tablets which have really helped with continuing education and providing entertainment for children and their families.

[Read more](#)

Supporting the palliative care team

The Palliative Care Team have received funds from Cardiff & Vale Health Charity to make a difference to end of life care

[Read more.](#)

The Queen's Birthday

Join in the celebrations for the Queen's Birthday with a celebration box for your ward

[Find out more](#)

Jac's Epic North to South Wales Cycle Challenge

Jac Morris, a sports mad teenager and pupil at Whitchurch High School will be cycling 400km from North to South Wales over four days starting on August 2nd. Jac is supporting Cardiff & Vale Health Charity and the Dottie Weir Foundation.

[Find out more.](#)

Arts for Health & Wellbeing News and Events

Action for Brain Injury Week

This week is Action for Brain Injury Week, and the Arts for Health and Wellbeing Team are delighted to share a collection of poems written by Trevor Plenty, a former brain injury patient at Rookwood Hospital.

[Read more.](#)

CF Voices

The Arts for Health and Wellbeing Team are developing an innovative arts project with the Adult Cystic Fibrosis Centre in partnership with Four in Four and funded by HARP - Arts Council of Wales, Y Lab (Cardiff University and Nesta).

[Read more.](#)

Art and Drama workshops for patients with brain injury

Art and drama workshops have inspired patients with an acquired brain injury thanks to Health Charity funding.

[Read more](#)