

# Chief Executive

## CONNECTS



 @CAV\_LenRichards

30 September 2020

Dear colleague,

This week, as you are no doubt aware, Cardiff and the Vale of Glamorgan Local Authority areas have been places into local lockdown. This means that there are more restrictions which you must follow if you live in these areas in order to help reduce the transmission of COVID-19. Cases in Cardiff currently stand at 69.2 per 100,000 of the population and for the Vale, the figure is 33.7 per 100,000.

If you live within the Cardiff Council boundary area, you are not permitted to leave without a reasonable excuse. Similarly, if you live within the Vale of Glamorgan, you are not permitted to leave without a reasonable excuse. Also, if you live outside of these areas, you are not permitted to enter without a reasonable excuse.

If you cannot work from home and travel across a local authority boundary in order to get to work, this does count as a reasonable excuse. However, you must not shop or use other facilities outside of your own local authority area. For example, if you live in the Vale of Glamorgan and travel to Cardiff for work, you cannot then visit shops in Cardiff and must instead only use shops in the Vale.

Further, you are no longer able to form or be in an extended household or “bubble”. This means that you are not allowed to meet indoors with anyone who you do not live with unless you have good reason, such as providing care to a vulnerable person.

The Health Board has also received some questions around residents of the Vale of Glamorgan obtaining a COVID-19 test as the local testing centre is located in Leckwith, Cardiff. If you have COVID-19 symptoms (a new, continuous cough, a fever, or the loss taste and/or smell), you must self-isolate and book a test online, here: <https://gov.wales/apply-coronavirus-covid-19-test>. You will be given an appointment slot for the nearest testing centre so if this is Leckwith you will be able

to travel to get your test as this would be a reasonable excuse. You must continue to isolate until you receive your results.

Now that local lockdowns have been imposed, it is vital that we modify our behaviour in order to keep everyone safe in line with the regulations. I recognise how difficult this is, especially having to stop mixing indoors with loved ones and stop seeing them altogether if they live outside of our areas. This must be doubly difficult for those who have loved ones in hospital and I would like to thank you in advance for your cooperation and resilience in these most difficult of times.

I would also encourage you to ensure that you look after yourselves and your neighbours and communities. Let's learn the lessons of the first COVID-19 wave together as we saw the positive impact that kindness and community action (albeit virtually or socially distanced) had. Let's continue in that spirit, avoid such things as panic buying and socialising indoors (for the time being) and in doing so, avoid putting others at risk.

As an organisation, we are also stepping up our preparations for this next wave of COVID-19, learning from what happened during the previous peak. We know what worked well and where we need to improve.

We have maintained many operational procedures related to COVID-19 from the first wave so we stand in good stead for the next surge. For instance, in terms of PPE, we have continued the weekly meeting and are confident that we have an adequate supply of the correct kinds of PPE for the upcoming winter and that our current supply chains in place are robust.

Further, in terms of our digital technology, we have been working with clinical boards to ensure that areas in need of IT support who could not be accessed by the digital team due to the risk of infection from COVID last time have now had their issues resolved. The team have also been anticipating potential IT issues and have been putting in place solutions so that clinical staff have uninterrupted access to the digital tools they need.

Similarly, although a significant construction programme is underway at UHW's Lakeside Wing, our Capital, Estates and Facilities is still working to resolve broader issues throughout the UHB.

While I feel confident that we are in a better place, we will need to draw on our learning and resilience as we have not had to deal with winter and Covid-19 at the same time previously. I, like many of other leaders, acknowledge we are still a tired workforce who have not yet had the chance to recover from the first wave. However, I have said on many occasion that health is a team sport and I am pleased to see how already we are working together within the NHS and with partners to ensure that we are as prepared as we possibly can be through some challenging times that lays ahead.

## Our Recovery & Wellbeing College has launched!

Yesterday, we marked the launch of our very own Recovery & Wellbeing College with a virtual event. Staff, key stakeholders and service users were all invited to join us in celebrating the occasion.

This is truly excellent work by our colleagues in the Mental Health Clinical Board and is very timely as we all need to look after our mental health as we prepare for a challenging winter ahead. This is a programme in which I will be taking a personal interest and is, in fact, something which we have shared with our learning alliance partners in the Canterbury District Health Board in New Zealand. They noted that it was something with which they were very impressed and have taken this idea back with them to the southern hemisphere.

The Cardiff and Vale Recovery & Wellbeing College provides free courses on a range of mental health and wellbeing topics - available to people who are currently using or have used mental health services, their carers, and mental health workers in the Health Board, Local Authority and Charitable Sector.

This is a fantastic extension to the mental health services available across Cardiff and Vale UHB – allowing people to understand more about mental health issues to better aid recovery and wellbeing.

The timetable of courses for the autumn term has been unveiled and I'd encourage people to take advantage of the expertise available. All of the courses are co-produced by professionals and individuals with lived experience of mental health issues.

**More information and the full course information guide are available [on the website](#).**

## An update on the UHW Lakeside Wing

Our [dedicated webpage](#) on the UHW Lakeside Wing is now live and has all the latest information, including the Frequently Asked Questions. However, I wanted to highlight some particular points that we wanted to update you on.

## **Ysbyty Calon Y Ddraig / Dragon's Heart Hospital has been retained until 10 November 2020**

Cardiff and Vale University Health Board has reached an agreement with the WRU to retain Ysbyty Calon Y Ddraig, Dragon's Heart Hospital until 10th November 2020.

The decision comes as part of the Health Board's plans to protect the communities of Cardiff and the Vale of Glamorgan and ensure there is sufficient capacity across hospital sites ahead of a second wave of Covid-19. From the 10th November the Health Board will commence the decommissioning of Ysbyty Calon Y Ddraig / Dragon's Heart Hospital, which will enable the WRU to begin work reinstating the stadium ahead of the Six Nations 2021.

For the 15 days from when the stadium is handed back to the WRU (10 November) to when the first phase of beds will be ready in our UHW Lakeside Wing (25 November), we will use our additional 200 beds that we have developed across our sites to increase capacity. We will closely monitor the activity across our sites during this time and will highlight any concerns we may have in terms of capability in plenty of time to ensure a rapid solution is put in place.

### **Disabled car parking for patients**

After an increase in contractor traffic and to ensure the safety of our patients, staff and visitors it has been necessary to close the disabled patient car park (11a). We apologise for the swift closure and can assure our patients, staff and visitors that their safety was at the forefront of the decision; this decision wasn't made lightly.

To mitigate the loss of the 75 spaces we are providing 67 spaces across the following two areas as of today (Tuesday 29 September):

- Car park 8, the two storey car park opposite the Emergency Unit: 9 spaces will be available on the bottom floor of this car park on the side closest to the concourse
- Car park 9, the multi-storey opposite the Concourse: 58 spaces will be available on the lower ground floor (so this covers all of this floor).

The car parks listed above were the closest alternative and provided the best access in terms of pathways and appropriate crossing points with dropped kerbs. In both car parks, there will be sufficient signage to navigate users to the disabled bays and spaces will be re-lined to ensure compliance with appropriate space standards.

We acknowledge that some wheelchair accessible vans or cars with boxes fitted to the car roof may not be able to use the multi-storey car parks as they cannot fit under the access entry barrier. There are alternative spaces on site that patients can use but if they are not available, we're allowing individuals to park across two spaces as long as they display their blue badge in the window. Alternatively, we recommend staff and visitors to use the [Park and Ride scheme](#) wherever possible where there is a large number of disabled spaces.

We emphasise that this disruption is temporary while construction takes place. When the build has finished, we'll reinstate the disabled patient car park (11a) and the disabled spaces we're providing in car parks 8 and 9 will stay, so there will be more disabled car parking spaces on site as a result of the UHW Lakeside Wing.

### **Changing pedestrian access to site**

After assessing the level of construction traffic on site and keeping our commitment to safeguard our patients, staff and visitors, we have decided to close the covered walkway that runs parallel to the lake and provides access to Concourse.

The alternative access will take patients staff and visitors on a path provided around the perimeter of the disabled car park into the Concourse area. While we are building a ramp which will be ready by tomorrow, Wednesday 30 September, our contractors are there to assist our disabled patients, staff and visitors to access Concourse.

The contractor is also providing additional lighting for the footpath to ensure the route is well illuminated when it turns dark outside.

### **Memorial trees and benches**

We have conducted an extensive survey of the site and wherever possible we have protected the established trees and green areas as far as practicable. We located two trees that were identified with memorial plaques. We understand that moving these may cause upset but these have been replanted in the area next to the wishing well, alongside the lake.

I would like to reassure the community that as a UHB we are committed to retaining and developing our green spaces, we have developed a substantial area at University Hospital Llandough for Our Orchard and this will support the work we have been undertaking with Horatio's Garden; a therapeutic garden for spinal and neuro patients due to be open in Summer 2021. I am also pleased that we have recently won a national Nature Award for the work that we have done at Barry Hospital and have received national recognition for reintroducing honey bees to UHW linking the local eco-system and the wildlife we have on site.

Sadly, we also have to temporarily move the memorial benches that sit around the lake, these will be moved to safe storage until completion of the project. We appreciate this isn't ideal and apologise for any inconvenience caused by this and appreciate your understanding at this time.

Please be assured that these are only temporarily re-homed to prevent damage during the construction phase. All benches will be reinstated as soon as safe and appropriate to do so.

### **NHS COVID-19 app**

On the 24th of September, Welsh Government and UK Government launched the NHS COVID-19 app across England and Wales.

The app supports the NHS Wales Test, Trace, Protect service and will work alongside the existing manual contact tracing system.



### Trace

Get alerted if you've been near other app users who have tested positive for coronavirus



### Alert

Lets you know the level of coronavirus risk in your postcode district



### Check-in

Get alerted if you have recently visited a venue where you may have come into contact with coronavirus



### Symptoms

Check if you have coronavirus symptoms and see if you need to order a free test



### Test

Helps you book a test and get your result quickly



### Isolate

Keep track of your self-isolation countdown and access relevant advice

The app features are:

- **Alert:** lets you know the level of coronavirus risk in your postcode district
- **Trace:** get alerted if you've been near other app users who have tested
- **Check-in:** get alerted if you have recently visited a venue where you may have come into contact with coronavirus
- **Symptoms:** check if you have coronavirus symptoms and see if you need to order a free test
- **Test:** helps you book a test and get your result quickly
- **Isolate:** keep track of your self-isolation countdown and access relevant advice

The app does this while protecting a user's anonymity. Nobody, including the government, will know who or where a particular user is.

We need your help to make the app a success. You can download the app to help us keep Wales safe. You will then be able to get updates about your risk level, check symptoms, order tests and receive results & advice.

Find out more here: <https://gov.wales/nhs-covid-19-app>

## Annual General Meeting

Last week we held our first virtual Annual General Meeting on zoom and streamed it live on Facebook. I would like to thank everyone who joined us as we looked back over our performance of the last 18 months. If anyone missed the AGM and would like to catch up you can do so [here](#).

You can also catch up with our Year in Review video which is a snapshot of the last year [here](#).

Our Annual Report for 2019-2020 is now available on our [website](#).

## Annual Quality Statement



The 2019-20 Annual Quality Statement (AQS) has been published today in line with the Welsh Health Circular You can find it [here](#).

All Health Boards are mandated by Welsh Government to publish their Annual Quality Statement as a summary of the work that has been undertaken in the last year demonstrating our commitment to delivering safe, high quality care and clinical services. We have much to be proud of in terms of the safe and high quality services that the UHB provides, however we recognise that we can never be complacent and we are always striving to continuously improve.

This year's theme of the Annual Quality Statement is community mental health. We would like to extend our thanks to the staff and patients who contributed to the document and helped to bring it to life.

## Book your flu jab

As you are aware, this year's flu vaccination programme has begun and we are encouraging all individuals falling into one of the groups identified as being most at risk of experiencing complications from flu, to arrange their vaccination as soon as possible.

Flu can be very serious, particularly for those who are older or have a health condition and are more vulnerable to complications as a result of the flu. Having a flu vaccine every year is one of the most effective ways to protect against flu.

Individuals falling into any of the eligible groups listed below can access free flu vaccinations and are urged to do so in order to protect themselves and those around them this winter.

- Healthcare workers
- Children aged two and three (age on 31 August 2020)
- Primary school aged children
- Pregnant women
- People aged 65 and over
- People from 6 months of age with long term health conditions
- Adults with a BMI of 40 or above
- Care home staff with regular client contact and domiciliary carers
- Carers
- People living in Care home or other long stay facilities
- Members of Voluntary Organisation
- Community First Responders
- Household contacts of people on the NHS Shielded List

Individuals aged between 50 and 64 years of age will only become eligible for a vaccination in November dependent on additional vaccine being made available. Flu vaccinations can be accessed in the community from a GP surgery, Community Pharmacy, or school as appropriate.

## Staff Flu vaccination programme

All healthcare workers are reminded of the importance of getting the vaccine in a timely manner in order to keep themselves and others around them safe.

### Where can health board employees access their flu jab?

#### **Via Flu Champions:**

Please contact your [Clinical Board Flu Lead](#) to check their availability and arrange a vaccination.

#### **Via a Staff clinic:**

The Occupational Health Service will also be offering flu vaccinations to staff from 23<sup>rd</sup> September 2020.

A phone first system is being trialled in UHW to replace the normal drop-ins.

Please call Internal **43264** or External **02920 743264** in advance to book your slot.

In addition, a staff flu vaccination event will be held in the Sports and Social Club in UHW on the 14<sup>th</sup> October between 7am and 8pm. You will not need to phone ahead to attend:

You can also attend any of the drop in sessions listed below without phoning first. Please note that social distancing will be controlled in order to safeguard both staff and clients.



## **UHW - Denbigh House**

9<sup>th</sup> October

16<sup>th</sup> October

23<sup>rd</sup> October

## **UHL – The Plaza**

7<sup>th</sup> October

21<sup>st</sup> October

For further information on this year's Flu vaccination programme click [here](#) or visit: [www.beatflu.org](http://www.beatflu.org)

## **A Reminder about CAV 24/7**

I'd like to thank those who have used the CAV 24/7 system appropriately. For these patients, we have sent a text to you to complete an online survey about the system. To date, 650 patients have completed this survey and the findings show:

- 87% would be happy to use the service again
- 87% contacted the service first (they didn't just turn up to EU)
- 86% people were happy with the time it took to answer the call
- 86% overall satisfaction with the service from the call handler
- 87% overall satisfaction with the service from the clinician

However, the results also show that 41% of respondents were not happy about being asked to call the service. By phoning ahead if you don't have a life-threatening emergency, you will be triaged over the phone and can wait in the comfort of your own home before your timeslot at the Emergency Unit, Minor Injuries Unit or other care setting deemed appropriate by the clinician.

If you have attended our Emergency Unit you may have seen that we have restricted the number of seats available in our waiting rooms; this is to comply with social distancing and to keep our patients and staff safe. So by phoning first and not just turning up, you will be given a timeslot; the timeslots are strategically staggered by our teams to ensure the waiting room numbers are kept to a minimum but patients are still seen as quickly as appropriate, depending on the urgency of their condition.

Conversely, we have seen a number of people still turn up to our Emergency Unit with minor injuries, particularly from those aged 16-40 years old. Minor injuries are treated in our Minor Injury Unit at Barry Hospital which also operates under the CAV 24/7 system – you must phone first.

If you have one of the following minor injuries, please call CAV 24/7 on 0300 10 20 247:

- cuts and grazes

- sprains and strains
- broken bones of limbs (fractures)
- bites and stings (including human bites)
- infected wound
- minor head injuries
- eye problems such as scratches or something that is stuck in the eye

So please may I remind you to use the system appropriately? You should only be proceeding directly to the Emergency Unit if it is a life-threatening emergency.

Please help spread this message far and wide to your friends, family and colleagues so we can help keep everyone safe and alleviate pressure on our services, as we head into a challenging winter.

## St David's Awards

The St David Awards are the national awards of Wales and recognise and celebrate the exceptional achievements of people from all walks of life in Wales and abroad.

2020 was the year of coronavirus which had such an impact on all our lives. In selecting finalists for the 2021 St David Awards, particular attention will be paid to individuals in each category who made a special contribution during the crisis. Nominations of individuals who have made contributions to different aspects of Welsh life during 2020 are also welcome.

I know that there are many members of Cardiff and Vale UHB who deserve such recognition and would heartily encourage you to submit nominations in one of the below categories:

- Bravery
- Community Spirit
- Critical Worker (Key Worker)
- Culture and Sport
- Business
- Innovation, Science and Technology
- Humanitarian
- Young Person

Nominations for the 2021 Awards end on 15 October 2020. For more information, visit: <https://gov.wales/st-david-awards>

## Have you declared?

Declarations of interest should be something that is familiar to you all, because you should all have made one when starting your employment with the health board.

Our Risk and Regulation team is reminding members of staff of their responsibility to declare conflicts of interest, which should be made within 28 days of any interest arising, when moving to a new role, or annually for staff at grade 8a or above.

The team is also highlighting the importance of declaring any gifts or offers of hospitality or sponsorship that staff may receive. Gifts and offers of hospitality or sponsorship can of course be tempting, but accepting them isn't always the appropriate course of action and it's important to ensure that you are permitted to receive them.

## Conor Elliott's Murals

Conor Elliott is a talented photographer based in Cardiff. During lockdown, he wanted to do something to capture the sense of community spirit and appreciation of NHS workers.

From photographing the supportive pictures and messages for the NHS displayed in windows across Cardiff and the Vale of Glamorgan, he created these beautiful mosaics which will be displayed in Barry Hospital and University Hospital Llandough.



I'm sure you'll agree that these look fantastic and will serve as a reminder of how appreciative everyone is of our NHS.

<https://healthcharity.wales/photographer-conor-elliott-captures-community-spirit-during-lockdown/>

## Health Charity: 2021 Events

This year has seen a number Health Charity events cancelled due to COVID-19. Our Health Charity has free spaces for a number of running/walking events next year:

- Cardiff Bay Run - 23 May 2021

- Barry Island 10k - 1 August 2021
- Cardiff Half Marathon - 3 October 2021

So why not set yourself a challenge for 2021? You can pre-register for your space ready next year here: <https://healthcharity.wales/events/>

# Commit to a fit 2021!

Cardiff & Vale Health Charity has a number of spaces available for the Cardiff Bay Run, Barry Island 10k and Cardiff Half Marathon in 2021. Why not set yourself a challenge!



Email: [fundraising.cav@wales.nhs.uk](mailto:fundraising.cav@wales.nhs.uk) to reserve your place today!

23 May 2021

1 August 2021

3 October 2021



## Nathaniel Cars: latest deals

Our Staff Benefits partner, Nathaniel Cars has a number of new Affinity offers specifically for NHS staff. They are also offering 24 hour test drives on the electric MG ZS EV. To book a test drive please contact Cardiff - 029 2002 0225 or Bridgend - 01656 662277.

<https://cavuhb.nhs.wales/files/affinity-offers-qtr3-2020-pdf/>

**Len Richards**  
Chief Executive