



# CHIEF EXECUTIVE CONNECTS

Dear Colleague,

1/4/2022

I open this week's CEO Connects with a message about the extreme pressures we are facing across the hospital sites. Both University Hospital of Wales and University Hospital Llandough are operating at a heightened level of escalation.



The Emergency Unit is very busy so we are urging those in our communities to only attend if you absolutely need to – if you have a life-threatening illness or serious injury. The CAVUHB Team is working tirelessly to provide care, but we are having to prioritise those who are most in need.

I want to ask you, as members of the local community, to do two things if you can that will really make a difference in easing the pressure.

Firstly, if you are unwell and unsure what to do, you can visit the NHS online symptom checker or call NHS 111. You can also call 111 if you think you need to visit the Emergency Unit or Minor Injuries Unit and they will assess you and book you an appointment if necessary.

The [Primary Choice webpages](#) can help you choose where to access healthcare support and highlight the range of services available through Primary Care providers such as GP practices and community pharmacists.

Secondly, we are also asking those with loved ones who are in hospital and are well enough to be discharged to support their discharge home. This is best for your loved ones and it will also help free up beds and capacity for those most in need.

Please help by spreading the word amongst your families, friends and colleagues. As we approach Easter which is typically a busy time, your continued support will help us to deliver services safely over the coming weeks and months.

COVID-19 cases still continue to rise within our communities so I am sending a message to colleagues, our partners and to our communities to stay vigilant and please look out for those who are vulnerable. While restrictions have eased and mask wearing is

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no longer a legal requirement in many public places, please remember, if you are visiting hospitals and healthcare settings, you must continue to wear a mask to help protect yourself, the team and those around you.

Sadly, given the rising number of cases, we have this week had to take the difficult but necessary decision to postpone next Friday's Staff Recognition Awards, which were due to take place at City Hall. After what has been the most challenging period in the organisation's history, this event was to give us an opportunity to reflect and celebrate on what we have achieved and the challenges we have overcome together during the COVID-19 pandemic, but an event of this nature and size poses risks to team resilience and sustainability at a time when our services are already severely stretched.

Many thanks to all those who have worked so hard to arrange what promised to be an excellent event, the nominees who deserved their moment in the spotlight for their incredible successes over the past year and those of you who took the time to nominate team colleagues in the first place. While this is disappointing news for us all, don't be too disheartened as the event has been rearranged for Thursday 14th July and I'm really looking forward to celebrating with you all in the summer.

This week I have been introduced to Anthony Veale, Audit Director at Audit Wales and Helen Thomas, CEO for Digital Health and Care Wales. In addition, I had an uplifting couple of hours meeting the Chief Pharmacist Darrell Baker who showed me around the Main Pharmacy at UHW and introduced me to a number of his team and colleagues. I was impressed by the team spirit, the innovation and commitment demonstrated by Darrell and all his team.

Pharmacists and Pharmacy Technicians provide a really important element of healthcare and as they widen their skills to include things like prescribing they will have an increasingly important role to play within Team CAV. I also attended the monthly NHS Wales Leadership Board meeting, and Genomics Partnership Wales Programme Board in my role as Senior Responsible Officer.

Fiona Kinghorn, Executive Director of Public Health, and I will meet Welsh Government next week to discuss the Healthy Weight Healthy Wales strategy. It will be an opportunity to share progress of [Move More Eat Well](#), a three-year strategic plan developed in partnership with Cardiff and the Vale Public Services Boards and the Regional Partnership Board to encourage our communities to make healthy choices when it comes to food and physical activity and to create environments and supportive approaches that make it easier.

Our meeting will also be an opportunity to share learning in the excellent progress that our dietetics, community paediatrics, and metabolic teams have made in delivering holistic and complete healthy weight pathways for children and adults. We now have a complete weight management referral pathway, including the recently launched children's healthy weight management services – NYLO (Nutrition for your Little One) a free six-week programme for families with children aged five and under and AFAL, a multi-disciplinary weight management service supporting children who are overweight and their families, both virtually and face-to-face.

As the situation in Ukraine continues, we have been working closely with our partners in Welsh Government, other Health Boards and health organisations to determine how

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we can best support displaced people from Ukraine who are starting to arrive into Wales through various routes. There is [information on the Welsh Government website about how those who would like to welcome displaced people from Ukraine into their homes](#). We have published information on our website in Ukrainian and other helpful languages highlighting the support available to Ukrainian people coming into the country with a range of healthcare needs, following the trauma and difficult conditions many have experienced, [which you can view here](#).

The logo for CAV for Ukraine consists of a dark blue rectangle at the top with the text 'CAV for' in yellow, and a yellow rectangle at the bottom with the text 'Ukraine' in dark blue.

There is a [CAV for Ukraine intranet page](#) for staff highlighting some of the efforts of our colleagues to support those affected by the situation, as well as a link to the Disasters Emergency Committee where you can make a donation if you wish. If you are a staff member and you are involved in any initiatives you would like to be featured on this page, please [email the communications team](#).

I would like to remind colleagues that there is support available to help you if you have been affected by any event or issue, and sadly there are many global conflicts such as the situation in Ukraine, which have an impact on our lives. If you want to talk, please reach out to someone you know – it's important we all look after each other. [Employee Wellbeing Service](#) offers various interventions that can help and you can also access [Stepiau](#) for information on local mental health services.

Strengthening the CAVUHB safety culture is something I am really keen to work on with all of you. Feeling safe is a fundamental human need and creating the feeling of safety is something we can all contribute to. A strong safety culture means that we each take responsibility for a safe environment by ensuring we are fire aware and trained, report environmental and estates issues, support everyone to feel psychologically safe through our behaviours and actions, take care of patients' data and being cyber-security aware and administering treatment, care and medicines in accordance with best practice guidance, policy and procedure.

Fire compliance is an important focus currently and the Health and Safety department is running a series of sessions for colleagues which are bookable through ESR over April, May and June. I'm asking that you all ensure you are up-to-date with training and to sign up and attend a one-hour session as soon as you can. For more information, please visit ESR to book your session.

It was fantastic to see Wales' performance in the 2022 FIFA World Cup play-offs and are now only one game away from securing a place in the tournament later this year. Wales Captain Gareth Bale is a huge supporter of the Cardiff & Vale Health Charity, having made an incredible donation of £500,000 during the pandemic. We remain incredibly grateful for all those who have supported us during these difficult times. Chair Jan Janczewski had the pleasure of meeting Gareth and Rob Page, current caretaker manager of the Wales National Team, at the Wales Football Association grounds last week with charity sponsor, Nathaniel Cars, and you can read more on this below.

**Thank you for all your continued support and commitment and do please stay safe.**

## Recovery & Redesign – Innovative approaches to mental health services

There remains a heightened demand for mental health services for adults and young people, with the pandemic exacerbating our position and creating longer waiting times for patients. As part of the Health Board's Recovery & Redesign programme, which is focused on improving access to our services, a number of projects have been undertaken to reduce these waiting times.

Across our mental health services progress is being made in a number of areas, with projects including Healios and the Recovery & Wellbeing College just two examples of the innovative work taking place to support an increase in activity.

Healios was first introduced in 2019, and during December activity was significantly increased with over 300 young people having been assessed and where appropriate, commenced treatment. By utilising Healios' purpose-built online clinical delivery platform called Panacea, the Health Board's Children and Young People mental health service has been delivering mental assessments and psychological interventions to improve outcomes for young people by providing more timely access to care and support. This has resulted in a reduction of the average waiting time from 63 days to 22 days.

The [Recovery & Wellbeing College](#), launched during the pandemic, was established to provide free educational courses on a range of mental health, physical health and wellbeing topics. Peer support is at the core of the college's courses, all co-produced and co-delivered by health care professionals and peer trainers with lived experience of mental health and physical health challenges.

After successfully delivering ward-based courses during the summer and autumn terms, the college is working to implement the co-production and delivery of a series of 12 micro-courses at Hafan-y-Coed and in community houses. This pioneering work using the lived experience of the peer trainers aims to deliver setting-specific content to support an individual's journey to recovery whilst in hospital through peer support, education, access to co-production and signposting to resources available digitally, and also complementary services, therapies and facilities available to patients at different points in their journey through inpatient services.

### NHS 111 Wales Update



NHS 111 Wales has now been available in Cardiff and Vale for two weeks, enabling patients to visit the website or call 111 from anywhere in Wales to access healthcare advice and information. Within Cardiff and Vale, one call does all, as patients can now call 111 to access our #PhoneFirst for EU and Minor Injuries Unit, where, if appropriate, they will be triaged by our CAV 24/7 clinicians and offered a timeslot at the unit.

As the Easter break is fast approaching, next week (4 April) will be NHS 111 Week, a nationwide campaign that has been designed to help raise awareness for the different

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ways patients can access healthcare advice and information across Wales. As 111 is now available in Cardiff and Vale, we will be working alongside our Health Board colleagues, NHS 111 Wales and Welsh Government to promote this service and what this means for patients.

## Ramadan 2022

I would like to wish a Ramadan Mubarak to all Muslim colleagues, patients and the wider community, who will be observing the holy month of Ramadan from this Saturday.

Ramadan is an important time of the year for Muslims as one of the five fundamental pillars of Islam. During Ramadan, Muslims will observe an absolute fast every day between dawn and sunset, until the day of Eid signals the end of Ramadan on 1 May.

Fasting during Ramadan can be challenging for colleagues, particularly at a time when our services are under such significant pressure and we of course encourage flexibility for Muslim colleagues during this time. It can also be an anxious time for Muslim patients who can have concerns about whether treatment might break their fast.

I am hugely proud of the diversity of our workforce, which is a real asset to us as it means that we are representative of the communities we serve, enhancing the care that we are able to offer our patients.

I would encourage everyone to take a moment this weekend to learn more about Ramadan to understand what it means to Muslim colleagues and patients, and would like to wish all Muslims throughout Cardiff and the Vale of Glamorgan, particularly our patients and colleagues, a peaceful Ramadan.

## Trans Day of Visibility

Yesterday brought to a close Bi+ Health Awareness Month, which highlights the socioeconomic and health inequalities that affect bisexual, pansexual, and queer communities. We also celebrated Trans Day of Visibility this week, a time to come together and support our trans and non-binary patients and colleagues. On this day we recognise the importance of caring for, supporting and empowering transgender and non-binary people.

The annual occasion celebrates the accomplishments of the trans and non-binary people in our communities, but is also serves to highlight the ongoing difficulties and discrimination they continue to face every day.

It is also a day to encourage allies to raise awareness, which we the Cardiff and Vale UHB team to do by taking simple, practical actions such as listening to and supporting patients and colleagues, and being aware of the importance of pronouns and helping to promote this by adding them to email signatures or ID badges.

In celebration of Trans Day of Visibility, we are delighted to share [artwork designed for the Cardiff Royal Infirmary during Pride 2021 by a local trans artist, along with some of the photography art from the Welsh Gender Service.](#)

As a Health Board we are proud of our diverse communities, and want people to feel comfortable being their true selves when they engage with us, either as colleagues or when accessing our services. To achieve this, we're working hard to embed an increasingly inclusive culture across our organisation, and we were delighted to see this beginning to take effect when [we broke into the Stonewall Workplace Equality Index last month](#), confirming our place as one of the UK's top employers in terms of LGBTQ+ Equality.

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Our LGBTQ+ Staff Network are also working on re-launching training sessions for colleagues wanting to raise their own awareness and learn more about supporting LGBTQ+ staff and patients, and details will be shared internally soon.

I would encourage everyone to access the following resources to improve their understanding of the trans and non-binary community, so that we can all work towards becoming better allies:

- o [Interviews with members of the Trans community by our own gender clinician, Dr Sophie Quinney](#)
- o [LGBTQI Law clinic: know your rights](#)
- o [Trans health fact sheet](#)
- o [Trans Aid Cymru](#)
- o [Umbrella Cymru](#)

### World Autism Acceptance Week 2022

To raise awareness this World Autism Acceptance Week, we spoke to Alberto, a 19-year-old man with autism, who currently works in the Pathology Laboratory at University Hospital of Wales, on the challenges as well as benefits that he faces in the workplace whilst dealing with autism.

Alberto was placed in the lab as an intern through Project SEARCH, a programme that helps young people with learning disabilities, aged 16-24, develop the skills and experience they need to get meaningful paid jobs.

Watch the full video [here](#).

### Spring booster programme – over 75s to be invited from 4 April

The COVID-19 Spring booster campaign is underway and our mobile vaccination teams are currently visiting adult care homes

to deliver the vaccination. Housebound patients will also be contacted to receive their vaccination from this week. In line with JCVI guidance, from 4 April we will be inviting people aged 75 and over to attend our Mass Vaccination Centres to receive their vaccine.

Some of our Community Pharmacies will also join the programme from 18 April so people can receive it closer to home if it is more appropriate. As restrictions are easing and the world is getting back to a form of normality it is important to note that Covid is still circulating. Our best defence is still the vaccine as it does reduce the risk of serious illness, so when you are invited please make every effort to attend to boost your protection. The team is working through the JCVI guidance to book in those who are over 12 and severely immunocompromised and we will update people as this happens.

If you have not yet received your first, second or booster dose we are still offering walk ins across our Mass Vaccination Centres so just come along and our team will be happy to see you and get you protected.

### Park & Ride over Easter

The Park & Ride service to both University Hospital Llandough and University Hospital of Wales will not be running over Easter weekend, so please make sure you have alternative travel arrangements in place.



## Capel i Bawb welcomes community groups

Cardiff and Vale Regional Partnership Board met with Women Connect First and Splott Community Volunteers in Capel i Bawb, the former Chapel in Cardiff Royal Infirmary. It was an opportunity to thank them for their support in naming Capel i Bawb and to introduce them to partners involved in Capel i Bawb and the wider CRI. The Arts for Health and Wellbeing Programme funded by the Cardiff and Vale Health Charity, Cardiff Third Sector Council (C3SC), Age Cymru and Cardiff and Vale University Health Board were among the organisations represented at the event and the groups really enjoyed the opportunity to share their views and have a tour of the space. They are looking forward to regularly using the meeting rooms and café.



## Cardiff & Vale Health Charity

### Charity Car Handover

Cardiff & Vale Health Charity were thrilled to be invited to the Wales Football Association grounds beside the Vale Resort on Tuesday 22 March where we met Health Charity partners Nathan and Rose of Nathaniel Cars, Welsh former professional footballer and current caretaker manager of the Wales national team, Rob Page, and Welsh professional footballer Gareth Bale.



With the glorious sunshine overhead, Nathaniel Cars presented the Health Charity with a cheque for £9825 which will be utilised to support two areas across University Hospital of Wales. The funds will provide a child-friendly area including wall art in the Paediatric, Accident & Emergency Department, and to purchase soft furnishings and wall art to create a relaxing and peaceful area for staff during counselling sessions in the Employee Wellbeing Service. The money was raised through Nathaniel's November Incentive where they donated £75 to the Health Charity with every car they sold throughout that month.

Cardiff and Vale University Health Board Chair, Charles Janczewski, also accepted the Health Charity's new electric MG ZSEV car from Nathaniels which will be used for all events and commutes between hospital sites. Whilst taking the photo with Nathan, Rob Page, and Gareth Bale, Charles also took the opportunity to thank Gareth Bale for the incredible donation of £500,000 that the Health Charity had received during the height of the pandemic.

Cardiff & Vale Health Charity are incredibly grateful to Nathaniel's for their continued support and for being a fantastic partner to the Health Charity.

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## Arts for Health and Wellbeing

### Prints of 'Capel i Bawb : Chapel for All' – Painting by Malcolm Murphy

Due to popular request, Cardiff & Vale Health Charity has opened pre-orders for A4 prints of the painting selling at £15 each. Please place your order online by Monday 11 April through the website [here](#).