

# Chief Executive CONNECTS



6 October 2020

Dear colleague,

As you are no doubt aware, the number of cases of COVID-19 in Wales continue to rise at a concerning rate. According to [Public Health Wales' COVID dashboard](#), over the last seven days in Cardiff we have reported 113.7 cases per 100,000 of the population and, in the Vale, there are 52.4 per 100,000. These numbers are considerably higher than those we have seen over the summer, indicating that we are now definitely in the midst of the second wave. How long this wave will last is yet to be determined and it will certainly depend on the choices we all continue to make both at work and in our everyday lives.

Below, you will find information on why your role in this effort is so important and why I am urging everyone for the sake of their colleagues and patients to wear their masks, wash their hands and keep their distance. There is also important information about the annual flu vaccination campaign as it's incredibly important that healthcare staff and those at risk in the community receive their jab as soon as possible in order to alleviate pressure on the system as winter progresses.

Finally, I want to inform you that as an organisation, we are due for challenging times ahead this winter and the escalating numbers of COVID-19 cases has meant that our planning and preparation has had to increase its pace accordingly. The COVID-19 operations meeting will convene twice a week from now, on a Tuesday and Thursday, and staff will receive relevant high-level information from me in a corresponding *CEO Connects COVID-19 Update* on these days. I would ask that in your teams you begin to make preparations and be ready to work with more agility and flexibility over the coming months.

Throughout the first wave of the pandemic, the UHB rose to the challenge of COVID-19 and examples of best practice in both treating the pandemic and maintaining essential services shone through. Further, the lessons we need to learn together have been noted and the learning from the first wave has been captured and will be published soon. We are committed to strengthening the leadership and support we offer across all of our sites to protect our vital services and patients.

The key thing is to stay safe; do what you can to prevent the spread of the virus and protect our workforce during the winter months. I recognise how tough it is as I too have family out of my local lockdown area and don't find the restrictions placed upon us easy. However, it is for the greater good of us all. Please continue to do your bit for the NHS and our communities too.

## Working together to reduce the spread

### Personal responsibility

As Health Board employees, we should all be aware of our personal responsibility in the fight against COVID-19. By following a set of simple rules, we can all make a significant contribution to controlling infection rates.

We must all follow government guidance and take all reasonable measures to ensure the following basics are implemented in the workplace wherever possible:

- Wash your hands regularly for at least 20 seconds
- Wear a face mask in all indoor public spaces
- Keep a two metre distance from others.

### Responding to symptoms

You should not attend work or visit any Health Board sites if you have symptoms of COVID-19. Similarly, you should not attend work or visit any of our sites if you have been in contact with a suspected or confirmed case within the last 14 days.

**If an individual has been a close contact of a known case, they should stay off work and self-isolate at home, for 14 days.** It is possible to spread COVID-19 whilst incubating the disease, so failing to self-isolate when required could mean that individuals are unwittingly spreading COVID to friends, colleagues and vulnerable patients.

### Hands, Face, Space

COVID-19 is still circulating in our communities and impacting people of all ages across the country. The UK Government's 'Hands. Face. Space' campaign encourages simple but vital behaviours that have the power to protect the public from both the short and potential long-term impact of coronavirus.

You will see a refreshed set of graphics displayed across our sites over coming weeks, which will remind both staff members, patients and visitors to adhere to these rules and remain vigilant in our united fight against COVID-19.



Staff can access the resources [here](#).

## NHS COVID-19 app

No doubt, many of you will have downloaded the NHS COVID-19 app on your personal phones. The app will enable you as a user to get updates about your risk level, check symptoms, order tests and receive results & advice.

### QR code posters for members of the public:

QR codes will be displayed in the communal restaurant/café areas of each of our sites for members of the public to scan on arrival using the app. This means that if people visit the venue and later test positive for coronavirus, other app users who were there at the same time may be sent an alert.

QR code posters are displayed in the following locations across our sites for members of the public to scan:

- Aroma UHW Concourse
- Bwyd Blasus UHW Concourse
- Coffee POD UHW Concourse
- Y Gegin – UHW
- Women's Unit UHW
- Aroma UHL

- Spar UHL
- Restaurant UHL
- Aroma Woodland House
- Aroma Barry Hospital

**Please note that staff members using the app will not be required to scan the QR codes at these locations.**

### **Use of the app for Health Board staff**

We would advise Health Board staff working on hospital sites to deactivate the app whilst in their workplace. Failing to do so could create a false alert.

Contact tracing can be paused within the app by moving the contact tracing toggle on the home screen. Don't forget to turn tracing back on when you finish your shift.

Please remember that the app supports the NHS Wales Test, Trace, Protect service and will work alongside the existing manual contact tracing system whilst protecting a user's anonymity.

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

## **What you *can* do during lockdown**

The local lockdown restrictions in Cardiff and the Vale of Glamorgan continue as we work together in a bid to reduce COVID-19 transmission in our communities.

Whilst there are a number of restrictions around what you can't do, there's still plenty that you CAN do. I would encourage you to make the most of the opportunities you have to get outdoors, manage your mental wellbeing and support our local business community at this time.

All leisure activities must take place within county boundaries and socialising indoors can only be with members of your own household. You can however still meet with members not in your household, as long as you're outdoors and stay 2 metres apart. Cardiff and the Vale of Glamorgan have a lot to offer their residents, so don't let the weather stop you:

- Exploring our parks and green spaces with your family and friends
- Enjoying a meal or coffee at a local venue with people from your household
- Exercising and discovering new routes within your local boundaries
- Shopping local and supporting local businesses
- Making the most of outdoor seating for a catch up with friends and family

If you discover any local gems during lockdown and would like to inspire other community members, please feel free to share your photos on social media - tag us on Twitter [@cv\\_uhb](#) and use the hashtag #CAVlocalgems

## Book your flu jab

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.

This year, more flu vaccinations will be available to people in Wales than ever before. Demand for a flu vaccine this autumn is significantly higher than we have seen in previous years. And because the demand is very high, it may take longer to get an appointment for a flu vaccination. All Welsh residents who are currently eligible for a free NHS flu vaccine can be assured that enough vaccines have been ordered this year. Flu vaccinations can be accessed in the community from a GP surgery, Community Pharmacy, or school as appropriate.

To check your eligibility for a free NHS flu vaccine visit [www.beatflu.org](http://www.beatflu.org).

## Staff Flu vaccination programme

I'd like to remind all healthcare workers of the importance of getting the vaccine in a timely manner in order to keep themselves and others around them safe.

There is great demand for the flu vaccine amongst staff members this year, and we have seen an excellent turnout at vaccination clinics held so far. I would like to thank all of you for embracing our staff campaign and ensuring that we are well prepared for the ensuing winter months.



All staff members will be entered into a prize draw upon receiving their vaccine and I am delighted to announce that Allison James-Cook from Clinical Diagnostics & Therapies was yesterday presented with a Grapevine fruit and veg voucher as our first winning recipient.

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

In addition, a staff flu vaccination events will be held in the Sports and Social Club in UHW on the 14<sup>th</sup> October 7am – 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)

## Black History Month

Last week Thursday marked the start of Black History month: a pertinent time to reflect on the tremendous contribution that colleagues from black and minority communities have made throughout the history of the NHS and our Health Board which continues today. As the organisation's Executive Sponsor for race - one of the nine protected characteristic under the Equality Act - I acknowledge that while we are making progress in the support we offer to colleagues from black and minority ethnic backgrounds, there is still much for us to do in this area, and I am committed to driving this agenda forward.



I hope you will all join me in celebrating the heritage, rich culture and incredible accomplishments of our colleagues from black and minority ethnic communities, who have left an indelible mark in our history and will continue to positively impact future generations.

As part of Black History Month, the Royal College of Nursing (RCN) is hosting a free online webinar titled '*Nursing care is colour blind? Welsh lessons from 2020*'. I'm pleased to say we have colleagues from the Health Board speaking on this webinar which will cover the work by the RCN, Nursing Now Wales/Cymru and work of the First Minister's BAME advisory group to address these issues. Participants will have the opportunity to take part in a Q&A session with the speakers.

The webinar takes place on Monday 12 October, 1.30pm-2.30pm and is free to join but you must book your place in advance. You can book your place by either calling or registering online, find more details of how to do this [here](#).

Our Health Charity also recently received a generous donation from NHS Charities Together to help those in Black, Asian and minority ethnic communities during Covid-19.



One area that has received this NHS Charities Together funding is our ELAN Team. Midwives in the ELAN team care for women who require additional social support. The funds will help provide essential items for pregnant asylum seekers who are often disadvantaged and from Black, Asian and minority ethnic backgrounds.

It's great to see funds going towards making things better for those adversely affected by Covid-19, find out more about this here: <https://healthcharity.wales/funds-helping-those-adversely-affected-by-covid-19/>

### [An update on the UHW Lakeside Wing](#)

You may have seen on Friday (2 October) that we shared some pictures on social media of the first modules being placed on our UHW site. These modules form part of the 'Northern wing' of the UHW Lakeside Wing which will house 166 beds; these will be available from 25<sup>th</sup> November.

We'll continue to update you with progress on the build through this newsletter, our social media channels and our [dedicated webpage](#).

### [Parking at the University Hospital of Wales](#)

We've received concerns from staff and patients about the trouble they're having trying to park on site, particularly those looking for disabled car parking spaces.

We're encouraging staff and patients to use the FREE [Park and Ride scheme](#) that operates from Pentwyn to our UHW site and back. The service, kindly funded by the Health Charity, runs from Monday – Friday with buses leaving every 10 minutes. The first bus arrives at UHW at 6.40am and the last bus departs at 11pm with the journey between the hospital and the Park and Ride car park only taking around six minutes. The Park and Ride car park has a lot of disabled car parking spaces available so you don't have to rely on finding a space on our site.

Please remember to maintain a two-metre distance and wear a face covering while on the park and ride bus.



## Cardiff and Vale UHB PARK AND RIDE

For free, for everyone.

	FIRST BUS	MON - FRI ONLY	LAST BUS
FROM EAST PARK & RIDE (CF23 8HH) TO UHW	<b>6.30am</b>	THEN EVERY 10 MINUTES UNTIL <b>6.50pm</b>	THEN EVERY 20 MINUTES UNTIL <b>10.50pm</b>
FROM UHW TO EAST PARK & RIDE (CF23 8HH)	<b>6.40am</b>	THEN EVERY 10 MINUTES UNTIL <b>7.00pm</b>	THEN EVERY 20 MINUTES UNTIL <b>11.00pm</b>



Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



Cardiff and Vale  
HealthCharity  
Elusenlechydd  
Caerdydd a'r Fro



If you're unable to use the Park and Ride service and you're struggling to find a disabled car parking space at UHW, we're allowing individuals to park across two spaces as long as they display their blue badge in the window.

If there are any updates to parking on site or the Park and Ride service then we will update you with advanced notice.

## World Mental Health Day



### WORLD MENTAL HEALTH DAY

## 10 OCTOBER 2020



Bwrdd Iechyd Prifysgol  
Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board

This Saturday 10<sup>th</sup> October, we are marking World Mental Health Day by raising awareness and seeking to open constructive dialogues about mental health and wellbeing issues - giving them the prominence and importance they deserve. There is evidence to suggest that the number of people facing challenges with mental ill health is rising. This has been exacerbated by the COVID-19 pandemic; therefore it is timely that as a Health Board we want to place a strong emphasis on addressing mental health issues that have a direct impact on our wellbeing.

We have compiled a list of some of the services and resources available to support people living with mental health challenges:

- **SilverCloud**



People in Wales aged 16 years and over, who are experiencing mild to moderate anxiety, depression or stress, can sign-up for a free, 12-week course of online therapy. There are 17 courses available to choose from, [find out more.](#)

- **C.A.L.L. Mental Health Helpline**

As well as providing confidential listening and emotional support, C.A.L.L can also direct you to support in your local community or online. They are open 24/7, 365 days a year, [find out more.](#)

- **Beat Eating Disorders**

Beat provides help if you or someone you love is suffering from an eating disorder. Helplines and information are available for adults and young people. [Find out more.](#)

- **Activate Your Life**

Improve your mental health and wellbeing with this free course that will help you live life with more confidence – supporting you with practical ways to help you cope with thoughts and feelings causing distress. [Find out more.](#)

- **Primary Mental Health Support Service**

The Primary Mental Health Support Service offers a range of educational open access courses for adults in the local community. Free courses on offer include 'Understanding Me' and 'Action for Living'- [find out more.](#)

- **Young Person's Mental Health Toolkit**

This useful resource links young people, aged 11 to 25, to websites, apps and helplines. [Find out more.](#)

- **Cardiff and Vale Recovery & Wellbeing College**

Our Recovery & Wellbeing College provides free courses on a range of mental health and wellbeing topics for people who have accessed mental health services, are carers or work in mental health services. All of the courses are co-produced by professionals and people with lived experience of mental health issues. [Find out more.](#)

- **Employee Health and Wellbeing Service (EHWS)**

For staff in our organisation, remember to take advantage of the EHWS. There are a number of services and resources available to support you with mental health and wellbeing in the workplace. More information can be found on the staff intranet.

## Positive Feedback for our Community Mental Health Team

On the subject of Mental Health, I want to share with you some correspondence I received relating to our North West Community Mental Health Team. The patient was treated by, and names specifically in their letter, Dr Cutinha and Ben Mills. They write:

*"They have both been fantastic. Dr Cutinha is without a doubt the best psychiatrist I have ever had the pleasure of dealing with – she is empathetic, open-minded and patient – and has been exemplary in the treatment that she has provided. Ben Mills,*

*similarly, offered to take me on friendly weekly walks during the height of my depression and had it not been for either of them and the standard of the care that they have provided, I may not be here today. There is little that I can add that would top that and they deserve to be rewarded and commended for their hard work. They truly are superheroes in plain sight."*

## Another great example of Video Consultations

It was great to see on our news pages this morning an excellent example of how video consultations are enabling us to continue seeing as many patients as possible during the COVID-19 pandemic, enhancing our ability to work together with our partners, and in some cases offering a better option for our patients than coming to our sites.

The video consultation service is being used to run the Late Effects of Pelvic Radiotherapy clinic that we usually run together with Velindre NHS Trust at the Velindre Cancer Centre. It is enabling the team to continue supporting people recovering from gynaecological cancers when they would otherwise have been unable to during the COVID-19 pandemic, and I'd like to praise the team for continuing to work together and embracing this technology for the good of our patients.

[Read the full story about how the team is continuing to run the Late Effects of Pelvic Radiotherapy clinic.](#)

## Dropping off patient property

As visiting is currently restricted across the UHB, our patient experience team has established a new drop-off and collection service for essential items of clothing and/or toiletries. If you need to drop off or collect these essential items, please refer to the below guidance to do so safely.

- [Family and friends guidance](#)
- [Staff guidance](#)

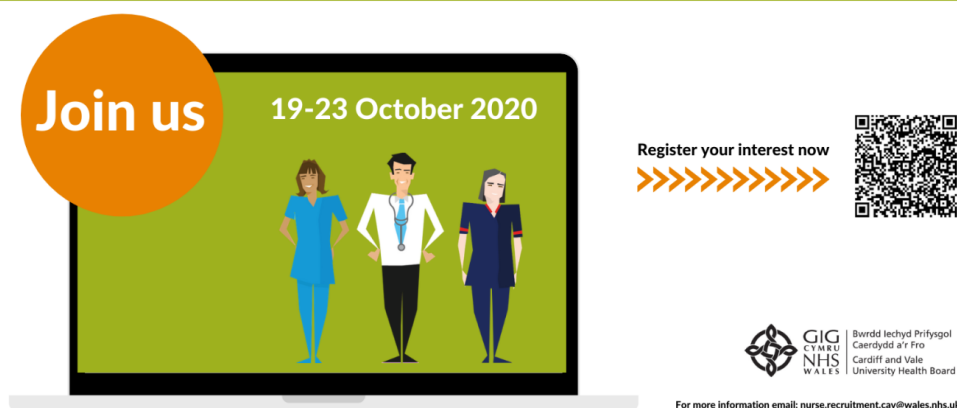
## Virtual Nurse & ODP Recruitment Event

This year we're celebrating 100 years of nursing and the remarkable achievements of nurses during this period. Healthcare workers have always had a special place in the hearts of the British people, but the onset of the pandemic has put a spotlight on the work of teams across the NHS and the value that it has to patients, families and communities.

We are looking for enthusiastic individuals who would like to join us and be part of the next 100 years of nursing. There are many vacancies across Cardiff and Vale University Health Board in areas such as Surgery, Medicine, Specialist Services, Mental Health and Primary Care.

From the 19<sup>th</sup>-23<sup>rd</sup> October 2020, we're holding our Virtual Nurse & ODP Recruitment Event. Please [sign up to express your interest](#) and our friendly recruitment team will be in touch with more information.

## Virtual Nurse & ODP Recruitment Event

A graphic for a recruitment event. It features a laptop screen displaying three healthcare professionals (two women and one man) in blue scrubs. Above the screen is an orange circle with the text 'Join us'. To the right of the screen, the dates '19-23 October 2020' are shown. Further right, the text 'Register your interest now' is followed by a series of orange arrows pointing right and a QR code. At the bottom right, the GIG CYMRU NHS WALES logo is displayed, along with the text 'Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board'. Below the logo, the email address 'For more information email: nurse.recruitment.cav@wales.nhs.uk' is provided.

Join us

19-23 October 2020

Register your interest now

For more information email: nurse.recruitment.cav@wales.nhs.uk

### Microsoft Office 365 - update for staff

We recently completed the Beta test for the migration of our email system to Office 365. This successful test means that the UHB is now in the position to begin migrating the whole organisation across to Office 365.

Over the coming weeks, the Health Board's digital team will be enacting this change. You will receive occasional prompts that "your administrator has made a configuration change" and to "restart Outlook". Please restart Outlook when prompted; you can continue to work normally.

Once the migration has been completed, your inbox will be larger and you will no longer need to move emails into personal folders; instead, you can set up folders in your mailbox. You will no longer be able to use Blackberry Work (Good) to access your emails but you will be able to download and use the Outlook mobile app. You will also be able to access your emails from a personal Windows or MacOS computer via an internet browser on [www.office.com](http://www.office.com).

This is a crucial and exciting step forward for our digital development as an organisation and I would like to thank the digital team for their hard work. I would also like to thank you in advance for your patience as these changes are made.

There is information on [our website](#) about how to get started with Office 365 alongside some guides, instructions, and frequently asked questions.

## Real Change Campaign



The Real Change campaign was recently launched by Cardiff Council and its partners to support some of the most vulnerable people in our communities. The initiative asks people not to give their spare change to those begging on the street, but instead to:

1. Text 'REALCHANGE' to 80800
2. Provide the location of that person
3. Signpost any vulnerable person to the services that can deliver real change in their lives

I would like to personally encourage you to support this fantastic initiative especially now as we enter the cold winter months, and together we can ensure the most vulnerable in our communities can access the services they need, when they need it.

## Genomics Nurse and Midwife Survey

On behalf of Genomics Partnership Wales, I would like to invite nurses and midwives within our Health Board to take part in the [recently launched survey](#) assessing the impact of genomics in your area of work. Your responses will help inform future education, training initiatives and preparing our workforce for the future of health care.

This survey has been developed by the Genomics Policy Unit at the University of South Wales in conjunction with Genomics Partnership Wales (GPW) which is

responsible for the implementation of the Welsh Government's Genomics for Precision Medicine Strategy.

### Staff walk 15 miles to raise money for the Rainbow Clinic at UHL

It's a sad fact that every day in the UK, 15 babies are lost in pregnancy or shortly after birth. In recognition of this, some of the Rainbow Clinic team are walking 15 miles on Saturday 10th October 2020. The walk will be socially distanced, within their own local areas to raise funds for the Clinic.

It always makes me feel proud that our staff undertake challenges like this to raise money for their department. It shows how much staff value their patients and want to, quite literally, go the extra mile for them. Good luck to the Rainbow Clinic team! You can find out more about their challenge and make a donation here:

<https://healthcharity.wales/staff-walk-miles-for-rainbow-clinic/>

A handwritten signature in black ink, appearing to read 'L Richards'.

**Len Richards**  
**Chief Executive**