



CHIEF EXECUTIVE CONNECTS

Dear Colleague,

09/12/2021

Earlier this week we released a joint statement with Cardiff Council, the Vale of Glamorgan Council and the Welsh Ambulance Services NHS Trust Cardiff about the unprecedented demand for health and social care services at the moment.

This is what we said:

We are seeing a 30% increase in people needing care at home, compared with pre-pandemic numbers. This huge increase in demand - alongside a UK-wide shortage of care workers and health care staff - is leading to delays in care provision and preventing the timely discharge of patients from hospital settings.

This is having a significant impact on bed flow where patients who are medically fit are not being discharged in a timely manner, resulting in bed shortages in our hospitals. This in turn leads to lengthy ambulance waits at our Emergency Unit, which means ambulance crews are unable to respond to 999 calls in the community, so people are waiting longer for ambulances.

We are calling on our community to join us and support those most in need during these challenging times. Freeing up beds for those who need the most urgent and acute care is our priority and there are several ways in which you can help us to do this.

- If you have a loved one in hospital who is well enough to go home, but is waiting to be discharged with homecare and community health support, you could help them to get home more quickly if you and your family are in a position to support them at home. You should only do this if you feel you are able to care for them for a potentially lengthy period of time.
- If you or a family member receives care organised by the council, you could consider ways in which you could provide care and support which could free up care for other vulnerable people who do not have any support. You may be able to claim carers allowance and other financial help.
- Could you volunteer your time to become a care worker or volunteer to support an older person in your community?
- Importantly, we ask that you use the appropriate service by calling CAV24/7 if it is not life or limb threatening, use the NHS 111 Wales online symptom checkers, or access your community pharmacy for minor illnesses and advice.

By working together, we can help ease the pressures over what will be a very challenging winter.

[For the full statement please read it here on our website.](#)

1. Introduction to the Site Leadership triumvirate at the University Hospital of Llandough.

Following the recent announcement of the site-based leadership team at UHW, we can now announce the team who will be responsible for site-based leadership for University Hospital Llandough (UHL).

Since the start of the pandemic, leadership has been developing at UHL ensuring there has been a consistent and visible presence supporting the teams across the site and making links to ensure the wider system is supported. Recent appointments have been completed to the triumvirate who are Matt Temby, Director of Operations, Lindsay George, Clinical Lead and Helen Luton, Nurse Director.

The UHL triumvirate is here to support staff, ensure there is visible leadership at UHL and look to providing wider system support so we can make a positive difference to our patients at this challenging time. The team will continue to make links to the other site-based leadership teams in UHW and Primary, Community and Intermediate Care (PCIC).

As we move forward there will be work to further develop the use of the Boardroom as the operations hub for UHL, where we can ensure we have the right capabilities to connect with the other sites, manage the operational day to day work as well as a focus on improvement.

We hope that everyone that works in the system will look for opportunities to engage with the site leadership team at UHL so that collectively we can look at ways to improve what we all do on a day to day basis for the patients that we look after.

2. Booster Vaccine Update

Wales saw its first case of the new Omicron variant in our health board area last week and cases are looking to rise with five confirmed in the area so far.

This is a reminder that Covid is still within our communities and we still need to follow the guidance to reduce the risk of transmission and to keep our population and each other safe.

The vaccination is the best form of defence and as a Health Board we have now delivered 893,064 vaccinations with over 145,000 of these being the Booster vaccination.



In response to the new JCVI guidance last week our Mass Vaccination Team is working hard to ensure that all adults aged 18 and over receive an offer of their booster dose by the end of January 2022. These will be offered in age cohorts in descending order and we are currently sending invites to people who are aged 40 and over. The booster programme is being delivered from our three Mass Vaccination Centres with support from Community Pharmacies across the region who have been a huge benefit to the programme to offer the vaccine to people closer to where they live. To date our community pharmacies have delivered

almost 10,000 booster vaccinations.

We want to ask the public to be patient and wait to be invited and the team will get to you as quickly as possible. We are currently not able to offer walk ins for the booster at our Mass Vaccination Sites or community pharmacies so appointments are by invite only at this time.

Our Mass Vaccination Centres are still offering walk-ins for first and second doses between the hours of 8am and 8pm for people that have not had theirs but you must wait 8 weeks between doses.

We understand with the emergence of the new variants people may feel anxious about their level of immunity but you are protected by the first and second doses and the booster will increase your level of protection as we head through the Winter months.

December is traditionally a time to socialise and get together with friends, family and colleagues as we get invited to festive events such as pantomimes, to see the Christmas lights, Winter Wonderland and Christmas parties. After the past few years we want our staff to enjoy these festivities but want to remind you all to follow the national guidance as Covid is still circulating in the community. So if you are out and about please remember to wash your hands regularly, wear a face covering in indoor spaces where they are required and social distance.

We all need to work together and follow the guidance to keep ourselves, our families, our colleagues and our patients safe.

3. Recovery and Redesign: Hybrid cardiac rehabilitation service

Our newly improved cardiac rehabilitation service which is designed to enable patient care to be delivered closer to home is expected to go live in January.

During the pandemic, the cardiac rehabilitation service became virtual and it became clear that some patients preferred this method. We therefore reassessed how we deliver the service and patients will soon be able to access cardiac rehabilitation classes in a range of ways, through home-based, digital and face-to-face clinics.

In person exercise classes for groups of up to five patients have already started at the Pulmonary Rehab in UHL and we have started running classes at the community hubs in Whitchurch and Ely, and soon in Llandaff North hub once space becomes available.

We will be offering remote patient assessments through our 'Attend anywhere' home visit clinics twice weekly with a specialist nurse. These clinics are available from all MDTs to provide specialised and individualised rehab advice.

Due to this expansion of services we have been recruiting for several new posts including a band 6 specialist nurse, a band 6 physio, band 4 technician and an occupational therapist.

This project ensures we continue to achieve green certification status from NACR.

4. Call out for health volunteers

The Voluntary Services Team at Cardiff and Vale University Health Board is currently looking for people to help in the following volunteer roles:

- Volunteers to assist at our Mass Vaccination Centres
- Befriender volunteers

As a volunteer, you'll quickly become a member of the hospital team and will be hugely appreciated by NHS staff and patients alike. You could be helping in hospitals and community settings by meeting and greeting patients and visitors, or spending time with patients on our wards who don't get much company.



Ultimately, as a volunteer you will be easing pressures on our NHS staff and you'll be helping to make someone's visit a little more comfortable.

The Voluntary Services Team will make sure you have any extra training you need and will guide you through the whole process with plenty of support, giving you essential skills and knowledge in healthcare environments to take forward for the future.

If you'd like to volunteer, we can help you find ways of using your individual skills, talents and time to support others. To find out more please

visit <https://cavuhb.nhs.wales/our-services/voluntary-services/> or email volunteer.enquiries.cav@wales.nhs.uk or call 02921 845813.

5. Welsh Language Rights Day

This week we celebrated Welsh Language Rights Day and reflected on some of the great work happening across our organisation towards making our services more accessible for those speaking Welsh.



One year ago today, we launched our Meddwl Cymraeg – Think Welsh campaign, which encourages our staff to actively think about the Welsh language, and consider how they can contribute to making services more accessible to Welsh speakers, with an ultimate ambition of becoming a fully bilingual organisation.

That is a considerable challenge, particularly at a time when we are facing some of the most intense pressures in the organisation's history, but I am proud of the positive steps we've taken over the last 12 months, with some highlights including:

- piloting an admissions pack to assist staff in key areas to identify patients who prefer to speak Welsh and encouraging staff members to use Welsh when talking to them,
- commissioning a bilingual mural wall on the space ward in our Children's Hospital to help

young Welsh speaking patients feel more comfortable using Welsh,



- introducing materials at our Woodland House headquarters providing phrases in Welsh that staff can use as part of their working day,
- launching inaugural St David's Day awards to recognise staff increasing use of the Welsh language,
- a rise in the number of staff registering to do Welsh Language courses via the LearnWelsh website.
- working to make the Health Board and Health Charity websites and social media channels accessible in Welsh.

As one of the major organisations in and around Wales' capital, we have a responsibility to not only push forward the Welsh language, but also celebrate the nation's heritage and culture. That's a prominent theme for our Arts for Health and Wellbeing programme, while earlier this year we also held our own CAV Eisteddfod arts competition.

I'd urge all patients, staff and the wider community to use Welsh wherever they're able to, so that collectively we can help to ensure the continued use and growth of the Welsh language, both within our organisation and across Wales.

6. £1m funding and support available to help transform planned care services in Wales.

Do you have an idea that could make a positive difference to planned care pathways, or that could help to reduce or alleviate demand for planned care services in the wake of the COVID-19 pandemic?

The Planned Care Innovation Programme presents an exciting opportunity to drive change across the spectrum of planned care services in Wales, providing funding and support to transform new ideas into prudent, sustainable models of planned care.

Applications are invited across the broad themes of referral, guidance, treatment, follow-up and in the measurement of demand and outcomes. It is open to those working in the delivery and management of planned care services in Wales - including from primary, secondary and tertiary care, and from community, social care and third sector organisations.

The Planned Care Innovation Programme applies the successful Bevan Exemplar model of innovation to the critical need to transform planned care services in Wales. It is funded by the Welsh Government and led by the Bevan Commission.

The application deadline is 15 February 2022. For guidance and details of upcoming Information Sessions, visit www.bevancommission.org/plannedcare

Applications to the programme are invited from stakeholders across the broad spectrum of planned care services, including projects from primary, secondary and tertiary care domains, as well as community, social care and third sector organisations.

7. Recent award announcements for Genomics (AWMGS).

I am delighted to announce AWMGS in partnership with Velindre Cancer Centre (VCC), was recently presented with the 'Scaling up Innovation and Transformation Award for the national DPYD screening service' at the 2021 MediWales Awards during a live ceremony at the Mercure Holland Hotel in Cardiff on 2 December 2021.



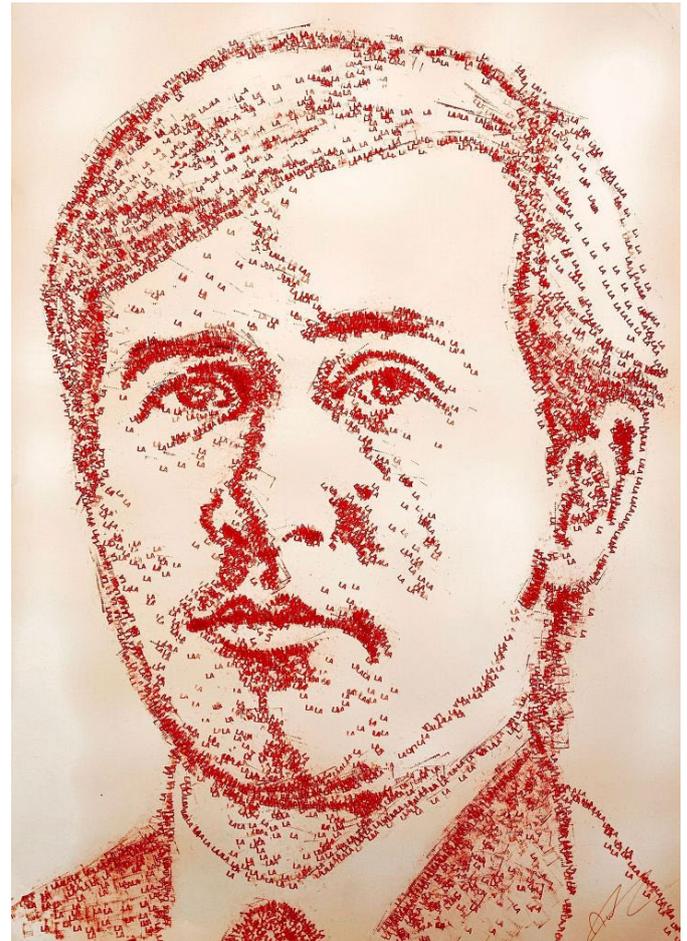
The DPYD gene screening service, piloted at VCC and launched in Autumn 2020 for patients across Wales, has already achieved remarkable preventable adverse drug reactions for patients prescribed with chemotherapy drugs frequently

used in the treatment of several types of cancer. Changes to the DPYD gene (seen in up to 6-7% population) can lead to dihydropyrimidine dehydrogenase (DPD) enzyme deficiency, and for these individuals can lead to the accumulation of cytotoxic chemotherapy compounds in the body with the risk of potentially life-threatening adverse reactions.

Sian Morgan, Director of Laboratories, Sian Morgan (pictured) collected the award which honours 'outstanding achievements in both pharmacogenetic strategy and clinical partnership in Wales'.

Also on the winners list and still revelling in the celebrations of their recent win at the 'UK Building Better Healthcare Awards', were Cardiff & Vale University Health Board's Eye Care Team who picked up the coveted 'NHS Judges Award' for their novel approach to delivering 'shared ophthalmic care services and addressing acute sector capacity and demand issues through the utilisation of capacity and technology available in the primary sector'.





Arts

8. The Arts for Health and Wellbeing Christmas Newsletter

Please enjoy reading about the recent and upcoming projects and exhibitions by the Arts for Health and Wellbeing team this Christmas. <https://cardiffandvale.art/wp-content/uploads/2021/12/Arts-for-Health-and-Wellbeing-Christmas-Newsletter-2021.pdf>

9. World AIDS Day

Cardiff & Vale Health Charity patron Nathan Wyburn has produced a portrait of Callum Scott Howells, who plays Colin Morris-Jones in It's A Sin, the Channel 4 drama about five friends who grow up in the shadow of AIDS. Nathan created the portrait by stamping the show's refrain 'La' in red ink to raise awareness of World Aids Day and to celebrate the progress that has been made and the ongoing strives to improve HIV treatment <https://cardiffandvale.art/2021/11/30/world-aids-day-artwork-by-nathan-wyburn/>

10. "Bels Art" – An Exhibition by Jane Shipton

The new Corridor Exhibition at University Hospital Llandough, "Bels Art" is by Jane Shipton, who started painting after developing Bell's palsy during lockdown. <https://cardiffandvale.art/2021/11/25/bels-art-an-exhibition-by-jane-shipton/>

