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Version Number: 1

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Welsh Language Inpatient Policy

Policy Statement

To ensure the Health Board delivers its aims, objectives, responsibilities and legal requirements as set out under the Welsh Language Standards. Providing Welsh speaking patients with care in their preferred language can lead to better patient outcomes and so this policy will ensure that inpatients are provided with an active offer as to whether they wish to communicate in Welsh or in English.

Policy Commitment

The policy commits the organisation to ask a patient or service user on the first day of their admission whether they wish to communicate in Welsh during their admission.

If a patient or service users wishes to communicate in Welsh, then steps need to be taken by the Clinical Board or department to ensure Welsh speaking staff are available, or in the event this is not possible, alternate measures a put in place, such as booking an interpreter.

If the patient/service user is unable to communicate then staff should use other established processes, such as the Independent Mental Capacity Advocate Procedure, to ascertain language choice.

Supporting Procedures and Written Control Documents

This policy outlines the Health Board's commitment to ensuring patients accessing services are able to do so in their preferred language.

Clinical Boards and other areas should have measures in place to ensure that they can provide a level of service for patients whose preferred language is Welsh, including:

- Ensuring staff have registered their Welsh Language skills on their Electronic Staff Record (ESR).
- Ensuring that patients are asked their preferred language on admission, which is then recorded on Welsh Nurse Care Record, or on Patient Management Systems such as PMS and Paris.
- Utilising Welsh language skills of the workforce to ensure that patients who the best level of care or treatment in Welsh for their patients who prefer to use Welsh.
- Ensuring staff have completed the Welsh Language Awareness mandatory training module.

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- Encouraging staff to develop their Welsh Language Skills.
- Encouraging staff with Welsh Language skills to display the '*iaith gwaith*' logo as part of their attire to indicate that they are happy to communicate in Welsh.

Other supporting documents are:

List all documents the reader needs to be aware of alongside / in support of this document:

- Cardiff and Vale University Health board Welsh Language Standards
- More than Just Words Welsh Language in Healthcare Framework 2022-2027
- Welsh Language Policy
- 5-year Clinical Consultation Plan
- Equality Act 2010
- Interpretation Policy
- Independent Mental Capacity Advocate Procedure
- Mental Capacity Act 2005
- Welsh Language Policy

Scope

This policy applies to all of our staff in all locations including those with honorary contracts.

Equality Impact Assessment

An Equality Impact Assessment (EQIA) has been completed and this found there to be a positive. Key actions have been identified and these can be found incorporated within this policy/supporting procedure.

Health Impact Assessment

A Health Impact Assessment (HIA) has been completed and this found there to be a positive/impact. Key actions have been identified and these are incorporated within this policy/supporting procedure.

Policy Approved by

Quality, Safety and Experience Committee

Group with authority to approve procedures written to explain how this policy will be implemented

Senior Leadership Board

Accountable Executive or Clinical Board Director

Cardiff and Vale University Health Boards' Medical Director

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Summary of reviews/amendments			
Version Number	Date Review Approved	Date Published	Summary of Amendments
1	13.02.2024	28.02.2024	<i>new document</i>
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Appendices (if required)
