

**ANNUAL SELF ASSESSMENT  
HEALTH AND CARE STANDARDS**

<b>S</b> Situation	<b>3.2 Communicating Effectively</b>																
<b>B</b> Background	<p>Please Confirm the rating from the following</p> <p><b>Getting There</b></p>																
<b>A</b> Assessment	<p>Provide 250 words (<u>maximum</u>) to give necessary contextual narrative</p> <p>The Clinical Boards undertook a self assessment against standard 3.2 Communicating effectively. There were many areas of excellent practice noted across all Clinical Boards however there is significant variation</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td><b>CD&amp;T</b></td> <td><b>Getting There</b></td> </tr> <tr> <td><b>Children and Women</b></td> <td><b>Getting There</b></td> </tr> <tr> <td><b>Dental</b></td> <td><b>Getting There</b></td> </tr> <tr> <td><b>Medicine</b></td> <td><b>No score attributed</b></td> </tr> <tr> <td><b>Mental health</b></td> <td><b>Meeting the Standard</b></td> </tr> <tr> <td><b>PCIC</b></td> <td><b>Getting There</b></td> </tr> <tr> <td><b>Specialist</b></td> <td><b>Getting Started</b></td> </tr> <tr> <td><b>Surgery</b></td> <td><b>Meeting the Standard</b></td> </tr> </table> <p><b>Welsh Speakers are offered language services that meet their needs as a natural part of their care.</b> The wearing of the iaith gwaith badge by staff with Welsh language skills is becoming increasingly popular. Local directorates have also raised awareness about the 'iaith gwaith' badges through poster and information boards. PCIC ensure that Welsh language speakers are recorded on ESR.</p> <p>There is variation in what written communication is available bilingually across the Clinical Boards. In Mental Health Clinical Board there is self help literature available in 5 languages including Welsh. In collaboration with the local Welsh Language partnership (Menter Iaith Caerdydd), the Midwifery Directorate has held Welsh ante-natal classes for Welsh speaking/bilingual expectant</p>	<b>CD&amp;T</b>	<b>Getting There</b>	<b>Children and Women</b>	<b>Getting There</b>	<b>Dental</b>	<b>Getting There</b>	<b>Medicine</b>	<b>No score attributed</b>	<b>Mental health</b>	<b>Meeting the Standard</b>	<b>PCIC</b>	<b>Getting There</b>	<b>Specialist</b>	<b>Getting Started</b>	<b>Surgery</b>	<b>Meeting the Standard</b>
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parents. They also distribute bilingual Pregnancy notes folder, promoting the Twf Initiative. The Dental Hospital has distributed a prompt card with the relevant greetings in Welsh for all their telephone operators and reception areas to help them welcome service users bilingually. CD&T have developed a Welsh language version of the communication tool used by play therapists for children attending for MRI scans. It is anticipated that there will be significant work to comply with the Welsh Language Standards on their publication.

**Special Care is taken in Communicating with those whose mental capacity may be temporarily or permanently impaired and language and communication needs are addresses for people with specific care needs including sensory loss**

There is significant work underway across the health board to address the needs of patients with sensory loss including the use of technology. The use of texting to confirm outpatient appointments and the use of pagers in outpatients . The Sensory Loss Champions Group and the Sensory Loss Standards Working Group are progressing this work corporately.

Surgery and Medicine Clinical Boards made reference to the use of the Learning Disability flag on clinical workstation and the communication tools that are available and Dental Clinical Board have developed a photographic journey book for vulnerable patients. The Dental Clinical Board has demonstrated its commitment to driving forward the Sensory Loss Agenda by gaining the Action on Hearing Loss Louder than Words Accreditation Charter Mark. The University Dental Hospital is the only NHS Hospital in the UK to have this accreditation. Specialist Clinical Board have developed a trache project to improve the use of speaking valves and whiteboards and picture boards are also used. Advanced technologies are used for long term neurological patients.

PCIC Clinical Board dementia Plan advocates a dementia champion in each clinical team / area.

Mental Capacity Act training is included in the mandatory training for staff and at the end of March 2018 59.69% of staff have completed MCA training. This figures is reported through the Executive performance Reviews and in 2018/19 compliance will be reported for nursing and allied health care staff and for Medical staff separately.

**Methods of on and off line communication in various languages and accessible formats are used.**

There is a UHB Interpretation and Translation Policy in place and several Clinical Boards made reference to utilising WITs to access translation services. There is minimal evidence given by the Clinical Boards around the provision of patient literature in languages other than English or Welsh although Mental Health Clinical Boards were able to specify that they produce Mental Health Act literature in eight languages.

**Communication is age appropriate and considers people's ability to engage in health related conversations.**

Read About Me was launched in 2017, this is a person centred tool kit for people with cognitive impairment or dementia. It includes information including personal likes and dislikes, personal interests and family details. This allows staff to have a better understanding of the patient and the things that are important to them. The tool is designed to be taken with the patient wherever they go to ensure that everyone can deliver personalised care.

Clinical Boards identified in their self assessments a broad range of individualised methods for communicating with specific patient groups with significant use of social media as well as specific patient support groups.

Examples of good practice include:

Birth Choices and Birth Afterthoughts clinic in Obstetrics, Photographic journey book for vulnerable patients using Dental Services, Speaking valve project in specialist as well as the use of whiteboards and picture boards for tracheostomy patients.

**Support is Given for Carers and Advocates who in turn are supporting the needs of people with communication needs**

There is work underway to recognise and support carers through accreditation schemes in Schools, GP practices and in Health and Social Care settings, currently there are 2 wards in the health board working towards accreditation as well as a number of GP practices

Corporately, Johns Campaign was launched several months ago and is being piloted in sites within Surgery, Medicine and Mental Health Clinical Board. The campaign is designed to identify carers and to support them in

	<p>as involved in their relatives care as they would like to be. As well as ensuring effective communication with them about</p> <p>Examples of excellent practice in individual areas was highlighted in the self assessments. On B4 a carers support social group called “Nibble and Natter” is in -place to give cares an opportunity to socialise and discuss any concerns that they might have.</p> <p>Solace run a carers training programme in how to communicate with a person with dementia in the Mental Health Clinical Board.</p> <p><b>Effective accessible appropriate and timely communication is tailored to the needs of each individual person and reasonable adjustments are made as defined by the Equality Act 2010</b></p> <p>Corporate work is undertaken through our work under the Strategic Equality Plan Fair Care 2016-20 and the Annual Delivery Plan that is associated with the standard</p> <p>.</p>
<p><b>R</b></p> <p><b>Recommendation</b></p>	<p><b>The following improvement actions have been identified as key deliverables for 16/17</b></p> <ul style="list-style-type: none"> <li>• Audit and evaluate Johns Campaign Pilot</li> <li>• Take account of the Welsh Language Act and undertake a Gap Analysis and develop and action plan</li> <li>• Embed the national priorities around carers       <ol style="list-style-type: none"> <li>1. Supporting life alongside caring</li> <li>2. Identifying and recognising carers</li> <li>3. Providing information, advice and assistance</li> </ol> </li> <li>• Progress the All Wales Standards for Accessible Communication and Information for People with Sensory Loss action plan</li> <li>• Progress the discharge, engagement and communication with carers workstream.</li> <li>• MCA training compliance will be monitored and reported through the performance reviews</li> <li>• Increase the number of carer accredited GP Practices</li> </ul>